

# Constituent Services Informational Handbook



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This handbook is provided as a general resource to the public. It is prepared for informational purposes only and does not replace or supersede any policy or procedure contained in Arizona Department of Corrections Rehabilitation and Reentry(ADCRR) Department Orders and Director's Instructions.

## **Policies and Procedures**

The ADCRR policies and procedures referenced in this handbook are available on the ADCRR website under the “ADCRR Policies” link at [www.corrections.az.gov](http://www.corrections.az.gov).

## **Staff Contacts**

For additional information on a subject, contact the person or office identified for that subject. In addition, you may contact the prison where the Incarcerated Individuals are housed or the community corrections (parole) office through which supervision is provided. Phone numbers and addresses are included toward the end of this handbook.

## **Handbook Availability**

This handbook is available on the internet. TTY services are also available for the hearing impaired by contacting the Deputy Warden of Operations at the facility to which the Incarcerated Individuals is assigned or the community corrections (parole) office from which supervision is provided. Due to budget constraints the handbook is not available in hard copy.

## **Common Acronyms**

ACI – Arizona Correctional Industries

ACIC – Arizona Crime Information Center

ADCRR – Arizona Department of Corrections Rehabilitation and Reentry

ASP – Arizona State Prison (denotes a private prison)

ASPC – Arizona State Prison Complex (denotes a state prison)

BOEC – Board of Executive Clemency

CCO – Community Correctional Officer (parole officer)

CO – Correctional Officer

CSB – Community Supervision Bureau

CSBD – Community Supervision Begin Date

CSED – Community Supervision End Date

DI – Director's Instruction

DNHW - Do Not House With

DO – Department Order

EIP – Earned Incentive Program

ERCD – Earned Release Credit Date

FAU – Fugitive Apprehension Unit

GED – General Equivalency Diploma

HNR – Health Needs Request

IHP – Integrated Housing Program

IPR – Incarcerated Individuals Programs & Reentry  
 ISC – Interstate Compact  
 NCIC – National Crime Information Center  
 PC – Protective Custody  
 ROD – Regional Operations Director  
 SED – Sentence End Date  
 SMU I – Special Management Unit  
 SOCU – Sex Offender Coordination Unit  
 SOETP – Sex Offender Education and Treatment Program  
 SVP – Sexually Violent Person  
 TCU – Time Computation Unit  
 TIS – Truth In Sentencing  
 TR – Temporary Release  
 TPR- Transition Program Release  
 WIPP – Work Incentive Pay Plan  
 WSHU – Warrant Service & Hearings Unit

## MANAGEMENT

### Incarcerated Individuals Admission: Reception and Initial Classification

Upon receipt of all documents from the sentencing courts, the county jail where an Incarcerated Individual is being held will notify ADCRR that the Incarcerated Individuals is ready to be transferred to the state correctional system. After this notification, the Incarcerated Individual will be transferred to one of the following reception centers for admission into the state correctional system:

WHO	WHERE	WHAT UNIT
Adult Males	ASPC-Phoenix, Phoenix, Arizona	Alhambra Reception Center
All Females	ASPC-Perryville Goodyear, Arizona	Lumley Unit
Minor Males sentenced as Adults	ASPC-Lewis Buckeye, Arizona	Sunrise Minors Unit
Adult Males/Condemned Row	ASPC-Eyman Florence, Arizona	Browning Unit

The newly admitted male Incarcerated Individuals will remain at the reception center for approximately Thirty days to complete the classification process. Female Incarcerated Individuals are in the Reception Center for approximately three weeks. During this time, **visits are not allowed**. An Incarcerated Individual may be held at the reception center longer to resolve special needs or address other circumstances. **Do not apply for visits when the Incarcerated Individuals is in the reception center.**

The initial classification process includes a battery of tests, an in-depth interview with the Incarcerated Individual, and a detailed evaluation of court documents and information acquired from other agencies concerning the Incarcerated Individual's background and criminal history.

The initial classification process determines the Incarcerated Individuals:

- Custody level
- Service needs and requirements including medical, mental health, substance abuse treatment, and sex offense treatment
- Program needs and requirements including education, vocational training, work, and self-improvement;
- Institutional assignment.

When the classification process is completed, the Incarcerated Individuals are moved to his/her housing assignment. Once the Incarcerated Individuals are moved from the reception center to their assigned prison unit, you may apply for visits. That application may be found on our website: [www.corrections.az.gov](http://www.corrections.az.gov).

**Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

- DO 801 *Incarcerated Individuals Classification*
- DO 901 *Incarcerated Individuals Records Information and Court Action*
- DO 910 *Incarcerated Individuals Education*
- DO 911 *Incarcerated Individuals Visitation*
- DO 1104 *Incarcerated Individuals Health Records*

**Staff Contact: Division of Prison Operations, Classification: (602)542-3896**

**Incarcerated Individuals Reclassification and Movement**

Classification is event driven and an Incarcerated Individual is assessed and reclassified when there is a significant change in the Incarcerated Individual’s status. As a result of the reclassification assessment, the Incarcerated Individual’s custody level, service needs and requirements, program needs and requirements, and/or institutional assignment may change. In some cases, this may result in an Incarcerated Individual being moved from one prison to another prison or from one unit to another unit within the same prison. For example, an Incarcerated Individual may be moved due to:

- A change in custody level
- Bed availability in the appropriate custody level
- Changes in service needs and requirements including medical, mental health, substance abuse treatment, and sex offense treatment
- Changes in programming needs and requirements including education, vocational training, work , and self-improvement
- Programming availability at an institution.

An Incarcerated Individual may also be moved due to:

- Behavior problems that threaten the safe, secure, and orderly operation of an institution and require movement of the Incarcerated Individual to a different institution that provides direct supervision of the Incarcerated Individual.
- Protective Custody issues (see page 10).

Once an Incarcerated Individual is approved for movement, the Incarcerated Individual is placed on a transfer list. An Incarcerated Individual may be delayed from moving due to:

- Bed availability
- A medical/mental health hold
- Pending discipline
- Pending investigation
- Protection issues
- Court appearance

**\* Due to the large number of Incarcerated Individuals in the system, transfers for reasons of family hardship, ease of visitation, or elective transfers of any kind are not considered.**

**Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

- DO 801 *Incarcerated Individuals Classification*
- DO 901 *Incarcerated Individuals Records Information and Court Action*
- DO 910 *Incarcerated Individuals Education*
- DO 1104 *Incarcerated Individuals Medical Records*

## Earned Incentive Program

While incarcerated, an Incarcerated Individual is expected to practice pro-social, responsible behavior, to comply with all rules and to fully participate in all required service and program activities and assignments. This includes following security orders; complying with medical and mental health directives; working; participating in treatment, school, and jobs-training; fulfilling restitution requirements; and improving relationships with self and others.

The Earned Incentive Program (EIP) is a three phase system of graduated incentives, sanctions and privilege levels. The EIP allows an Incarcerated Individual to earn certain privileges based on their phase level, program participation, work/program evaluation, and behavior.

The three phase system of graduated incentives include: visitation, phone calls, recreation, hobby-craft, Incarcerated Individual's property and store, and work assignment pay rates. The incentives are incremental, ranging from phase I to phase III. Phase I allows minimal privileges, whereas phase II and phase III afford progressively more.

### Policies and Procedures:

For more information, the following policies are available on the ADCRR website at [www.corrections.gov](http://www.corrections.gov).

- DO 809 *Earned Incentive Program*
- DO 903 *Incarcerated Individuals Work Activities*
- DO 906 *Incarcerated Individuals Recreation/Arts & Crafts*
- DO 909 *Incarcerated Individuals Property*
- DO 911 *Incarcerated Individuals Visitation*
- DO 914 *Incarcerated Individuals Mail*
- DO 915 *Incarcerated Individuals Phone Calls*

## Discipline and Detention

All laws of the United States and the State of Arizona, as well as county and municipal laws or ordinances apply to all Incarcerated Individuals. In addition, ADCRR has written rules of Incarcerated Individuals conduct, penalties for violating the written rules of Incarcerated Individuals conduct, and disciplinary procedures for determining violations and appropriate penalties. These are communicated to all Incarcerated Individuals and staff. Disciplinary procedures are carried out promptly and with adherence to due process requirements. Penalties imposed on Incarcerated Individuals are fair, reasonable and consistent with the severity of the violation.

ADCRR's rules of Incarcerated Individuals conduct mirror the state's criminal code to the greatest extent possible with three categories of rule violations:

- Class A Offenses – (Class 1, 2 and 3 felonies and related policy violations) are handled formally through a hearing conducted by a Disciplinary Hearing Officer.
- Class B Offenses – (Class 4, 5 or 6 felonies and related policy violations) may be handled formally through a hearing conducted by a Disciplinary Hearing Officer or informally with a verbal reprimand or written warning.
- Class C Offenses – (Misdemeanor and related rule violations) may be handled formally through a hearing conducted by a Disciplinary Hearing Officer or informally with a verbal reprimand or written warning.

All violations may result in penalties and, in some cases, referral to the County Attorney for consideration of criminal or civil prosecution. In accordance with Department Order 803, *Incarcerated Individuals Disciplinary System*, an Incarcerated Individual may appeal a penalty imposed for a violation within five workdays of receiving the decision relating to a violation. A two-level appeal process is available for Class A and Class B offenses.

Staff Assistants are assigned when a charged Incarcerated Individual is illiterate, when a charged Incarcerated Individual does not understand English, or when the complexity of the issue makes it unlikely that the charged Incarcerated Individual will be able to collect and present evidence. Staff Assistants do not act on behalf of, or serve as advocates for Incarcerated Individuals. Incarcerated Individuals may not act as Staff Assistants.

As part of the disciplinary procedures for determining violations and appropriate penalties, an Incarcerated Individual may be placed in detention for the following reasons:

- Investigative status for an alleged rule violation; investigation and review of possible protection needs
- A guilty finding of a rule violation
- Pending movement to higher custody
- The Incarcerated Individual poses a threat to the facility

Policies and Procedures:

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

- DO 803 *Incarcerated Individuals Disciplinary System*
- DO 804 *Incarcerated Individuals Behavior Control*

## PROGRAMS AND SERVICES

### Time Computation/Release Dates/Release Credits

Within about 30 days of admission to ADCRR, an Incarcerated Individuals release eligibility dates are calculated. Calculation is based upon a number of factors, including the date of the offense, statutes in effect when the offense was committed, specific information in the certified commitment documents, and application of all possible release credits that can be earned by the Incarcerated Individuals.

Release credits allow an Incarcerated Individualsto decrease the period of incarceration based upon, but not limited to, behavior, program or work record, institutional adjustment and the sentencing statutes under which the Incarcerated Individual was convicted. Release credits can be forfeited for violations including failure to comply with ADCRR rules, disciplinary sanctions, and failure to successfully participate in work, education, treatment or training programs.

An Incarcerated Individual whose release credits were forfeited may be eligible to have these release credits reinstated. The type and date of the violation, along with the Incarcerated Individual's behavior and current disciplinary record, will determine eligibility to restore credits.

Release dates may also change due to:

- Disciplinary actions
- Court actions
- Changes in the law

Policies and Procedures:

For more information, the following policy is available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov)

- DO 1002 *Incarcerated Individuals Release Eligibility System*

### **Staff Contact: Division of Prison Operations, Time Computation Unit (TCU) at 602-542-1870**

#### Protective Custody

When it is determined an Incarcerated Individual is unsafe in general population, he or she may be assigned to Protective Custody (PC) status. An Incarcerated Individual assigned to PC status will be housed only with other PC Incarcerated Individuals. Any Incarcerated Individual who believes his/her safety is in jeopardy may make a request to any ADCRR staff member for consideration of placement in PC. An ADCRR staff member may also place an Incarcerated Individual in PC when there is information suggesting there may be a threat to the Incarcerated Individual's safety.

When PC is initiated, the Incarcerated Individuals are placed in administrative detention and a thorough investigation is conducted. *This temporary placement is not punishment but places the Incarcerated Individual in an isolated and safe environment while the investigation into the safety issues is addressed.* The results of the investigation are forwarded to the Deputy Warden and Warden of the institution where the Incarcerated Individuals are housed. The Incarcerated Individuals may appeal to the Warden if he or she disagrees with the Deputy Warden's decision regarding PC assignment.

In cases where PC may be required, the file is forwarded to PC Administration where a committee determines if the Incarcerated Individual will be placed in PC, placed in another unit at the same custody level, or returned to the original assigned unit because no safety issues could be verified. The Incarcerated Individual will receive written notification of the committee's decision. Within three work days from notification, the Incarcerated Individual may file an appeal if he or she disagrees with the decision.

Policies and Procedures:

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

**Staff Contact: Division of Prison Operations, Protective Custody Unit (PCU) at 602-542-3896**

### **Special Incarcerated Individuals Transfers**

Under the U.S. Treaty Agreements, Federal and State laws allow for the return of eligible foreign born Incarcerated Individuals to their home country when specific criteria is met. The Director of ADCRR may approve or deny an Incarcerated Individual's request to transfer to their home country. If approved by the Director, the request is forwarded to the U.S. Department of Justice, who may also approve or deny the request. If approved at that level, The U.S. Department of Justice makes the final decision on these transfers. Eligible Incarcerated Individuals may apply through their assigned Correctional Officer III (COIII). An Incarcerated Individual must meet **all** of the following criteria in order to apply for transfer to his or her home country:

- Be a citizen of the receiving foreign country
- Consent to transfer
- Have no pending appeals or any legal action challenging current conviction and/or sentence
- Not have a life sentence
- The home country must participate
- Specific to Mexican Nationals ONLY: Must not have resided in the U.S. with the intent to remain permanently for a period of 5 years prior to the arrest which led to the current conviction.

Incarcerated Individuals may be considered for an Interstate Corrections Compact transfer to serve an Arizona sentence in another state based on the following circumstances:

- The Incarcerated Individual is determined to be a threat to the orderly operation of the institution
- There is reason to believe the Incarcerated Individual's personal safety would be in jeopardy if the Incarcerated Individual were to remain in a Department institution. This shall be verifiable through investigative and intelligence reports.
- The Incarcerated Individual shall be required to reimburse the Department for all travel expenses for a compassionate transfer.

For Community Corrections Interstate Compact information see page 24 of this handbook.

#### **Policies and Procedures:**

For more information, the following policy is available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

DO 1004 *Incarcerated Individuals Transfer System*

**Staff Contact: Division of Prison Operations, Special Services Unit at 602-542-5115**

### **Contract Beds**

In addition to the ten Arizona state prisons that ADCRR operates, the agency also contracts with private prison companies to operate six private prisons for male Incarcerated Individuals in Arizona. In-state contracted private prisons operate in Florence, Kingman, Eloy, and Phoenix.

ADCRR may also contract with counties or other governmental agencies for beds.

All in-state contract facilities are closely monitored to ensure they are managed in accordance with applicable Arizona Revised Statutes and ADCRR policies and procedures and are in compliance with the provisions of the contract.

For contact information see page 30 of this handbook or see the "Prison Complexes" link at [www.corrections.az.gov](http://www.corrections.az.gov).

#### **Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

DO 106 *Prison Privatization*

**Staff Contact: Division of Prison Operations, Contract Beds at 602-364-0277.**



## Visitation and Telephone Privileges

An Incarcerated Individual may visit in-person with identified family members, friends, and clergy who have been selected by the Incarcerated Individual and pre-approved by ADCRR to visit.

Approved visitors may also elect to visit by video with the Incarcerated Individual.

During intake processing, Incarcerated Individuals who choose to have visits must complete and submit a Visitation List. Incarcerated Individuals are permitted to list a maximum of 20 visitors on the Visitation List. Before being allowed to visit, those who wish to visit must complete an *Application to Visit an Incarcerated Individual, Form 911-4* and be approved by ADCRR. The individual may access an application at the “Application to Visit an Incarcerated Individual” link at [www.corrections.az.gov](http://www.corrections.az.gov). The form must be fully completed (including any criminal background history), signed by the potential visitor. The electronic application must be submitted online. A one time only \$25.00 background check fee payment must be made within 30 days of submitting the application. Applications for minors must be signed by the parent or legal guardian of the minor. Completed visitation applications are not to be sent to an Incarcerated Individual and they will **not** be accepted by visitation staff from an Incarcerated Individual. A visitor may be approved to visit only one Incarcerated Individual at a time unless more than one immediate family member is incarcerated. A visitor may visit multiple Incarcerated Individuals as long as each Incarcerated Individual is considered an immediate family member. An immediate family member is identified as an Incarcerated Individual’s legal spouse or person with a child in common, natural or adopted parents, siblings, natural or adopted children (or legal guardian of said children), stepchildren, grandparents, grandchildren, or person verified as being primarily responsible for raising the Incarcerated Individual in the absence of a parent. **Victims will not be approved to visit.**

Upon receipt of the *Application to Visit an Incarcerated Individual*, staff will complete a background check for the individual submitting the application. **It takes approximately 40 - 60 days to complete the process and approve or deny the visitor.** If a visitation application or privileges are denied or suspended, a letter will be generated by the Deputy Warden’s office. To appeal the decision, a written response must be sent to the Warden within 10 workdays from the date the letter is received. If the Incarcerated Individual is housed in a Contract Bed facility, the appeal should be sent to the Contract Beds Operations Director at Central Office.

All Legal visits shall be conducted in accordance with Department Order #902, Incarcerated Individuals Legal Access to the Courts. As noted in Department Order #915, Incarcerated Individual Phone Calls, Incarcerated Individual may include foreign consulates on their Visitation List. Information may be located by accessing the “ADCRR Policies” link at [www.corrections.az.gov](http://www.corrections.az.gov).

The hours for visitation and Incarcerated Individual telephone access will vary based upon the Incarcerated Individuals housing location and the Incarcerated Individual’s Earned Incentive Program (EIP) Phase Level. Current information may be located by accessing the Prisons & Visitation link at [www.corrections.az.gov](http://www.corrections.az.gov). An Incarcerated Individual should be aware of his/her EIP Phase level and should communicate this information to his/her visitors prior to visits being arranged.

### Visitation Guidelines

Complete visitation rules and regulations are listed in Department Order (DO) 911, *Incarcerated Individual Visitation*, which may be accessed through the Department's website, under the “ADCRR Policies” link at [www.corrections.az.gov](http://www.corrections.az.gov), or in the Public Access Manual available in a Prison Administration area, Monday through Friday (holidays excluded), from 8:00 a.m. to 5:00 p.m. Department Order 911, Attachment C, Visitor Guidelines, provides basic information concerning proper identification, dress code requirements, searches, allowable property, and visitor conduct.

#### Visitor Personal and Property Searches

All persons, their personal belongings, and vehicles are subject to search on Department property. Persons refusing to submit to search will be denied visitation, required to leave Department property immediately and are subject to subsequent suspension of visitation privileges. K-9 alerts will result in suspension of visiting privileges. Contraband is any item considered a detriment to the safety, security, and orderly operation of the Unit. Contraband is not allowed on State property and includes but is not limited to:

- Any item which could be used as an aid to escape
- Any item which could be used to disguise or alter an Incarcerated Individual’s appearance
- Any item of clothing or other item(s) for personal use or consumption that is not preauthorized through security or the unit’s property room

- Cameras, video, audio or other related equipment
- Weapons or ammunition of any type
- Illegal drugs or drug paraphernalia
- Alcoholic beverages and containers (empty or full)
- Ladders, rope, cable, power tools, wire cutters, rakes, etc.

#### Visitor Identification

Visitors must present photo identification (ID) upon entering the visitation checkpoint. Acceptable forms of ID are:

- Valid driver's license
- Military identification card
- Passport
- Official photo identification card of any State or Federal agency

#### Dress Code

All clothing shall be clean, worn in good repair, be non-offensive and within the bounds of common decency.

- Visitors are prohibited from wearing any brown-colored clothing that resembles the clothing worn by Department security staff, including khaki-colored clothing, solid light tan or light brown-colored shirts or dark brown-colored pants or slacks.
- Visitors shall not wear any article of clothing fabricated with spandex-like material, or clothing that is orange color.
- Skirts and dresses shall be knee-length, when standing. Slits in skirts and dresses shall not extend above mid-thigh when seated.
- Shorts shall be knee-length, when standing. Jogging shorts, cut-offs, or hip huggers are prohibited.
- Sheer, see-through and/or open-netted clothing is prohibited. This includes lace clothing.
- Sleeveless tops/shirts or dresses; tank, tube, and halter tops; tops that are strapless; tops that allow display of bare midriff; mesh clothing; bodysuits; "muscle" shirts; and swimsuits are prohibited.
- Tops of clothing shall be no lower than the person's collarbone in the front and back.
- Undergarments and shoes shall be worn at all times. **Visitors should be aware if they choose to wear an under-wire brassiere, it may not clear metal detectors which will result in visitation denial.**

#### Allowable Property

- Personal identification
- Prescription medication, in the original container, and only in the limited amount needed during the visitation period
- One unopened package of cigarettes; a flameless electric lighter shall be located in the designated smoking section of the visitation area
- A maximum of \$60.00 in loose coins in a clear plastic bag/container per visitor, to purchase items from the vending machines
- One engagement/wedding ring, one religious medallion, one wristwatch, and one pair of earrings or two observable body-piercing adornments
- Two vehicle keys or one key and a vehicle remote control entry device
- Infant items:
  - One handheld baby carrier per infant. Strollers or carriers on wheels will not be permitted.
  - One clear-plastic diaper bag per infant, which may only contain: one diaper for each hour of visitation; one change of baby clothing; one blanket no larger than 4 ft. x 4 ft.; one unopened container of baby wipes; one small tube of diaper rash medication; one baby bib; one small plastic spoon used to feed an infant; three clear-plastic baby bottles of milk/formula or equivalent-size unopened, commercially-sealed containers of juice; four small plastic containers of soft or baby food; and one baby pacifier
- Incarcerated Individuals may not receive packages, products, or stamps from visitors. Funds for an Incarcerated Individuals's trust account may not be brought into visitation. See page 19 of this handbook for information on depositing funds into an Incarcerated Individuals trust account.

#### **Visitor Checklist**

- ✓ Confirm that the Incarcerated Individuals have not been transferred and have visitation privileges.
- ✓ Bring valid identification (ID).

- ✓ If you have made special arrangements with the facility, call before leaving to be sure that plans for your visit have been made and are in place.
- ✓ Check clothing and jewelry for compliance with visiting regulations.
- ✓ Visitors should be aware if they choose to wear an under-wire brassiere, it may not clear metal detectors which will result in visitation denial.
- ✓ If you are bringing a child and are not the legal guardian or parent, you must have a notarized statement from the child's non-incarcerated parent or legal guardian with you, and any other requested documents giving you permission to take the child into the prison to visit.
- ✓ Before leaving home, check your vehicle for contraband and/or hazardous items. This includes, but is not limited to: implements of escape, drug paraphernalia, intoxicants, poisons, any items that pose a danger to others, weapons such as knives, scissors, or firearms, and any item used to show a gang affiliation. Remove these items before entering the correctional facility grounds.
- ✓ Arrive on the designated day during scheduled visiting hours.
- ✓ Do not bring with you onto the premises: purses, wallets, cell phones, or electronic devices.
- ✓ Lock your car.
- ✓ Do not leave any minor children or pets in the car.
- ✓ Do not bring any contraband onto state property or into the facility.
- ✓ Do not bring anything into the visitation area to give to the Incarcerated Individuals. Incarcerated Individuals are not permitted to take anything from the area.
- ✓ If you have had a knee replacement, or have metal in your body, you may not clear the metal detector; therefore, you will need to bring in a current note from your doctor advising of this issue. If you do not bring the doctor's note, you may be denied a visit.

## FAQs

### ***Why am I no longer on an Incarcerated Individuals visitation list or able to receive telephone calls from him or her?***

Removal of individuals from an Incarcerated Individuals visitation/telephone list is usually done at the request of an Incarcerated Individual. ADCRR also does yearly background checks on every approved visitor or person receiving phone calls from an Incarcerated Individual; therefore, if you do not pass the background check due to an active warrant, recent arrest, or criminal charge, you may be denied visiting and/or receiving Incarcerated Individuals phone calls.

### ***Who is available, other than visitation staff, if an issue arises while I am at visitation?***

The on-site Duty Officer or the Shift Commander is available should you need to discuss an issue that the visitation staff cannot address. **If your visitation has been terminated, you must leave immediately.** The *Preliminary Notice of Visitation Suspension* given to you by the staff member provides the explanation for the termination and encourages you to contact the Deputy Warden of the Incarcerated Individuals assigned Prison Unit the following Monday to discuss the situation.

***Why do the vehicle searches, canine barrier screens, and registration for visitation take so long?***

The Department understands it can take longer on some days than others to clear the visitation process. Thoroughness during the visitation process helps to safeguard visitors, staff, and Incarcerated Individuals so everyone can have an enjoyable visit.

***Do the Prison Units have VCR/DVD/TV or playground equipment to occupy children?***

In units where budget, space and staffing allow, some accommodations are provided for children. **Visitors are responsible for the conduct of young children and minors, and are required to monitor and exercise proper control of them during the visit.**

***How many calls can an Incarcerated Individual make?***

Incarcerated Individuals are afforded restricted access to telephones consistent with the Incarcerated Individuals security classification, EIP phase level, and the Prison Unit's physical limitations. These factors determine the number and length of calls an Incarcerated Individual may make in a week. Incarcerated Individuals are aware of their telephone privileges. Telephones used for Incarcerated Individuals personal calls are equipped with monitoring and recording devices. Calls may be terminated without prior notice during an institutional emergency. During an institutional emergency scheduled telephone calls will be canceled for the duration of the emergency.

***How do I contact the Incarcerated Individual if there is a family emergency, such as a serious illness, injury, or death?***

During regular business hours, you may contact Constituent Services at 602-364-3945, or the Chaplain at the Prison Unit where the Incarcerated Individuals are housed. After 5:00 p.m. or on weekends and holidays, contact the Shift Supervisor at the assigned Prison Unit. Be prepared to provide specific information that will assist with verifying the emergency prior to notifying the Incarcerated Individual (e.g. name, relationship, law enforcement agency or hospital). Incarcerated Individuals are generally provided an opportunity to call their family after verification of the emergency.

***What kinds of phone calls are not allowed?***

Calls that are relayed from the number called to another number (i.e., third party calls), credit card calls and calls to 800 and 900 phone numbers, any call that is broadcast live, including radio or television. Any call placed for an Incarcerated Individual that involves charges shall require prior approval from the Warden or designee.

**Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

- DO 809 *Earned Incentive Program*
- DO 902 *Incarcerated Individuals Legal Access to the Courts*
- DO 904 *Incarcerated Individuals Religious Activities/Marriage Requests*
- DO 911 *Incarcerated Individuals Visitation*
- DO 915 *Incarcerated Individuals Phone Calls*

## **Incarcerated Individuals Phone Calls**

Friends, family and loved ones may purchase minutes by adding money to an incarcerated individual's Securus AdvanceConnect account: <https://securustech.net/phone-products/advanceconnect/index.html>. Incarcerated individuals are also able to add funds to the Securus system for additional phone minutes.

For more information on Securus, please visit: <https://securustech.net/>

## **Incarcerated Individual Mail**

An Incarcerated Individual may send and receive mail, keep personal approved property, and purchase items from the Incarcerated Individual store/commissary.

Any person may mail general correspondence such as letters, greeting cards, and postcards to an Incarcerated Individual. All incoming mail is opened and inspected for contraband and unauthorized materials. Mail may **not** include:

- Packages
- Products
- Contraband
- Cell phones or electronic devices
- Cash, coins, money orders or personal checks of any kind\*

- Unused postage stamps
- Stickers, labels, address labels or decorative stamps
- Photos where the non-photo side can be separated (Polaroids).
- Photos that are sexually explicit, sexually suggestive or contain nudity or violence
- Photos of other Incarcerated Individuals
- Unknown foreign substances and/or powders
- Oils, perfumes or personal property items
- Lottery tickets or games of chance
- Battery operated greeting cards, or greeting cards of excessive size (larger than 8 ½" by 11")
- Unused Greeting cards, stationary, pens/pencils and envelopes
- Used postcards
- Bookmarks
- Candy, gum, or any food items
- Art, crafts and hobby supplies
- Other unauthorized items as determined by ADCRR

\*ADCRR maintains all money received on behalf of an Incarcerated Individual or earned by an Incarcerated Individual in an Incarcerated Individuals trust account.

There is no limit on the number of letters an Incarcerated Individual may receive or send in a week. An indigent Incarcerated Individual, one whose account balance is \$12.00 or less and has not exceeded this amount during the previous 30 days, may send three letters per week by first class mail without charge.

In order to deliver mail to an Incarcerated Individual, the sender must address the correspondence as follows:

Incarcerated Individuals Assigned Prison Complex *and* Unit  
 Incarcerated Individuals Full Legal Name *and* ADCRR Number  
 P.O. Box (mailing address) of the Unit  
 City, State and Zip Code

Mail that is not addressed as shown above cannot be delivered to an Incarcerated Individual and will be returned to the sender. See page 17 of this handbook for specific instructions on sending money for an Incarcerated Individuals use.

Incarcerated Individuals may receive prepaid publications mailed directly from the publisher/retailer. The contents of these publications are subject to inspection. All incoming publications are opened and inspected; nothing of a violent or sexual nature or that displays nudity is permitted.

**Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

- DO 809 Earned Incentive Program*
- DO 905 Incarcerated Individuals Trust Account/Money System*
- DO 909 Incarcerated Individuals Property*
- DO 914 Incarcerated Individuals Mail*

**Incarcerated Individuals Property and Store**

Incarcerated Individuals may possess state-issued property and personally purchased items from the Incarcerated Individuals commissary. Incarcerated Individuals at each facility may order a variety of items through the commissary. Weekly spending/item limits are established and vary between security custody levels. During the year-end holiday season, additional store items are added and weekly spending limits are increased in accordance with the Incarcerated Individuals's EIP phase level. The prices of individual items sold through the Incarcerated Individuals store are subject to reasonable increases or decreases, as prices fluctuate.

For a complete listing of items an Incarcerated Individuals is allowed to purchase, according to their spending limits and custody level, refer to the table in Department Order 909 *Incarcerated Individuals Property* available on the ADCRR website under the "ADCRR Policies" link at [www.corrections.az.gov](http://www.corrections.az.gov).

**FAQs**

***Why does ADCRR staff read Incarcerated Individuals mail?***

ADCRR mail room staff is required to open all mail and inspect it for contraband. The mail may be read if there is a reasonable belief that the Incarcerated Individual is using the mail to further a crime, avoid ADCRR regulations or other written instructions. Additionally, close and maximum security Incarcerated Individuals are subject to having their mail read in its entirety or in part.

***Who can I talk to about lost, stolen, or confiscated property?***

**The Incarcerated Individual needs to initiate this process.** The Incarcerated Individual should speak to their assigned COIII/caseworker if they are missing property in order to see if the property can be located. If every effort has been made to locate the property without success, the Incarcerated Individual may request, through their assigned COIII, possible reimbursement.

***What clothing items are Incarcerated Individuals allowed?***

ADCRR issues all State clothing items, including boxer shorts, socks, underwear, T-shirts, bras, smocks, pants, and work boots as well as lined coats during the winter months. An Incarcerated Individual may purchase additional clothing items from the Incarcerated Individuals store. Upon release, the Incarcerated Individuals may not take these clothing items home.

***What items can be purchased at the Incarcerated Individuals store?***

Incarcerated Individuals may purchase items such as hygiene products, vitamins and supplements, food, candy, soda, bottled water, instant coffee, writing supplies, postage stamps, greeting cards, playing cards, tobacco products, chess/checker sets, clothing, and electronic devices including televisions, radio, desk lamps and electric razors. For a complete listing of items an Incarcerated Individual is allowed to purchase, according to their spending limits and custody level, refer to the table in Department Order 909 *Incarcerated Individual Property*.

**Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

- DO 809 *Earned Incentive Program*
- DO 905 *Incarcerated Individuals Trust Account/Money System*
- DO 909 *Incarcerated Individuals Property*
- DO 914 *Incarcerated Individuals Mail*

**Incarcerated Individual Trust Accounts**

ADCRR maintains all money received on behalf of an Incarcerated Individuals, or earned by an Incarcerated Individual, in an Incarcerated Individuals trust account. ADCRR does not maintain personal bank accounts such as checking or saving accounts for Incarcerated Individuals. **ADCRR staff shall not disclose any Incarcerated Individuals account information to family or friends.**

Money may be sent to an Incarcerated individual in the form of an electronic transfer. This can be done either online, over the phone or at various walk-up locations. For detailed information on Electronic Payments please refer to the Home page of the

**Banking Contact information: Arizona Department of Corrections Rehabilitation and Reentry website at [www.corrections.az.gov](http://www.corrections.az.gov). To reach Banking Services by phone: (602)542-5578**

**Monies earned by an Incarcerated Individual:**

Monies earned by an Incarcerated Individual are credited to the Incarcerated Individuals trust account balances bi-weekly. Deductions that are statutorily mandated, court ordered, or required by the Department, such as filing fees, restitution, dependent care/child support and transition fees may be collected from these types of deposits.

**How money may be used:**

Withdrawal requests are made by completing and signing an Incarcerated Individuals Request for Withdrawal form. Incarcerated Individuals may request disbursements from their spendable account for such purposes as Incarcerated Individuals store purchases; medical co-pays; copies; postage; telephone minutes; lost/damaged book charges; magazine/newspaper subscriptions; money sent to relatives; legal fees; and charitable contributions. See DO 905 for a complete list.

Incarcerated Individuals may find their trust account balance by using the telephones at their unit.

**Policies and Procedures:**

For more information, the following policy is available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

- DO 905 *Incarcerated Individuals Trust Account/Money Systems*

## Work Programs

Arizona law requires that all able-bodied Incarcerated Individuals work. Incarcerated Individuals who are physically and mentally capable shall participate in productive work programs that are beneficial to the community, to themselves, and to the Department.

The Department strives to provide a variety of work programs for Incarcerated Individuals. The work programs are developed and designed to encourage work ethic and to teach Incarcerated Individuals to be responsible for personal obligations.

Incarcerated Individuals classification scores, as well as the individual's knowledge, skills, and abilities are considered when making job assignments. An Incarcerated Individuals refusal to work will ultimately affect his or her Earned Incentive Plan phase level thus affecting all of the Incarcerated Individuals privileges.

Most work opportunities fall under the Work Incentive Pay Plan (WIPP), and involve a variety of assignments on prison grounds. Some institutions, particularly in lower custody units, have additional opportunities to perform work for local, county, or other state entities under various Incarcerated Individuals work contracts into which ADCRR has entered. The most responsible work opportunities involve working for Arizona Correctional Industries (ACI), a division of ADCRR, and may involve working in prison-based industries, or working in jobs that are structured as private/public partnerships between ACI and free-world businesses.

### Policies and Procedures:

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

DO 809 *Earned Incentive Program*

DO 903 *Incarcerated Individuals Work Activities*

DO 918 *Wildland Fire Crews/Disaster Aid*

## Education Programs

Incarcerated Individuals committed to the Department after January 1, 1994, must enroll in the Department's Functional Literacy Program if it is determined through standardized testing at intake that the Incarcerated Individual is unable to perform at an 8<sup>th</sup> grade level in reading, math, and language skills. **This is a matter of law (A.R.S. 31-229)**. The Incarcerated Individual must also progress to the 8<sup>th</sup> grade level or beyond, in all categories, in order to be eligible to receive more than the lowest pay rate for any job to which they are assigned. Incarcerated Individuals receiving release credits must also meet these standards in order to use those credits toward their release. The only exemptions from inclusion in the Functional Literacy Program, for those not meeting the 8<sup>th</sup> grade equivalency, are based upon disabilities reflected in development, or status as an undocumented immigrant subject to deportation proceedings.

GED Preparation: An Incarcerated Individual who achieves the 8<sup>th</sup> grade standard, or an incoming Incarcerated Individual who tests above the 8<sup>th</sup> grade standard, but who does not have a high school diploma or GED, is encouraged to enroll in the GED Preparation Program and pursue a GED. Acquiring a GED can relate to better jobs within the prison, higher pay, and help qualify Incarcerated Individual for on-site Work Based Education programs, Distance Learning courses, and transition courses.

Work Based Education (WBE): The Department's WBE program emphasizes providing vocational skills to Incarcerated Individuals. WBE combines classroom education with hands-on work experience. The goal of WBE is to teach Incarcerated Individuals work skills that will lead to increased opportunities for employability upon release. Ultimately, many Incarcerated Individuals who move through the education system are placed in ACI and other better paying jobs.

Special Education: The Department provides educational services to minors adjudicated as adults and sentenced to prison, as well as to Incarcerated Individuals less than 22 years of age and Incarcerated Individuals who have disabilities, which may impede their progress in standard educational classrooms. Accommodations to the learning process can be made available to eligible individuals.

Depending upon availability and assessed need, Incarcerated Individuals are also directed to participate in structured self-improvement activities designed to help Incarcerated Individuals identify and recognize problems that contribute to their criminality and behavior and develop methods to manage these problems in a more sensible and effective way. These include **substance abuse education, cognitive restructuring, conflict resolution, cultural diversity, and domestic violence.**



Refusal to participate in required programs or meet educational goals will eventually affect the Incarcerated Individuals Earned Incentive Program phase level and, consequently, all Incarcerated Individuals privileges.

Education Programs are not offered to Incarcerated Individuals who are undocumented immigrants.

**Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

DO 910 *Incarcerated Individuals Education*

DO 920 *Incarcerated Individuals Special Education Services*

## **Religious Activities**

Staff chaplains and volunteers conduct or supervise religious services at each prison. The Chaplain, in conjunction with the Warden, shall determine the number of formal religious activities per prison unit per week following an assessment of the religious needs of the prison/unit. Incarcerated Individuals are also encouraged to practice their religion individually as security and operational requirements permit.

Requests for religious services or accommodations should be presented by the Incarcerated Individual to the prison Chaplain, and will be considered within the requirements for operating prisons in a safe, secure, and orderly manner. Although the Department works to ensure that Incarcerated Individuals are allowed to participate in religious activities, have access to religious materials, religious diets and other legitimate aspects of their faith, some practices or religious supplies may not be authorized in the prison.

## **FAQs**

### ***May I send a Bible or other religious book to an Incarcerated individual?***

Books (religious or otherwise) must be sent in accordance with [Offender Mail/Property, Department Order 909](#), Sections 909.01-13, which includes receipt directly from the publisher or an authorized distributor. Individuals and organizations that are not publishers or authorized distributors may not send books to offenders.

### ***If I can't send a Bible, and cannot afford to purchase a new one, how will my incarcerated family member get a Bible or other sacred writing?***

Many organizations donate Bibles to the ADCRR, which are available for loan to any Incarcerated Individuals. In addition, sacred writing and religious literature for other religions are available in limited quantities as donations are received.

### ***How do I become a religious volunteer?***

Contact the Senior Chaplain of the prison at which you wish to volunteer. That person will be able to inform you about current departmental needs and availability, as well as outline the process.

### ***Can an offender request a visit by a specific religious leader?***

ADCRR encourages religious visitation between offenders and their religious leaders. An offender should provide their chaplain the name of the religious leader they wish to have visit along with information on how to make contact. Religious leaders wishing to visit an offender should contact the chaplain of the facility where the offender is housed for information and scheduling (see [Department Order 904](#) for more information).

### ***Will I be allowed to volunteer for prison ministry if I have an incarcerated family member?***

Yes. Volunteer applicants are not excluded if they have incarcerated family members, but would not be assigned to provide services in the unit where their family member is housed.

### ***May I donate religious items/books to ADCRR?***

Yes, donations may be made to the Pastoral Activities Administrator at the prison where the Incarcerated Individuals are housed, however you cannot request to have the items donated to a particular unit.

**Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

DO 904 *Incarcerated Individuals Religious Activities/ Marriage Request*

DO 912 *Food Service (religious diets)*



**Staff Contact:** Chaplain or Pastoral Activities Administrator at the prison where the Incarcerated Individuals is housed. For contact information see the Prison Complexes link at [www.corrections.az.gov](http://www.corrections.az.gov).

## Health Services, Mental Health Services, Treatment Services

Effective October 1, 2022, Arizona Department of Corrections, Rehabilitation & Reentry contracted with NaphCare to provide full service medical, mental health, and dental care services to patient populations housed at the following Arizona State Prison Complex (ASPC):

NaphCare clinicians maintain open dialogue with Incarcerated Individuals about their health. If an Incarcerated Individual has questions or a health concern, they may complete a Health Needs Request (HNR) Form and attend medical call. They also encourage Incarcerated Individuals to have open conversations with loved ones regarding health conditions and behaviors that can optimize their health.

Each Incarcerated Individual health information is protected by the HIPAA Law, so in order for any information to be released, the Incarcerated Individual must have a current, signed Release of Information (ROI) form on file giving NaphCare permission to share health information with the family member or friend. With the appropriate documentation, NaphCare strives to respond to inquiries within one business day.

In an effort to respond to inquiries from loved ones regarding an Incarcerated Individual, NaphCare can address questions or concerns from family members or friends who may:

- Ask questions about NaphCare medical policies
- Report an Incarcerated Individuals's serious health-related conditions
- Request Incarcerated Individuals-specific health information

**To contact NaphCare Friends and Family Office: 800-341-7024 ADCRRClinicalLiaisons@naphcare.com.  
To request copies of Incarcerated Individuals medical records, please call NaphCare Records at 800-341-7024.**

*For medical information regarding Incarcerated Individuals housed in one of our six contracted private prisons, please call the prison and ask to speak to the medical unit.*

## Emergency Escorted Visits

The Department has established procedures that allow eligible Incarcerated Individuals escorted visits during a verified emergency situation. Emergency escorted visits apply only for an Incarcerated Individuals immediate family members specifically:

- Natural or adoptive parents, sibling(s)
- Legal spouse
- Natural or adopted children or step-children
- Grandparent(s)
- Person verified as being primarily responsible for raising the Incarcerated Individual in the absence of a parent
- Documented legal guardians

Emergency escorted visits may be conducted as a bedside visit if a family member suffers from a terminal illness or injury. Incarcerated Individuals may apply for a bedside visit at a hospital or hospice care center. Emergency escorted visits may also be conducted for an open casket private viewing. The Incarcerated Individual will only have contact with the terminally ill person or view the decedent with Corrections Officers (CO's) present. No other family members/friends may be present or permitted to visit with the Incarcerated Individual during these times.

If approved for an emergency escorted visit, the Incarcerated Individual will pay all costs associated with the visit. These costs include mileage and the hourly salary rate of two or more correctional officers, depending on risk. Attendance is restricted to the hours between 9:00 a.m. and 5:00 p.m., and only in the State of Arizona.

**Policies and Procedures:**

For more information, the following policies are available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

DO 1005 *Escorted Incarcerated Individuals Leave for Family Serious Illness or Funeral*

## RELEASE AND COMMUNITY SUPERVISION

### Release Process

In accordance with Department Order 1001, *Incarcerated Individual Release System*, a release packet is developed up to 180 days prior to the Incarcerated Individuals release. It is important that the Incarcerated Individual and ADCRR staff discuss a release plan that is positive and promotes success. Family members or friends are encouraged to keep in contact with the Incarcerated Individual during their incarceration and to assist in the development of a release plan. The completed release packet is forwarded to Community Corrections and assigned to a Community Corrections Officer who will make contact with the family and discuss options for the Incarcerated Individual when the Incarcerated Individual returns home.

Incarcerated Individuals who do not have a proposed release placement with family or a support group may be released homeless or to an alternative living placement. Incarcerated Individuals released homeless are not eligible for early release and may only be released on their earned release credit date (ERCD).

Released Incarcerated Individuals must report to the Community Corrections Officer within one working day after release. Some Incarcerated Individuals must report the same day by 4:00 P.M. if they require electronic monitoring or a high level of supervision.

Each Incarcerated Individual has specific needs that must be met to make sure their transition to the community is positive and productive. These needs may include education, a GED, and training to develop the skills necessary to obtain employment. In addition, Incarcerated Individuals may elect to receive an Arizona Driver License, if eligible, or state I.D. card, Social Security Card as well as enrollment in AHCCCS (state health care) prior to their release. Prison staff will assist the Incarcerated Individual in obtaining these to help their successful return to the community. The Incarcerated Individual is responsible for the MVD fee for a Driver License or state I.D. card.

### Fast Track

The Fast Track program was developed to meet the needs of Incarcerated Individuals who have six months or less of incarceration and special populations including those with co-occurring disorders and chronic mental health needs. From their first day in prison Incarcerated Individuals prepare for their release by developing a specific release and discharge plan under the directions of ADCRR staff and a Community Corrections Officer. The primary focus of the plan is on transition specific planning and programming. The goal is to instill skills necessary to cope with life after release.

## FAQs

### ***What is the release date for an Incarcerated Individual?***

The Time Computation Unit calculates release dates and the Incarcerated Individuals are informed of the dates. Release dates indicate when an Incarcerated Individual may be eligible for release from custody. All dates are tentative, see page 8 for information on time computation.

### ***Is an Incarcerated Individual eligible for an early release?***

An Incarcerated Individual may be eligible for a temporary release (TR) of up to 90 days prior to the earliest release date. The Time Computation Unit reviews an Incarcerated Individuals institutional classification and the offense for which the Incarcerated Individual was convicted to determine an Incarcerated Individuals eligibility for a TR. Some Incarcerated Individuals are not eligible for TR based on statute. If an Incarcerated Individual is determined by Time Computation to be eligible for a TR, and the proposed placement is investigated and approved by the Community Corrections Bureau, the Division Director of Offender Operations may deny the TR because it is not in the best interest of the State of Arizona. Several factors are reviewed in making this determination, and may include criminal history (including arrests), community in-put, street or prison gang affiliation, institutional programming and discipline, or any other relevant information.

### ***Why did an Incarcerated Individuals release date change?***

Release dates may change due to a guilty finding of a disciplinary action with a forfeiture of time credits. Release dates may also change due to a court ruling. The earliest release date may also depend on the Incarcerated Individuals eligibility for a temporary release.

***What can I do to assist in the release process?***

Family/friends are encouraged to bring clothes and shoes for the Incarcerated Individual to be released in, or send in clothing prior to release.

***What can family and friends do to get an Incarcerated individual out sooner?***

Only Federal Laws, State Laws and Court Orders can create a change in the amount of time an Incarcerated Individual serves.

***What can I do to help the Incarcerated Individual prepare for Community Supervision/parole during the release process?***

Make sure the Incarcerated Individual has a community placement in an area which is not designated as a "crime free" residential neighborhood. Also, make sure the sponsor is willing to accept the Incarcerated Individuals placement and will make themselves available for a meeting with the assigned Community Corrections Officer at the residence. The home plan requires placement and the neighborhood must be appropriate given the Incarcerated Individuals criminal history (i.e., sex offender, domestic violence, etc.).

***What is a "home plan"?***

A home plan provides the Incarcerated Individual with the necessary components to make the transition from incarceration to the community as successful as possible. The plan is to be developed by the Incarcerated Individual, the CO III and the Community Corrections Officer. There are requirements the Incarcerated Individual must meet before and after release. A suitable home plan will include: sponsor's name, address, phone number, transportation arrangements, employment information, and is subject to Community Supervision approval.

***Why can't an Incarcerated Individual return home after release?***

One or more of the individuals residing in the residence may be a victim of the offender, the offender may pose a risk to the neighborhood or the sponsor(s) because of his or her criminal history, or because the sponsor or landlord does not want the offender at the residence.

***If an Incarcerated Individual can't return home, where can the Incarcerated Individual go after release?***

If the Incarcerated Individual does not have an approved residence to be released to, the offender may be placed in a private halfway house, sober living community, or a shelter (temporary emergency housing only until a stable placement is approved), or if releasing in Pima County, to the Pima Reentry Center (PRC), until suitable housing is obtained. In some cases, the family or friends of the offender may provide the money to rent a house or an apartment.

**Policies and Procedures:**

For more information, the following policy is available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).  
DO 1001 *Incarcerated Individuals Release System*

**Community Corrections**

The responsibility of the Community Corrections Bureau is to protect the public through community based supervision of offenders upon release from an institution and/or offenders accepted under the Interstate Compact (ISC) until expiration of their term of supervision.

Community Corrections ensures the accurate release, effective re-entry, transition and supervision of offenders released to the community utilizing a continuum of supervision services, strategies, evidence based programs and meaningful incentives and sanctions. Community Corrections facilitates the return to custody of those offenders who violate conditions of supervision and who represent a serious threat to the safety of the community. Community Corrections provides meaningful interaction with victims to maintain public protection.

Offenders under Community Supervision must follow standard conditions of supervision as well as any special conditions that the assigned Community Correctional Officer (CCO) deems appropriate based on the offender's criminal history.

Community Corrections (Truth-in-Sentencing, Parole, Home Arrest) is composed of two regions, the Northern Region and the Southern Region, and has offices across the state staffed with Community Corrections Officers (CCO) who directly supervises Incarcerated Individuals released to community supervision. Community Corrections Officers conduct pre-placement investigations and make contact with released offenders, as well as contact with other individuals as may be required.

Released Incarcerated Individuals are required to meet specific “Conditions of Supervision” developed to assist the offender in directing his/her life to a productive outcome as well as to ensure community safety. Conditions of Supervision include scheduled meetings with an assigned Community Corrections Officer, community programming, as well as release requirements which the released Incarcerated Individual must follow to remain in the community and not return to prison. Community Corrections may impose interventions, sanctions, and programs that are designed to guide and redirect offenders toward positive decision-making. Offenders that have committed technical violations of their Conditions of Supervision shall be required to complete a range of interventions and sanctions, or may be placed in the Maricopa Reentry Center (MRC) in Phoenix, or the Pima Reentry Center (PRC) in Tucson, in lieu of return to custody. Violations may also result in a warrant of arrest for offenders who violate their conditions of supervision.

The Community Corrections Bureau works in cooperation with the Department’s Time Computation Unit in reviewing Incarcerated Individuals to determine approval of a temporary release (up to a 90-day early release), and the accuracy of projected release dates.

**Staff Contact: For a list of Community Corrections offices please visit our website at: [www.corrections.az.gov](http://www.corrections.az.gov). Community Corrections may also be reached by phone at: (602)771-5500**

#### Community Corrections Overview:

- Release Unit: Facilitates the statutory institutional release process in conjunction with the Department’s Time Computation Unit and institutional Offender Information Units.
- Interstate Compact Unit: Coordinates parole transfers from Arizona to other states, and offenders transferring to Arizona. The Unit serves as the central location for interstate information and special investigation requests from other states on pardons, clemency investigations and pre-sentence reports. Unit staff members act as liaisons to various state and local criminal justice agencies when procedural problems arise. The Unit administers the Interstate Agreement for Detainers for Individuals incarcerated elsewhere who are returned to Arizona for trial on untried criminal charges.
- Warrant Service and Hearings Unit: Processes warrants before the Board of Executive Clemency in response to offender community supervision violations. Prepares and presents revocation cases at hearings conducted for released Incarcerated Individuals who have seriously violated their conditions of supervision
- Sex Offender Coordination Unit: Identifies and assesses sex offenders scheduled to be released from ADCRR and coordinates legally mandated community notification with local, county and state law enforcement agencies. Provides ongoing training to local police and sheriff’s offices on the sex offender community notification process in Arizona. Coordinates all sex offender referrals to the county attorney under the state’s Sexually Violent Persons statutes.
- Fugitive Apprehension Unit: Responsible for the apprehension, extradition and transportation of fugitives and other offenders who violate their conditions of community supervision.

## FAQs

### ***Why can’t an Incarcerated Individual have temporary release (TR) when the community supervision is waived?***

Some Incarcerated Individuals are eligible for a TR when their community supervision is waived. The Incarcerated Individual must meet the criteria set by the Director and the TR must be approved by the Offender Operations Division Director.

### ***Why are special conditions of community supervision imposed?***

Special conditions of supervision are imposed to protect the public and to ensure the offender is afforded the opportunity to succeed in the community. The Community Corrections Officer may impose special conditions that require the offender to participate in programming, urinalysis, anger management, family/marital counseling, sex offender counseling or other available programs. The programming conditions are imposed to teach the offender better ways of handling everyday living situations they will encounter during their transition from prison to the community. Special conditions may also restrict an offender’s contact with past or potential victims, drive a vehicle, etc. If the offender fails to comply with their conditions of supervision, the offender may be sanctioned up to and including return to custody.

***Why has an offender on community supervision been returned to custody?***

The offender has failed to comply with one or more of their conditions of supervision and now pose a significant risk to the community or themselves.

***In which facility will the offender be placed in after return to custody?***

Interstate compact violators will be booked into the nearest county jail while awaiting due process action. ADCRR violators will be confined to the nearest county jail if criminal charges are pending against the offender. If there are no criminal charges, the violator will be returned to an ADCRR institution pending due process action.

***Is there a charge to apply for Interstate Compact?***

Yes there is currently a \$200 non-refundable application fee. Additional information can be found at [www.corrections.az.gov](http://www.corrections.az.gov), ADCRR Policies DO 1001 Incarcerated Individuals Release System.

**Policies and Procedures:**

For more information, the following policies are available at [www.corrections.az.gov](http://www.corrections.az.gov).

DO 1003 *Community Corrections*

DO 1004 *Incarcerated Individuals Transfer System*

DO 1006 *Reentry Center*

Sex Offender Registration and /or Notification Issues and Sexually Violent Person Laws 602-771-5781

Interstate Transfer of Offenders 602-771-5771

**Absolute Discharge**

An Incarcerated Individual who has been certified parole eligible (date of offense prior to January 1, 1994) may be granted absolute discharge by the Board of Executive Clemency (BOEC). If an absolute discharge is granted, it shall be effective on the parole eligibility date or date specified by the BOEC if the Incarcerated Individual is past the parole eligibility date.

An ex-offender may request a certificate of absolute discharge upon completion of the sentence imposed and proof that all restitution has been paid (dates of offense on/before January 1, 1994).

An ex-offender must have an absolute discharge prior to application for restoration of civil rights.

An Incarcerated Individuals who has Community Supervision waived by the courts is given an absolute discharge upon release on their Earned Release Credit Date (dates of offense on/after January 1, 1994).

**Staff Contact: Contact information for the BOEC: Phone # (602)542-5656**

**Policies and Procedures:**

For more information, the following policy is available on the ADCRR website at [www.corrections.az.gov](http://www.corrections.az.gov).

DO 1002 *Incarcerated Individuals Release Eligibility System*

**Physical Addresses**

**ADCRR Operated In-State Prisons**

Location	Phone #	Address
ASPC Perryville	623-853-0304	2105 N. Citrus Rd, Goodyear, AZ 85395
ASPC Lewis	623-386-6160	26700 S. Hwy. 85, Buckeye, AZ 85326
ASPC Yuma	928-627-8871	7125 E. Cesar Chavez Blvd, San Luis, AZ 85365
ASPC Douglas	520-364-7521	6911 N. B.D.I. Blvd., Douglas, AZ 85607
ASPC Tucson	520-574-0024	10000 S. Wilmot, Tucson, AZ 85734
ASPC Safford	928-428-4698	896 S. Cook Rd., Safford, AZ 85546
ASPC Eyman	520-868-0201	4374 E. Butte Ave., Florence, AZ 85132
ASPC Phoenix	602-685-3100	2500 E. Van Buren, Phoenix, AZ 85008
ASPC Winslow	928-289-9551	2100 S. Hwy. 87, Winslow, AZ 86047
<b>Contracted Private Prisons</b>		
ASP Phoenix West	602-352-0350	3402 W. Cocopah, Phoenix, AZ 85009
ASP Florence West	520-868-4251	915 E. Diversion Dam Rd., Florence, AZ 85132
ASP Kingman	928-565-2460	4626 W. English Dr., Golden Valley, AZ 86414
ASP Central AZ Correctional Facility (CACF)	520-868-4809	1401 E. Diversion Dam Rd., Florence, AZ 85132
Red Rock Correctional Center	520-464-3800	1750 E. Arica Rd., Eloy, AZ 85131
La Palma Correctional Center	520-464-3200	5501 N. La Palma Rd. Eloy, AZ 85131

## MAILING ADDRESSES & TELEPHONE NUMBERS

### ADCRR OPERATED PRISONS

<b>ASPC-DOUGLAS</b> Main Number 520-364-7521	
COMPLEX DETENTION UNIT (CDU) Incarcerated Individuals Name and ADCRR # P.O. Box 3867 Douglas, AZ 85608	EGGERS Unit Incarcerated Individuals Name and ADCRR # P.O. Box 3867 Douglas, AZ 85608
GILA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3867 Douglas, AZ 85608	MOHAVE UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3867 Douglas, AZ 85608
<b>ASPC - EYMAN</b> Main Number 520-868-0201	
BROWNING UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3400 Florence, AZ 85132	COOK UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3200 Florence, AZ 85132
MEADOWS UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3300 Florence, AZ 85132	RYNNING UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3100 Florence, AZ 85132
SMU I Incarcerated Individuals Name and ADCRR # P.O. Box 4000 Florence, AZ 85132	SOUTH UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 8400 Florence, AZ 85132
<b>ASPC - LEWIS</b> Main Number 623-386-6160	
BARCHEY UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 70 Buckeye, AZ 85326	MOREY UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 70 Buckeye, AZ 85326

BUCKLEY UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 70 Buckeye, AZ 85326	RAST UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 70 Buckeye, AZ 85326
BACHMAN UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 70 Buckeye, AZ 85326	STINER UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 70 Buckeye, AZ 85326
EAGLE POINT UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 70 Buckeye, AZ 85326	SUNRISE UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 70 Buckeye, AZ 85326

<b>ASPC - PERRYVILLE</b> Main Number 623-853-0304	
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COMPLEX DETENTION UNIT (CDU) Incarcerated Individuals Name and ADCRR # P.O. Box 3000 Goodyear, AZ 85338	SANTA CRUZ UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3200 Goodyear, AZ 85338
LUMLEY UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3300 Goodyear, AZ 85338	SANTA MARIA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3400 Goodyear, AZ 85338
PIESTEWA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3600 Goodyear, AZ 85338	SAN PEDRO UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3100 Goodyear, AZ 85338
SAN CARLOS UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3700 Goodyear, AZ 85338	SANTA ROSA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 3500 Goodyear, AZ 85338
SPECIAL MANAGEMENT Incarcerated Individuals Name and ADCRR # P.O. Box 3300 Goodyear, AZ 85338	WOMEN'S TREATMENT Incarcerated Individuals Name and ADCRR # P.O. Box 3300 Goodyear, AZ 85338

<b>ASPC - PHOENIX</b> Main Number 602-685-3100	
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ALHAMBRA Incarcerated Individuals Name and ADCRR # P.O. Box 52109 Phoenix, AZ 85072	ASPEN Incarcerated Individuals Name and ADCRR # P.O. Box 52109 Phoenix, AZ 85072
FLAMENCO Incarcerated Individuals Name and ADCRR # P.O. Box 52109 Phoenix, AZ 85072	SPU Incarcerated Individuals Name and ADCRR # P.O. Box 52109 Phoenix, AZ 85072
Incarcerated Individuals WORKERS Incarcerated Individuals Name and ADCRR # P.O. Box 52109 Phoenix, AZ 85072	

<b>ASPC - SAFFORD</b> Main Number 928-428-4698	
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GRAHAM UNIT Incarcerated Individuals Name and ADCRR # 896 South Cook Road Safford, AZ 85546	TONTO UNIT Incarcerated Individuals Name and ADCRR # 896 South Cook Road Safford, AZ 85546
MILES DETENTION UNIT Incarcerated Individuals Name and ADCRR # 896 South Cook Road Safford, AZ 85546	FORT GRANT Main Number 928-828-3393
FORT GRANT Incarcerated Individuals Name and ADCRR # 896 South Cook Road Safford, AZ 85546	GLOBE UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 2799 Globe, AZ 85502

<b>ASPC - TUCSON</b> Main Number 520-574-0024	
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CATALINA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 24409 Tucson, AZ 85734-4409	RINCON UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 24403 Tucson, AZ 85734-4403
COMPLEX DETENTION UNIT (CDU) Incarcerated Individuals Name and ADCRR # P.O. Box 24403 Tucson, AZ 85734-4403	SANTA RITA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 24401 Tucson, AZ 85734-4401
CIMARRON UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 24409 Tucson, AZ 85734-4409	WHETSTONE UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 24402 Tucson, AZ 85734-4402
MANZANITA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 24401 Tucson, AZ 85734-4401	WINCHESTER UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 24401 Tucson, AZ 85734-4401
RINCON MINORS UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 24403 Tucson, AZ 85734-4403	
<b>ASPC – WINSLOW</b> Main Number 928-289-9551	
CORONADO UNIT Incarcerated Individuals Name and ADCRR # 2100 S. Highway 87 Winslow, AZ 86047	KAIBAB UNIT AND CDU Incarcerated Individuals Name and ADCRR # 2100 S. Highway 87 Winslow, AZ 86047
COMPLEX DETENTION UNIT (CDU) Incarcerated Individuals Name and ADCRR # 2100 S. Highway 87 Winslow, AZ 86047	APACHE UNIT Incarcerated Individuals Name and ADCRR # PO Box 3240 St. Johns, AZ 85936
<b>ASPC – YUMA</b> Main Number 928-627-8871	
CHEYENNE UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 8909 San Luis, AZ 85349	DAKOTA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 8909 San Luis, AZ 85349
CIBOLA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 8909 San Luis, AZ 85349	LA PAZ UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 8909 San Luis, AZ 85349
COCOPA UNIT Incarcerated Individuals Name and ADCRR # P.O. Box 8909 San Luis, AZ 85349	

**CONTRACTED PRIVATE PRISONS:**

<b>CENTRAL ARIZONA CORRECTIONAL FACILITY (CACF)</b>	
Main Number 520-868-4809	Central Arizona Correctional Facility Incarcerated Individuals Name and ADCRR # P. O. Box 9400 Florence, AZ 85132
<b>Florence West</b>	
Main Number 520-868-4251	ASP - Florence West Incarcerated Individuals Name and ADCRR # PO Box 1599 Florence, AZ 85132
<b>ARIZONA STATE PRISON – KINGMAN</b>	



Main Number 928-565-2460	Arizona State Prison - Kingman Cerbat Unit Incarcerated Individuals Name and ADCRR # P.O. Box 3009 Kingman, AZ 86402
Arizona State Prison – Kingman Huachuca Unit Name and ADCRR # P.O. Box 6639 Kingman, AZ 86402	
<b>ARIZONA STATE PRISON - PHOENIX WEST</b>	
Main Number 602-352-0350	Arizona State Prison – Phoenix West Name and ADCRR # P.O. Box 18640 Phoenix, AZ 85005
<b>RED ROCK CORRECTIONAL CENTER</b>	
Main Number 520-464-3800	Red Rock Correctional Center Name and ADCRR # 1752 E. Arica Road Eloy, AZ 85131
<b>LA PALMA</b>	
Main Number 520-464-3200	La Palma Name and ADCRR # 5501 N. La Palma Rd. Eloy, AZ 85131

## SUMMARY

This handbook has been specifically developed to provide information frequently requested by the public. For questions relating to a particular Incarcerated Individual or to get more information on a specific topic, you are encouraged to contact ADCRRRRR Constituent Services.

For easy access, the *Constituent Services Information Handbook* is also available on the Department's website at [www.corrections.az.gov](http://www.corrections.az.gov).

Constituent Services may be reached at (602) 364-3945 or (866) 333-2039, or [IFFLIAISON@azADCRR.gov](mailto:IFFLIAISON@azADCRR.gov)