

CHAPTER: 800

Inmate Management

DEPARTMENT ORDER:

**812 – Inmate Maximum Custody
Management and Incentive System**

**OFFICE OF PRIMARY
RESPONSIBILITY:**

**OPS
OSB**

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ACCESS

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Arizona Department of Corrections Rehabilitation and Reentry



Department Order Manual



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PURPOSE

This Department Order establishes procedures governing the Maximum Custody Management, and modifies the concept of programming Maximum Custody inmates and the Guiding Principles developed by the Association of State Correctional Administrators (ASCA).

RESPONSIBILITY

The Director has delegated the authority to revise the Program Matrices (Attachments B through I) to the Assistant Director for Prison Operations.

PROCEDURES

1.0 MAXIMUM CUSTODY MANAGEMENT OVERVIEW - Maximum Custody Management is a system that requires inmates in Maximum Custody to work through a program, utilizing a step incentive system, providing the opportunity to participate in jobs, programs, and other out of cell activities. Based on behavior and programming, inmates may progress from controlled based housing to open privilege based housing where movement outside a cell is without restraint equipment. Inmates shall be assigned to Maximum Custody in accordance with Department Order #801, Inmate Classification.

2.0 MAXIMUM CUSTODY MANAGEMENT - INTAKE AND ASSESSMENT

2.1 Upon arrival at Maximum Custody, inmates shall initially be assigned to the intake and assessment area at the Arizona State Prison Complex (ASPC)–Eyman, Browning Unit, except the population groups that require specialty housing (Sex Offender/Protective Custody).

2.1.1 The Sex Offender/Protective Custody inmate population shall complete intake and assessment at the ASPC-Eyman, SMU I Unit.

2.2 The contract Mental Health Lead at each Complex shall be notified, by the Count/Movement Officer, of all movement into the intake area within 24 hours of inmates' arrival.

2.2.1 Within three calendar days of placement at intake, all Maximum Custody male inmates shall be evaluated by a contract mental health clinician for program/treatment needs. The mental health clinician shall provide any recommendations to the Chief of Security or shift commander for alternative placement into an appropriate program when clinically indicated.

2.3 Within five business days of an inmate's arrival at Maximum Custody, the Assessment Team, consisting of a Deputy Warden, Chief of Security, Correctional Officer (CO) IV, Correctional Sergeant, and CO III shall:

2.3.1 Orient new arrivals on the expectations of Maximum Custody utilizing orientation materials.

2.3.2 Conduct a face-to-face interview with the inmate.

2.3.3 Conduct a review to place inmates in the appropriate Maximum Custody housing location. The review shall include:

2.3.3.1 The Maximum Custody Placement Checklist, which requires the following screenings to be completed:

- 2.3.3.1.1 Do Not House With (DNHW) Restriction
 - 2.3.3.1.2 Prior Protective Custody history
 - 2.3.3.1.3 Relevant Security Threat Group (STG) information
 - 2.3.3.1.4 Arizona Correctional Information System (ACIS), to include hard copy file review and housing restriction comments information
 - 2.3.3.1.5 Verification of Classification and Population type status
 - 2.3.3.1.6 Medical and Mental health needs status
 - 2.3.3.1.7 Additional information that may affect the safe, orderly, and secure operation of the institution upon placement
 - 2.3.3.1.8 Escape history
 - 2.3.3.1.9 Seriousness of the incident(s) resulting in placement in Maximum Custody
 - 2.3.3.1.10 Inmate’s demeanor and attitude during the interview process
 - 2.3.3.1.11 Any special security concerns
- 2.3.4 Document on the appropriate ACIS screen the recommended housing (unit) location and step level.
- 2.4 The CO IV or designee shall notify Central Office Movement to schedule all inmates requiring external movement from the intake area to other Maximum Custody Units.
- 2.4.1 Assignments to specific housing areas within Maximum Custody and the step level assigned are not subject to the grievance or appeal process.

3.0 MAXIMUM CUSTODY MANAGEMENT - SUBSEQUENT REVIEWS

- 3.1 The purpose of the Program Team is to review inmates monthly to decide step movement, housing, and review program needs and completion. Any decision concerning the inmate’s mental health well-being is chaired by the senior clinical staff member present (within the scope of their authority).
- 3.1.1 The Program Team shall be comprised of Correctional Series staff (i.e., Unit Administrator, Captain, CO IV, Correctional Lieutenant, Correctional Sergeant, CO III, and CO II that are assigned to the unit/housing area), and may include support services personnel (i.e., teachers, chaplains and treatment counselors) and contract Mental Health professionals (i.e., Psychologist, Psychology Associate, and Behavioral Health Technician).
- 3.2 **The Program Team shall complete and provide the inmate with a monthly individualized Corrections Plan in accordance with Department Order #811, Individual Inmate Assessments and Reviews.**

- 3.2.1 **The inmate shall sign the plan and have the opportunity to discuss the plan with his/her assigned CO III.**
- 3.2.2 **The CO III shall upload the signed Corrections Plan in the document type, signed Corrections Plan, in ACIS.**
- 3.2.3 **The completion of the plan shall be documented on the Maximum Custody step review tracking form.**
- 3.3 During subsequent reviews, the Program Team shall determine the inmate's step level. Inmates begin the program in Step I, with Step I being the most restrictive, and Step III being the least. Advancement through step levels requires completion of all mandatory programs (as assigned) and compliance with rules.
 - 3.3.1 Inmates may receive additional programming as available in the Department's menu of programs.
- 3.4 The step system is suspended while the inmate is on mental health or security watch or temporarily absent (e.g., hospital, court, etc.).
 - 3.4.1 **At any time an inmates status changes to severely mentally ill, mental health staff shall notify Central Office Classification for movement out of Maximum Custody within one business day. The inmate shall be immediately placed on a 10 minute security watch in a designated watch cell unless a higher level of care is required through mental health staff until movement is completed.**
 - 3.4.2 **Upon reclassification to a lower custody level, Central Office Classification shall move the inmate out of Maximum Custody within 10 calendar days.**

4.0 STEP PROGRAM – MAXIMUM CUSTODY POPULATION, EXCEPT RESTRICTIVE STATUS HOUSING PROGRAM

- 4.1 To qualify for advancement in steps and incentives, inmates must follow all program requirements on a daily basis. Step advancements shall be determined by the Program Team.
- 4.2 Inmates must comply with the following requirements, unless otherwise documented in an individual program plan:
 - 4.2.1 Grooming and Hygiene - In accordance with the standards outlined in Department Order #704, Inmate Regulations.
 - 4.2.2 Shower - Required to shower regularly.
 - 4.2.3 Education and/or Program Classes – Are required to participate in designated classes/programs.
 - 4.2.4 Refrain from creating excessive banging, noise, or yelling.
 - 4.2.5 Refrain from being disrespectful.
 - 4.2.6 Throwing any substance out of cell at staff or inmate(s) may result in disciplinary placement in alternative housing and prolonged stay in Step I.

4.2.7 Cell Cleanliness - In accordance with the standards outlined in Department Order #704, Inmate Regulations.

4.2.8 Refrain from participating or communicating with Validated STGs.

4.3 Specific actions including, but not limited to, those referenced below may result in immediate forfeiture of time within the inmate's current step and may result in placement back to a lower Step. Program non-compliance and/or any disciplinary resulting in a Class A or B rule violation may result in reversion to Step I or removal from their current program or housing assignment.

4.3.1 Failure to comply with Department Order #704, Inmate Regulations

4.3.2 Assault of any type

4.3.3 Destruction of property

4.4 Upon the commission of a serious rule violation or significant negative behavior, the Program Team may convene prior to the scheduled meetings to determine step level regression or removal from the program.

4.5 Inmates who have maintained Step III for a minimum of 30 consecutive days, without incident, are eligible for consideration for placement in a High Custody housing location.

5.0 RESTRICTIVE STATUS HOUSING PROGRAM (RSHP) - The purpose of the Restrictive Status Housing Program (RSHP) addresses **institutional violence, or conspiracy to commit violent acts such as** (serious assaults on staff, a serious inmate on inmate assault(s) with a weapon, or multiple inmates assaulting an inmate with a serious injury) offenses and give inmates an opportunity to modify behavior in a positive way so they can return to the general population.

5.1 The placement decision is made by the sending Complex Warden and the Regional Operations Director (ROD), in consultation with the receiving Complex Warden, based on the seriousness of the act and security concerns.

5.1.1 Inmates approved for RSHP shall be housed in the designated **RSHP** units.

5.2 Within three calendar days of placement, the contract mental health staff shall complete a face-to-face interview and provide immediate notification to the appropriate staff of any concerns or special needs.

5.3 Within three business days of an inmate being placed into the program, the Assessment Team shall conduct a face-to-face interview with the inmate. The Assessment Team shall:

5.3.1 Explain the reason for placement.

5.3.2 Develop a program plan and discuss the plan with the inmate.

5.3.3 Explain requirements for the return to general population.

5.3.4 Document decisions on the program plan database form and in ACIS.

5.4 Within five business days of an inmate's program placement, a RSHP Independent Review Committee (RSHP Committee) shall review the initial placement decision to determine if the placement meets program criteria based on supporting documentation.

- 5.4.1 The RSHP Committee shall include, at a minimum, three Correctional Series staff (Deputy Warden, Chief of Security, and Classification CO IV).
- 5.4.2 If the RSHP Committee has a conflicting assessment with the program placement decision, the final decision shall be made by the Assistant Director for Prison Operations or designee within the five business days.
- 5.5 The Assessment Team shall review inmates in RSHP for program participation and step progression a minimum of every 30 calendar days.
 - 5.5.1 Contract mental health staff shall participate in all reviews by the Assessment Team.
 - 5.5.2 The reviews shall be documented in the appropriate ACIS screens.
- 5.6 Property and privileges are limited during housing in this program as identified in Attachment C, Restricted Status Housing Program Step Matrix.
- 5.7 All inmates shall enter the program at Step I, with Step I being the most restrictive and Step III being the least restrictive.
 - 5.7.1 Restraints are used at all steps in the RSHP.

6.0 DOCUMENTING MOVEMENT/EVENTS IN MAXIMUM CUSTODY

- 6.1 Movement of inmates from their assigned cell shall be documented on the **Inmate Out-of-Cell Tracking**, Form 812-1.
- 6.2 When utilizing the **Inmate Out-of-Cell Tracking** form, staff shall record an inmate's time out of cell. A refusal by the inmate for any movement will require the appropriate "refusal" entry on the form, **to include a video**. To verify the refusal, either the inmate or a second staff member who witnessed the refusal should, where feasible considering safety/security/operations concerns, sign the Comments section on the back of the **Inmate Out-of-Cell Tracking** form.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms for the following:

- Group Recreation Area
- Interactive Recreation Area

FORMS LIST

812-1, **Inmate Out-of-Cell Tracking**

ATTACHMENTS

Attachment A - Guiding Principles – Restrictive Housing
Attachment B – Browning Unit, **SMU I and Rast Units** (GP, PC, STG, Condemned Row)
Attachment C – Restricted Status Housing Program Step Matrix
Attachment D – Browning, **SMU I and Rast Units** Mandatory Programs
Attachment E – Restrictive Housing Mandatory Programs

ATTACHMENT A

GUIDING PRINCIPLES – RESTRICTIVE HOUSING

1. Provide a process, a separate review for decisions to place an inmate in Maximum Custody;
2. **Complete a classification review 60 days from initial placement into Maximum Custody and 180 calendar days thereafter from initial placement and document as a classification action in the ACIS classification module;**
3. Provide in-person mental health assessments, by trained contract personnel within three calendar days of an inmate being placed in Maximum Custody and periodic mental health assessments thereafter including an appropriate mental health treatment plan;
4. Provide structured and progressive levels that include increased privileges as an incentive for positive behavior and/or program participation;
5. Determine an inmate’s assignment to Maximum Custody based on the nature and level of threat to the safe and orderly operation of general population as well as program participation, rule compliance and the recommendation of the person(s) assigned to conduct the classification review;
6. Provide appropriate access to contract health and mental health staff and services;
7. Provide access to visiting opportunities;
8. Provide appropriate exercise opportunities;
9. Provide the ability to maintain proper hygiene;
10. Provide program opportunities appropriate to support transition back to a general population setting or to the community;
11. Collect sufficient data to assess the effectiveness of implementation of these guiding principles;
12. Initiate a review of all inmates in Maximum Custody by persons independent of the placement authority to recommend the inmates’ need for continued placement in Maximum Custody;
13. Require all staff assigned to work in Maximum Custody Units receive appropriate training in managing inmates on Maximum Custody status.

ATTACHMENT B

BROWNING UNIT, SMU I and RAST UNITS (GP, PC, STG, Condemned Row)			
Item	Step I	Step II	Step III
Intake	Orientation and sign Memo of Expectations for Maximum Custody Step Plan	N/A	N/A
Expectations	<ul style="list-style-type: none"> • Follow Rules and Regulations including Department Order #704, <u>Inmate Regulations</u> • Participate in prescribed programs/classes/individual in-cell study groups as per program plan (Attachment D) • Maintain Personal Hygiene 	<ul style="list-style-type: none"> • Follow Rules and Regulations including Department Order #704, <u>Inmate Regulations</u> • Participate in prescribed programs/classes/individual groups as per program plan (Attachment D) • Demonstrate positive social interaction skills • Maintain Personal Hygiene 	<ul style="list-style-type: none"> • Follow Rules and Regulations including Department Order #704, <u>Inmate Regulations</u> • Participate in prescribed programs/classes/individual groups as per program plan (Attachment D) • Maintain “meets expectation” on all work evaluations • Consistently demonstrate positive social interaction skills • Demonstrate good work ethic • Maintain Personal Hygiene
Step Level Advancement (recommended by Program Team)	<u>To Step II:</u> <ul style="list-style-type: none"> • Minimum of 30 calendar days in Step I • Display behavior that is cooperative and respectful • No discipline in previous 30 calendar days 	<u>To Step III:</u> <ul style="list-style-type: none"> • Minimum of 30 calendar days in Step II • Display behavior that is cooperative and respectful • Must complete or actively participating in all programs as per program plan 	N/A
Step Level Reduction (decision by Program Team on a case-by-case basis)	N/A	<u>To Step I:</u> <ul style="list-style-type: none"> • Found guilty of a Class A or B rule violation • Two or more Class C rule violations within 90 calendar days while in Step II • Refusal to program • Consistently demonstrate poor socialization skills, and/or non-cooperative behavior 	<u>To Step II:</u> <ul style="list-style-type: none"> • Found guilty of a Class C disciplinary violation • Repeated demonstration of poor behavior <u>To Step I:</u> <ul style="list-style-type: none"> • Found guilty of a Class A or B rule violation • Refusal to program • Consistently demonstrate poor socialization skills, and/or non-cooperative behavior
Store	\$60/week - \$80/Holiday	\$80/week - \$120/ Holiday	\$100/week - \$160/ Holiday
Phone	2 per week/15 minutes in duration	3 per week/15 minutes in duration	4 per week/15 minutes in duration

BROWNING UNIT, SMU I and RAST UNITS (GP, PC, STG, Condemned Row)			
Item	Step I	Step II	Step III
Visitation	One, 2-hour non-contact visit block per week	Two, 2-hour non-contact visit blocks per week	Three, 2-hour non-contact visit blocks per week One, 2 hr contact visit block per month (dependent upon space and scheduling availability)
Recreation	10.5 hours per week of recreation in blocks of no longer than 3.5 hours each in the standard enclosure or 10x10 enclosure	<ul style="list-style-type: none"> • 10.5 hours per week of recreation in blocks of no longer than 3.5 hours each • One block per week shall be conducted in the 10x10 interactive enclosures • For GP only – One block per month may be conducted in 20x40 basketball enclosure (up to eight inmates) 	<ul style="list-style-type: none"> • 10.5 hours per week of recreation in blocks of no longer than 3.5 hours each • One block per week shall be conducted in the 10x10 interactive enclosures • For GP– One block per month may be conducted in 20x40 basketball enclosure (up to eight inmates) • One block per month may be conducted in the 50x90 (up to 32 inmates) • Recreation with another inmate in accordance with Department Order #704, <u>Inmate Regulations</u>
Hobby Craft	None	Origami and pencil drawing supplies	Origami and pencil drawing supplies
Resource Center/Library Access	Yes	Yes	Yes
TV (*)	Yes	Yes	Yes
Securepak	Once per quarter within security limitations on certain items	Once every other month within security limitations on certain items	Once every month within security limitations on certain items
Other	None	Participate in fundraisers	<ul style="list-style-type: none"> • Participate in fundraisers • WIPP - Jobs as pod porter

ATTACHMENT C

RESTRICTED STATUS HOUSING PROGRAM STEP MATRIX			
Item	Step I	Step II	Step III
Intake	Orientation and sign Memo of Expectations	N/A	N/A
Expectations	<ul style="list-style-type: none"> • Follow Rules and Regulations including Department Order #704, <u>Inmate Regulations</u> • Mandatory participation in recreation/programs/classes/ individual groups as per program plan • Maintain Personal Hygiene – Mandatory shower three times a week 	<ul style="list-style-type: none"> • Follow Rules and Regulations including Department Order #704, <u>Inmate Regulations</u> • Mandatory participation in recreation/programs/classes/ individual groups as per program plan • Demonstrate positive social interaction skills • Maintain Personal Hygiene – Mandatory shower three times a week 	<ul style="list-style-type: none"> • Follow Rules and Regulations including Department Order #704, <u>Inmate Regulations</u> • Mandatory participation in recreation/programs/classes/ individual groups as per program plan • Consistently demonstrate positive social interaction skills • Prepare for reentry to the General Population • Maintain Personal Hygiene – Mandatory shower three times a week
Step Level Advancement (recommended by RSHP Committee)	<u>To Step II:</u> <ul style="list-style-type: none"> • Minimum of 60 calendar days in Step I • Display behavior that is cooperative and respectful • Must have completed programs designated by the RSHP Committee • No discipline in previous 30 calendar days 	<u>To Step III:</u> <ul style="list-style-type: none"> • Minimum of 60 calendar days in Step II • Display behavior that is cooperative and respectful • Must have completed all Prescribed Programs as per the Program Plan • No discipline in previous 30 calendar days 	<u>Graduation:</u> <ul style="list-style-type: none"> • Minimum of 60 calendar days in Step III • Display behavior that is cooperative and respectful • Must have completed programs designated by the RSHP Committee • No discipline in previous 30 calendar days <ul style="list-style-type: none"> • Due to seriousness of offense, the committee may elect to have the inmate remain in the RHSP program.
Step Level Reduction (decision by RSHP Committee on a case-by-case basis)	N/A	<u>To Step I:</u> <ul style="list-style-type: none"> • Found guilty of a Class A or B rule violation • Two or more Class C rule violations within 30 calendar days while in Step II • Refusal to program • Consistently demonstrate poor socialization skills, and/or non-cooperative behavior 	<ul style="list-style-type: none"> • Found guilty of a Class C disciplinary violation • Repeatedly demonstrating poor behavior • Consistently demonstrate poor socialization skills, and/or non-cooperative behavior <u>To Step I:</u> <ul style="list-style-type: none"> • Found guilty of Class A or select B disciplinary violations • Refusal to program • Consistently demonstrate poor socialization skills, and/or non-cooperative behavior

RESTRICTED STATUS HOUSING PROGRAM STEP MATRIX			
Item	Step I	Step II	Step III
Store	\$30/week – hygiene and stationary only	\$40/week	\$60/week
Phone	None	1 per week/15 minutes in duration	2 per week/15 minutes in duration
Visitation	None	One, 2-hour non-contact visit block per month	Two, 2-hour non-contact visit blocks per month
Recreation	10.5 hours per week of recreation in blocks of no longer than 3.5 hours each in the standard enclosure	10.5 hours per week of recreation in blocks of no longer than 3.5 hours each in the standard enclosure <ul style="list-style-type: none"> • One block per month may be conducted in the 10x10 interactive enclosures 	10.5 hours per week of recreation in blocks of no longer than 3.5 hours each in the standard enclosure <ul style="list-style-type: none"> • One block per month shall be conducted in the 10x10 interactive enclosures
Hobby Craft	None	None	Origami
Resource Center/Library Access	Yes	Yes	Yes
TV (*)	Yes	Yes	Yes
Securepak	N/A	Once per quarter within security limitations on certain items	Once every other month within security limitations on certain items
Other(**)	Allowable personal property: <ul style="list-style-type: none"> • 2 boxes of verified legal material (current active cases only) • Religious material consistent with placement • 2 each of hygiene items (shampoo, soap, etc.) • 3 books • Tablet Clothing and hygiene: <ul style="list-style-type: none"> • 3 t-shirts • 3 boxers • 3 pair of socks • Deck shoes and/or shower shoes • 2 towels • 2 washcloths 	Same as Step I With additions: <ul style="list-style-type: none"> • 4 boxes per DO #909 • Hygiene per DO #909 	Personal property allowance as determined by the RSHP Committee. (*)

(**) RSHP personal property can be issued upon graduation, pending movement.

(***) Property incentives apply to inmates who enter the RHSP after policy update.

ATTACHMENT D

BROWNING, SMU I AND RAST MANDATORY PROGRAMS			
Step Level	Mandatory Move to Next Level	Addictive Behaviors	If Releasing Within 6 Months - Mandatory
Step Level 1 Initial Placement	<ul style="list-style-type: none"> • Self-Control - self study • Responsible Thinking - self study 	N/A	Merging two Worlds - self study
Step Level 2 Initial Placement	<ul style="list-style-type: none"> • C2C self study • Any Department authorized program per DO #925 - classroom 	<ul style="list-style-type: none"> • Substance Abuse – classroom (where available) • Only if inmate has an SA problem! (SA Intervention Level > 2) 	Merging two Worlds – classroom
Step Level 3 Initial Placement	<ul style="list-style-type: none"> • C2C self study • Any Department authorized program per DO #925 - classroom 	N/A	Merging two Worlds - classroom

NOTE: SA class is not voluntary if the Program Team determines the inmate needs it (SA Intervention Level > 2: see ACIS Needs Score Information).

ATTACHMENT E

RESTRICTIVE HOUSING MANDATORY PROGRAMS			
Level	Mandatory Move to Next Level	Addictive Behaviors	If Releasing Within 6 Months - Mandatory
Level 1	<ul style="list-style-type: none"> • Self-Control - self study • Responsible Thinking - self study • Core Skills - self study • Social Values - self study 	N/A	Merging two Worlds - self study
Level 2	<ul style="list-style-type: none"> • Any Department authorized program per DO #925 – self study • COB – classroom – inmate may advance to step 3 (with ROD approval) while participating in COB 	<ul style="list-style-type: none"> • Substance Abuse - classroom • <i>Only if inmate has an SA problem! (SA Intervention Level > 2)</i> 	Merging two Worlds – self study
Level 3	COB - classroom	N/A	Merging two Worlds – self study

Please note that 12 Step Meetings are voluntary. However, the SA class is not voluntary if the Program Team determines the inmate needs it (SA Intervention Level >2: see ACIS Needs Score Information).

Programs classes may be selected by the RSHP Committee drawn from a menu of an approved menu of Department programs.