

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
Health Care Department Operations Manual

**5.5.11 Mail Center**

**(a) Policy**

California Correctional Health Care Services (CCHCS), Business Operations Section (BOS) shall ensure that all mail is retrieved, sorted, and delivered in a timely manner.

**(b) Applicability**

This policy applies to all CCHCS headquarters, regional offices, Health and Imaging Records Center, Central Fill Pharmacy, Division of Health Care Services, and Division of Juvenile Justice staff located in Elk Grove, Sacramento, Fresno, Bakersfield, Rancho Cucamonga, Diamond Bar, Santa Ana, and Ontario, California.

**(c) Procedure**

**(1) Daily Routine – CCHCS Headquarters**

- (A) Mail Center employees shall retrieve mail from the United States Postal Service (USPS) and sort each business day.
- (B) Internal mail delivery and retrieval are made once in the morning and once in the afternoon on each business day.
- (C) External mail delivery and retrieval are made once each business day.
- (D) Staff located in Elk Grove shall be notified, by BOS, to pick up multiple packages or packages weighing more than 25 pounds.

**(2) Daily Routine – CCHCS Regional Offices**

- (A) BOS staff shall retrieve mail from the USPS once each business day and sort the mail daily.
- (B) Deliver Human Resources mail to the receptionist.
- (C) Deliver regional mail to the recipients.
- (D) Meter mail throughout the day.

**(3) Daily Retrieval and Delivery Locations CCHCS Headquarters**

- (A) Internal locations shall include the following:
  - 1. 8220 Longleaf Drive, Elk Grove (Building B)
  - 2. 8260 Longleaf Drive, Elk Grove (Building C)
  - 3. 8280 Longleaf Drive, Elk Grove (Building D)
  - 4. 9260 Laguna Springs Drive, Elk Grove (Building E)
  - 5. 9266 Laguna Springs Drive, Elk Grove (Building F)
  - 6. 9272 Laguna Springs Drive, Elk Grove (Building G)
- (B) External locations shall include the following:
  - 1. Post Office Box 588500, Elk Grove (CCHCS – Headquarters)
  - 2. 1515 S Street, Sacramento (California Department of Corrections and Rehabilitation – Headquarters)
  - 3. 10000 Goethe Road, Sacramento (Regional Accounting)
  - 4. 9838 Old Placerville Road, Sacramento (Facility Planning and Activation)
  - 5. 10111 Old Placerville Road, Sacramento (Internal Affairs)
  - 6. 3301 C Street, Sacramento (State Controller’s Office)
  - 7. 600 North Market, Sacramento (Correct Care Integrated Health)
  - 8. 707 Third Street, West Sacramento (Department of General Services)
  - 9. 300 Capitol Mall, Sacramento (State Controller’s Office – Personnel)
  - 10. 8300-8330 Valdez Avenue, Sacramento (Health Records Center)
  - 11. 8364 Rovana Circle, Sacramento (Central Fill Pharmacy)

**(4) Mail Center Schedule – CCHCS Headquarters**

- (A) The Mail Center is open from 8:00 a.m. to 5:00 p.m. each business day.
- (B) Mail received by the Mail Center before 4:00 p.m. shall be processed on the same day.
- (C) Mail received after 4:00 p.m. shall be processed the next business day.

**(5) Mail Center Schedule – CCHCS Regional Offices**

- (A) Mail can be dropped off daily on business days from 8:00 a.m. to 5:00 p.m. at the regional analyst’s desk.
- (B) Mail received by the regional analyst before 3:30 p.m. shall be processed on the same day.
- (C) Mail received after 3:30 p.m. shall be processed the next business day.

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**(6) Courier Service**

(A) The courier service for deliveries requiring overnight service within California is General Logistics Systems (GLS).

1. GLS delivers packages in the morning and picks up in the afternoon.
2. To send a package via GLS, a label request must be attached to the package. To create a GLS shipping label request:
  - a. Select the following link: <http://lifeline/Pages/Home.aspx>.
  - b. Select “Business Operations” located on the left side of the screen under the Business Services section of Policy and Administration.
  - c. Select “Resources” in the Quick Links box on the right side of the screen and select the “Operations Support” tab.
  - d. Select “Request for GLS Shipping Label.” Only one label per package needs to be completed.
  - e. Print the label and attach it to the package with a single piece of tape.
  - f. The package can be delivered to the BOS located in Building C, Elk Grove, Suite 100, the regional analyst at your location, or placed in the outgoing mail box in your work area for pick up.
  - g. If there are multiple packages or packages weighing more than 25 pounds, the packages shall be brought to the BOS or regional analyst.

(B) The courier service provider for out-of-state deliveries is Federal Express (FedEx).

1. FedEx delivers packages throughout the day.
2. Prior arrangements must be made by the program for FedEx to pick up packages.
3. To ship a package via FedEx, a label request must be attached to the package. To create a FedEx shipping label request:
  - a. Select the following link: <http://lifeline/Pages/Home.aspx>.
  - b. Select “Business Operations” located on the left side of the screen under the Business Services section of Policy and Administration.
  - c. Select “Resources” in the Quick Links box on the right side of the screen and select “Operations Support” tab.
  - d. Select “Request for FedEx Shipping Label.” Only one label per package needs to be completed.
  - e. Print the label and attach it to the package with a single piece of tape.
  - f. The package can be delivered to the BOS located in Building C, Elk Grove, Suite 100, or placed in the outgoing mail box in your work area for pick up.
  - g. If there are multiple packages or packages weighing more than 25 pounds, the packages shall be brought to the BOS or regional analyst.

(C) Supplies (e.g., envelopes, plastic bags) for both courier services are available in the BOS located in Building C, Elk Grove, Suite 100, or with the regional analyst.

**(7) Folding and Inserting Services**

(A) Folding and inserting documents into envelopes is available upon request.

(B) Requests shall be made by submitting a ticket through the CCHCS Service Portal. To find the CCHCS Service Portal:

1. Select the following link: <http://lifeline/Pages/Home.aspx>.
2. Select “Business Operations.”
3. Select “CCHCS Service Portal.”
4. Select “Business Operations Request.”
5. Complete required areas. Requestor must include in the description how the materials will be provided.
6. Click on “Submit.” This will generate a ticket number and will send the request to the BOS for processing.

(C) A notification when your request is completed shall be provided by the Mail Center.

**(8) Mass Mailing**

Mass mailings (e.g., State Restrictions of Appointment letters, inquiry letters), or projects that include a substantially larger volume of items (e.g., mental health posters, booklets) to mail require 3-4 days to complete. Contact the Mail Center at (916) 691-3034 for assistance.

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**(9) Acceptable Items for Delivery or Shipping**

Only items related to official state business shall be delivered or shipped using state resources. State resources shall not be utilized to deliver or ship items that are personal in nature (e.g., greeting cards, gifts) or do not support official state business.

**Resources**

- CCHCS Service Portal  
[https://cchcsprod.servicenowservices.com/sp?sysparm\\_stack=no](https://cchcsprod.servicenowservices.com/sp?sysparm_stack=no)
- Request for FedEx Shipping Label  
<http://lifeline/PolicyandAdministration/BusinessServices/Facilities/Operations%20Support/FedEx.pdf>
- Request for GSO Shipping Label  
<http://lifeline/PolicyandAdministration/BusinessServices/Facilities/Pages/Resources.aspx>

**Revision History**

Effective: 02/2018

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