

COUNTY OF LOS ANGELES  
**PROBATION DEPARTMENT**  
**DIRECTIVE**

No. 1025

Issued: 03/08/05

Post Until: 04/08/05

**SUBJECT: UNDELIVERABLE MAIL (NIXIES)**

Mail that is undeliverable because it is incorrectly addressed or is illegible is referred to as a "NIXIE" by the US Postal Service. Currently, the department receives hundreds of pieces of mail sent to probationers each month that is returned because the post office has deemed the correspondence undeliverable. Mail is marked for return for various reasons such as "no such number", "incorrect address", "moved – no forwarding address", etc. Each NIXIE must be reviewed to determine why the mail was undeliverable and if a reverification of the probationer's address and update to DFAD is necessary, or if there is a potential violation of probation that must be reported to the court.

Effectively immediately, all NIXIES received by the department will be returned to the DPO of record for review and further processing. A large portion of the returned mail is billing sent to probationers by the Department of Treasurer - Tax Collector (DTTC). The address on the returned mail is the address contained on the APS – DFAD screen. In most instances, the address on the NIXIE corresponds to the address in APS and shows as a valid address. Nevertheless, the mail was undeliverable as addressed. In such cases, it is imperative that contact be made with the probationer to verify the individual's current residence address and determine why the mail was undeliverable.

In reviewing returned mail, the DPO should take the following actions:

- Complete a check of the Adult Probation System (APS), and the Trial Court Information System (TCIS) if necessary, to confirm the probationer has an active grant of probation.
- Review the APS – DFAD screen to ensure the correct address is listed. Validation of the address through Finalist (Y) does not necessarily mean it is the probationer's actual current residence address. A review of the probationer's most recent report - in slip may be necessary to determine where the probationer is currently residing. If it is determined that the probationer has a new address, DFAD should be updated to reflect the new address.
- Review county jail booking to determine if the probationer is in custody in county jail or with INS.

**MANUAL HOLDERS: CROSS-REFERENCE YOUR MANUALS TO THIS DIRECTIVE WHERE APPROPRIATE**

## UNDELIVERABLE MAIL

### Page 2

- Check the Department of Motor Vehicles (DMV) system to determine if there is a new address listed.
- Complete a criminal history record check to determine if the probationer has been arrested (jailed) in another jurisdiction.
- Enter into the APS – DCID screen all attempts to establish the probationers correct address.
- Where necessary, an entry can be placed in the DFAD screen using the “comment” section.

If it is determined that the probationer is in custody, update the “In Custody” field on the Defendant Identification Data (DCID) screen. Also, submit an “Account Recall” form to the Lynwood Collection Unit to remove the account from collections.

When there is verifiable evidence of desertion of probation, and all documented attempts to locate the probationer have been unsuccessful, it is the responsibility of the DPO to calendar the matter for desertion.

If there are any questions regarding this directive, please contact Michael Larquier, Adult Consultant, at (562) 940-2525.



David M. Davies, Chief  
Adult Services Bureau

|                                                                                  |
|----------------------------------------------------------------------------------|
| MANUAL HOLDERS: CROSS-REFERENCE YOUR MANUALS TO THIS DIRECTIVE WHERE APPROPRIATE |
|----------------------------------------------------------------------------------|