

CHAPTER: 100

Agency Administration/Management

DEPARTMENT ORDER:

103 – Correspondence/Records Control

**OFFICE OF PRIMARY
RESPONSIBILITY:**

**COS
OGC**

Effective Date:

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Amendment:

N/A

Supersedes:

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2028

ACCESS

Contains Restricted Section(s)

**Arizona
Department
of
Corrections
Rehabilitation
and Reentry**



Department Order Manual

A handwritten signature in black ink, appearing to read 'Ryan Thornell', written over a horizontal line.

Ryan Thornell, Director

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PURPOSE

This Department Order (DO) establishes processes for standardizing and controlling correspondence, managing records, posting required information on bulletin boards, preparing and distributing mail, **and** establishes requirements for assigning correspondence between organizational units.

APPLICABILITY

For **Contract Beds**, this DO applies only to official records and documents considered to be Department property or generated as an official Department action. Records and correspondence generated as private corporate property are governed by corporate policy. For official Department records generated by the **Contract Beds** vendor, the Deputy Warden at the **Contract Beds facility** or the Contract Beds **Administrator** acts as the Unit Administrative Records Manager.

PROCEDURES

- 1.0 **CORRESPONDENCE CONTROL – The Chief of Staff is responsible for directing and overseeing the correspondence process.**
 - 1.1 For release of information, see DO #201, Records Release.
 - 1.2 **For staff-inmate communications, see DO #916, Staff-Inmate Communications.**
 - 1.3 **For public access to tours and board hearings, see DO #202, Public Access - Tours and Board Hearings.**
 - 1.4 **Expectations for Correspondence**
 - 1.4.1 **If staff responsibilities require** correspondence (letters) or other documents, **staff shall respond with their name, not on behalf of the Director.**
 - 1.4.2 **The Chief of Staff may be consulted if staff have concerns prior to sending response.**
 - 1.4.3 **If staff believe the response requires a response from the Director, staff shall forward the correspondence to the Director’s Office, Chief of Staff, and Executive Assistant.**
 - 1.5 Incoming Correspondence
 - 1.5.1 All incoming correspondence addressed to the Director or to the Department shall be forwarded to the **Office of the Director, which will then be reviewed by the Chief of Staff or designee.**
 - 1.5.2 The **Chief of Staff or designee** may **forward to the Director** or delegate a response.
 - 1.5.3 Transmittal memorandums shall:
 - 1.5.3.1 Be attached to all delegated correspondence.
 - 1.5.3.2 Contain a project control number based upon due date.

1.5.3.3 Instruct the recipient to prepare a response for the Director's signature, or respond **directly to the writer**.

1.6 Delegated Correspondence

1.6.1 When the Director's **Office** delegates correspondence with instructions to prepare a response, respondents shall **ensure their reply is reviewed by the Chief of Staff or designee within 10 business days**.

1.7 Official Mail

1.7.1 National/State

1.7.1.1 Employees who receive mail **from a national/state government** official shall forward the mail, within **one business day** of receipt, to the General Counsel who shall handle requests for general information in accordance with section 1.7.1.3.

1.7.1.2 **Any Executive Office or Legislative mail shall be forwarded to the Chief of Staff.**

1.7.1.3 The **Director**, Deputy Directors, **Chief of Staff**, **Inspector General**, **General Counsel**, and Assistant Directors, **in consultation with the Director's Office, may sign correspondence as necessary.**

1.7.2 Local

1.7.2.1 Within **two business days** of receipt, employees receiving mail **from a local government official (i.e., mayor, sheriff, etc.)** shall forward the mail to the appropriate **Assistant Director and the Chief of Staff** in accordance with applicable written instructions.

1.7.2.2 When a local official questions the Department's position on an issue, the recipient shall:

1.7.2.2.1 Prepare a response for the **Chief of Staff, who shall consult with the Director, Deputy Directors, Inspector General, General Counsel, and Assistant Directors, as necessary.**

1.7.2.2.2 Forward the complete correspondence file(s) to the Deputy Directors, **Chief of Staff, Inspector General, General Counsel**, or Assistant Directors within five **business days** of receipt.

1.8 Internal Documents and Routine Correspondence – Routine internal documents and correspondence shall be handled in accordance with the applicable written instructions and **Style Guide**, Attachment A, as indicated in this section.

2.0 MAIL PREPARATION AND DISTRIBUTION

2.1 General Guidelines

2.1.1 Employees shall use an appropriately sized envelope based on the size of the contents.

- 2.1.2 When sending large quantities of mail, employees shall:
 - 2.1.2.1 Separate internal from external mail.
 - 2.1.2.2 Place large, same-sized envelopes upright in boxes with all envelopes facing the same direction.
 - 2.1.2.3 Fold bulletins/newsletters in half, tape/staple them closed and write the address directly on the document. Employees are not required to use envelopes for such documents.

- 2.2 Internal, Interagency, and Department Courier Mail – Employees shall:
 - 2.2.1 Use reusable, standard interoffice envelopes or blank manila envelopes
 - 2.2.2 Address internal mail as follows:
 - 2.2.2.1 Full name and/or title of addressee
 - 2.2.2.2 The Department mail code, available from the Department telephone directory
 - 2.2.3 Address interagency mail as follows:
 - 2.2.3.1 Full name and/or title of addressee, or agency name
 - 2.2.3.2 Street address, including suite number if applicable
 - 2.2.3.3 City
 - 2.2.4 Address Department courier mail in accordance with the destination of the mail.

- 2.3 External Mail
 - 2.3.1 Addressing – Employees shall address external mail as follows:
 - 2.3.1.1 Return Address
 - 2.3.1.1.1 The sender's name and/or title
 - 2.3.1.1.2 The agency name and sender's mail code, e.g., Arizona Department of Corrections, Rehabilitation and Reentry, M/C 606
 - 2.3.1.1.3 Street address or post office box
 - 2.3.1.1.4 City, state and zip code
 - 2.3.1.2 Addressee
 - 2.3.1.2.1 Full name and title of addressee if applicable
 - 2.3.1.2.2 Name of business or state agency
 - 2.3.1.2.3 Street address or post office box

2.3.1.2.4 City, state and zip code

2.3.2 Classes of Mail - The Department uses the following three classes of mail:

2.3.2.1 First Class – Cards, letters, flats, and parcels, to include, handwritten material, bills, statements of account or invoices, credit cards, personal correspondence, personalized business correspondence, and all matter sealed or otherwise closed against inspection, with a maximum of 13 ounces.

2.3.2.2 Standard Mail – Printed matter, flyers, circulars, advertising, newsletters, bulletins, catalogs, and small parcels weighing less than 16 ounces which does not require being mailed First Class.

2.3.2.3 Package Services - A class of mail primarily intended for merchandise, catalogs, and other printed material, including Parcel Post, Bound Printed Matter, Media Mail, and Library Mail. Maximum package weight may be as much as 70 pounds depending upon subclass.

2.3.3 Sorting

2.3.3.1 Employees shall sort external mail into local and out-of-town bundles.

2.3.3.2 Pre-stamped/Metered Mail – Employees shall sort pre-stamped/metered mail, by size, with all envelopes facing the same way. Same-sized envelopes shall be rubber banded together.

2.3.3.3 Mail Requiring Postage

2.3.3.3.1 Employees shall seal all manila envelopes.

2.3.3.3.2 For all other envelopes, employees shall either arrange the envelopes, by size, with all envelopes facing the same way and rubber banded together or seal and rubber band them together by size. Unsealed envelopes shall have the flap up.

2.3.3.3.3 Employees shall seal packages and boxes securely and properly prior to sending them to the mailroom.

2.3.4 External Mail Security – To ensure appropriate security, inmate couriers shall not be allowed to deliver or transport external mail.

2.4 Special Mail Services

2.4.1 The services available include the following:

2.4.1.1 Certified mailings

2.4.1.2 Insured mailings

2.4.1.3 Registered mailings

2.4.1.4 Express mailings

- 2.4.1.5 Package-delivery company shipments (These are deliveries by such vendors as **United Parcel Service (UPS)**, FedEx Ground, and DHL, or the existing contract vendor.)
- 2.4.2 Employees shall use such services only when they are necessary.
- 2.4.3 Employees shall contact their mailroom staff to determine which service is **necessary**.
- 2.5 Incoming Mail – Since incoming external mail is considered business-related material, the mailroom staff shall open the material in order to identify the addressee when the addressee cannot be determined from the outside address.

3.0 CONTROLLING DOCUMENT ISSUANCE, DISTRIBUTION, AND RETENTION

- 3.1 Staff shall ensure all personal identifying information is secure and inaccessible to unauthorized persons.
- 3.2 Staff shall take into consideration the most cost-effective measures for providing information to appropriate persons.
- 3.3 When preparing distribution lists for correspondence and other documents, the sender shall ensure all persons and agencies that need the information are included, but that copies are not provided to persons who do not need an individual copy.
 - 3.3.1 Employees whose names are on a distribution list for documents they do not need shall request that the sender remove their names from the distribution list.
- 3.4 Copies of documents shall be two-sided to conserve paper, except:
 - 3.4.1 Single-addressee original correspondence shall be one-sided.
 - 3.4.2 Documents for the Office of the Governor, the legislature, or other dignitaries shall not be two-sided, unless the document to be copied was originally two-sided.
 - 3.4.3 A supervisor may specify other documents for which two-sided copying is not appropriate.
- 3.5 Staff receiving written documents containing information applicable to their work areas shall disseminate the information to all appropriate staff; however the following conservation measures shall be taken:
 - 3.5.1 Make copies only when necessary.
 - 3.5.2 Avoid issuing single copies to all affected staff, whenever possible, by:
 - 3.5.2.1 Routing a single copy of the document to appropriate staff.
 - 3.5.2.2 Posting important general information on official bulletin boards.
 - 3.5.2.3 Making copies of reports and reference information used by a number of staff available in an accessible work area.
 - 3.5.2.4 Forwarding scanned or electronic formats where reasonably possible.

3.5.2.5 Scanning and emailing documents to recipients.

3.6 Email correspondence shall be handled as outlined in DO #102, Information Technology.

4.0 MANAGEMENT OF RECORDS – A staff member designated by the Office of the General Counsel shall act as the Department’s Records Officer and liaison to the Arizona State Library, Archives and Public Records.

4.1 The **Records Officer** shall:

4.1.1 Review the Department Records Retention Schedules bi-annually and revise as needed. Modified Department Records Retention Schedules shall be submitted to the Deputy Directors, **Chief of Staff, General Counsel, Inspector General**, or Assistant Director for review and approval.

4.1.1.1 Final authorization of the Department Records Retention Schedules shall be determined by the Arizona State Library, Archives and Public Records.

4.1.2 Distribute approved Department Records Retention Schedules to the Records Liaisons and their supervisors.

4.1.3 Perform records management audits to ensure compliance with established retention schedules and records management program.

4.1.4 **Bi-annually obtain reports from the storage vendor identifying the boxes that have the minimal amount of files, and forward the report to the Unit Records Liaisons.**

4.1.5 Assist Records Liaisons:

4.1.5.1 As they conduct a record inventory for their unit/Divisions and provide training for Records Liaisons as needed.

4.1.5.2 To determine lawful and appropriate retention schedules for records and to appropriately dispose of records purged in accordance with an approved retention schedule **annually**.

4.2 Division Administrative Records Liaisons - **The Executive Team** shall appoint **Division Administrative Records Liaisons**. **They will maintain a list of Division Administrative Records Liaisons for their area and provide the updated list to the Records Officer annually, or as needed.**

4.2.1 Once appointed, the Division Administrative Records Liaisons shall:

4.2.1.1 **Provide their name and contact number to the Records Officer.**

4.2.1.2 Serve as the Division representative for records management.

4.2.1.3 Maintain current Department Record Retention Schedules for their Division.

4.2.1.4 Provide **the Records Officer** with suggested Record Retention Schedule updates.

4.2.1.5 **On a quarterly basis, reconfirm the Unit Records Liaisons with the Records Officer.**

4.3 **Unit Records Liaisons - The Division Administrative Records Liaison shall appoint the Unit Records Liaisons. They will maintain a list of Unit Records Liaisons for their area and provide the updated list to the Records Officer annually, or as needed.**

4.3.1 The Unit Records Liaison shall:

4.3.1.1 Serve as their organizational unit's representative for records management.

4.3.1.2 Conduct periodic inventories of all records retained by their unit.

4.3.1.3 **Annually**, prepare recommended updates to Department Records Retention Schedules after conducting an inventory of records and submit to **their** supervisor for approval.

4.3.1.4 Forward approved copy of recommended changes from their supervisor to their Division Administrative Records Liaisons for submittal to the **Records Officer**.

4.4 **Staff Responsibilities – Annually**, all staff shall properly document, retain, and disseminate and/or dispose of the Department's records and information, in accordance with this DO, the Department Records Retention Schedule, and General Records Retention Schedule for all State Agencies.

5.0 MANAGEMENT OF ELECTRONIC RECORDS

5.1 Electronic messages (email) created or received by staff are public records.

5.1.1 Email messages that meet the definition of a public record (See Glossary of Terms) shall be managed, created, maintained and used, and disposed of, as outlined in this DO and as required by Arizona State Library, Archives and Public Records.

5.1.2 Email messages sent by staff in their official capacity using another system (for example, a personal, home email system) are public records.

5.1.3 Staff who send an email message, **as well as the** primary recipient, shall maintain a record copy of the message.

5.2 Retention or disposition of email messages shall be related to the information contained or the purpose served. The content and any attachments associated with the message are considered records.

5.2.1 Staff shall retain all email records for the period of time specified on an approved records retention schedule.

5.2.2 Staff may delete email messages that do not meet the criteria of a public record pursuant to Arizona Revised Statute (A.R.S.) § 41-151.15, at any time, unless they become part of an official record.

5.3 For more information regarding management of electronic messages see the General Records Retention Schedule, GS1026.

5.4 Any electronic record that resides in our electronic computer systems or other electronic media must adhere to the appropriate retention schedule and/or imaging standards set by the Arizona State Library, Archives and Public Records.

5.4.1 Staff shall consult with the **Department’s Records Officer** before implementing any digitization of a complete record series. The **Records Officer** shall submit the Request for Document Imaging of Public Records on behalf of the Department, if needed.

6.0 DESTRUCTION OF RECORDS

6.1 Staff shall not knowingly discard or dispose of records or documents without redacting the information or destroying the records or documents pursuant to A.R.S. § 44-7601. This includes:

6.1.1 Records or documents that contain an individual’s “personal information”, such as an individual’s first and last name or first initial and last name in combination with a corresponding complete:

6.1.1.1 Social security number.

6.1.1.2 Credit card, charge card, or debit card number.

6.1.1.3 Retirement account number.

6.1.1.4 Savings, checking, or securities entitlement account number.

6.1.1.5 Driver license number or non-operating identification license number.

6.1.1.6 Employee Identification Number.

6.1.2 Records or documents that contain restricted, confidential, or sensitive material.

6.2 Staff shall prepare the Report/Certificate of Records Destruction Form or the Single Request for Records Destruction Form, available on the Arizona State Library, Archives and Public Records website (www.azlibrary.gov), and submit it to the **Records Officer**, prior to destruction of records or documents. The **Records Officer** shall submit the form(s) to the Arizona State Library, Archives and Public Records.

7.0 REQUIREMENTS FOR POSTING INFORMATION – Several federal and state laws require that advisory information be posted on official bulletin boards. Attachment B, **List of Notices**, provides a list of required notices.

7.1 Employees and others are prohibited from removing required information from bulletin boards (except that employees may remove it for a few minutes for the purpose of reading and/or duplicating a document).

7.2 Supervisors at all levels, and assigned bulletin board coordinators, shall ensure that required information is:

7.2.1 Obtained or duplicated and then permanently posted on the premises of each work site, as required by statute, where it can be readily seen and read by employees, applicants for employment, visitors, and others.

7.2.2 Posted in a timely manner and kept current.

7.2.3 Routinely reviewed to ensure accuracy and recency of posted materials.

7.3 The posting of other information shall be conducted as outlined in DO #111, Solicitation.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms for the following:

- Accountability Line
- Complete Correspondence File
- Courier Mail
- Department Records Retention Schedules
- Division Administrative Records Liaisons
- Electronic Records
- External Mail
- General Records Retention Schedules
- Interagency Mail
- Internal Mail
- Legislative Leadership
- Local Official Mail
- National/State Official Mail
- Public Information Records
- Public Record
- Records Liaisons
- **Records Officer**
- Unit Records Liaison

ATTACHMENTS

Attachment A - Style Guide

Attachment B - List of Notices

AUTHORITY

A.R.S. § 39-101, **Permanent Public Records; Quality; Storage; Violation; Classification**

A.R.S. § 41-151.14, State and Local Public Records Management; **Violation; Classification; Definition**

A.R.S. § 41-151.15, Preservation of Public Records

A.R.S. § 41-151.16, Production and Reproduction of Records **by Agencies of the State and Political Subdivisions; Admissibility; Violation; Classification**

A.R.S. § 41-151.19, Determination of Value; Disposition

A.R.S. § 44-7601, Discarding and Disposing of Records Containing Personal Identifying Information; **Civil Penalty; Enforcement; Definition**

State Records Management Manual, Department of Library, Archives and Public Records (ASLAPR)

ATTACHMENT A

**ARIZONA DEPARTMENT OF CORRECTIONS
REHABILITATION AND REENTRY
STYLE GUIDE
(Director's Correspondence)**

DEPARTMENT GUIDELINES FOR CORRESPONDENCE AND MEMORANDUMS

The Director expects that any staff member who prepares correspondence or instructions for his/**her** signature will use proper **and respectful** grammar.

* The Director's office **may** edit documents for style, format, usage, and grammar; however, authors are ultimately responsible for the document and any deadlines related to it. The author should include a critical editing/proofreading process, to include grammar and spelling, when drafting documents for the Director.

- **Correspondence may be prepared for the Director's signature; however, correspondence shall not be directly provided to the recipient on behalf of the Director.**

* Final drafts should be submitted for signature (the Director's office may request the electronic copy i.e., by email.)

STYLE - Except where there is a different, pre-approved project format, the default style will use Times New Roman, 12-point pitch font.

MARGINS - The default margin is 1 inch on all sides. You may adjust the bottom margin - no smaller than 0.5 inch. The right and left margins may be adjusted as well. When preparing correspondence, which you expect to print on letterhead, the top margin will be 2.6 inches. Subsequent pages will use a 1inch default margin. The appearance of the document should be the main consideration.

The Deputy Directors, **Chief of Staff, Inspector General, General Counsel**, Assistant Directors, and Bureau Administrators may approve a specific format for a particular project or report. Such approvals will not include letters prepared for the Director's signature.

REFERENCE LINE - As shown in the examples, it may be necessary on letters to include a reference line written as "RE:". On a memorandum a "SUBJECT:" line is used.

PAPER - For letters the Director will sign, the first page will be buff bond letterhead; subsequent pages are to be plain buff bond. Use the buff for the Deputy Directors, **Chief of Staff, General Counsel, Inspector General**, and Assistant Directors as well. Letters signed by other agency managers will use white bond letterhead with copper seals, subsequent pages are white bond. Memorandums and routine intra-agency correspondence will be on regular grade white paper. Envelopes will correspond in color and paper grade.

ACRONYMS - The use of acronyms is discouraged, except in cases where the usage has become accepted language. Where an ACRONYM is used, the first use in a letter or memorandum will spell the item out; the acronym is identified in parenthesis. For example - The Arizona Department of Administration (ADOA) will determine..., is an acceptable use.

* You may use the acronym ADCRR when referring to the Arizona Department of Corrections, Rehabilitation and Reentry. You may use the term "Department" as well. Use the rule for first use identified above. Pick one and use it consistently. Do not use other terms, such as agency or ADOC.

* For the Director's correspondence use the acronym rule for identification of a specific institution. Spell out Arizona State Prison Complex. For example, Arizona State Prison Complex - Eyman, Cook Unit (ASPC-Eyman, Cook Unit). Thereafter you may use ASPC.

BEGINNING A LETTER - When responding to a specific inquiry, begin the letter – "Thank you for your recent [identify the letter, email or other document], dated [actual date of correspondence], regarding. . ." or "Thank you for your telephone call concerning. . ." The second sentence will be a variation of this sentence. "I asked [describe who, including full name and position] to research your concern and s/he advised accordingly." As an alternate, "... advised me of the following information," is acceptable.

CLOSING - When appropriate, a correspondent may be referred to a specific staff member for further assistance. Include the person's name, title, phone number and address.

ENCLOSURE/ATTACHMENT - For letters or other correspondence, any document(s) included with the letter is an "Enclosure(s)." For a memo such documents are "Attachment(s)."

COMMON PROBLEMS - Following are some common issues and acceptable solutions.

- When referring to Arizona law, the correct usage is Arizona Revised Statutes. The term is plural. In writing it is "A.R.S. § 41-1604. Duties and powers of the director." Note that only the first word is capitalized. § is the symbol for section and is always used when referring to statutes, either federal or state.
- Refer to legal cases as follows: Doe v. Smith **CV**____, or . . . in reference to the Doe case.
- When referring to a specific Department Order the correct format is Department Order (DO) #911, Inmate Visitation. Later references are to "DO."
- Addresses - It is important to address Arizona state government officials correctly. Following are examples.

The Honorable Tim Bee, President
Arizona State Senate
1700 West Washington
Phoenix, Arizona 85007

The Honorable Jim Weiers
Arizona House of Representatives
1700 West Washington
Phoenix, Arizona 85007

Dear President Bee:

Dear Representative Weiers:

- Addresses in General - Correct examples may be found in the sample letters included in this guide.

- Appearance - Font, margin, and other format styles are intended to create a consistent pleasing appearance for Department correspondence.

Where practical, letters and memorandums should not exceed one page. If necessary, font sizes may be adjusted using an 11 or 10 point font. Adjust the margins; not line spacing.

If a second page is necessary, use a page break. Never break and leave the closing alone. Splitting a sentence or paragraph usually is not appropriate. At least two sentences of a paragraph should remain on page one and two on the top of page two.

- Language - Avoid outdated, overused phrases, slang, and jargon. Some examples are phrases such as:

“Enclosed herewith please find” Concisely put, “Enclosed is....”

“Needless to say.” Why say it?

“Be advised.” Stiff and somewhat rude!

TITLES - In general, titles are to be treated as a proper noun when referring to a class or to a specific individual. For example Correctional Officer will begin with capital letters. Individual units or work area titles are to be capitalized as well i.e., the Stiner Unit or the Prison Operations Division. Non-specific uses are to be lower case, for example, “prison units,” or “shift supervisors.”

STAFF WORK/BACKGROUND INFORMATION -

- Place a >sign here or colored tab everywhere the Director is requested to sign; if there are multiple signatures, be sure to place tabs in a staggered order, so the Director can locate each place to sign.
- If the document for signature is in a folder, place all backup information on the inside of the folder, with the letter to be signed paper clipped on top with a tab at the signature location. If included, a transmittal memo to the Director regarding correspondence to be signed may be clipped either on top of, or on the left inside of the folder.
- Date correspondence at least one day ahead of the date it is submitted. Keep in mind that the Director’s schedule may not always allow time for him/her to review and sign a document the same day it is submitted.

For certain items, if distribution is an issue and it may be best to leave the date blank until actual distribution.

- Project Numbers. The examples shown include proper placement and use of project numbers. It is possible for a single piece of correspondence to have both a Director’s office number and an Action Form number from the Governor’s office.

Courtesy Copies (cc): Keep copies to a minimum. Usually, only those staff who have had a direct interest in the specific case will get a copy along with the inmate involved. In most cases, when responding on behalf of the Governor, we will not send a copy directly to the Governor. Instead, the copy goes to the Governor's Office for Constituent Services. (See the examples)

SAMPLE MEMORANDUM AND CORRESPONDENCE

GENERAL

Current Date[¶]Microsoft Word symbol for hard return (Paragraph)

FONT: TIMES NEW ROMAN, 12 POINT

[¶]

[¶]

[¶]

Mr. Dave Peterson[¶]

Top margin: 2.6

Manager[¶]

Bottom margin: 1" standard adjustable to 0.5"

Westfield Research and Consultation[¶]

Left margin: 1" standard adjustable to 0.5"

3672 West McClintock Drive, Suite 1413[¶]

Right margin: 1" standard adjustable to 0.5"

Dayton, OH 50585[¶]

[¶]

Dear Mr. Peterson:[¶]

[¶]

Thank you for your email dated April 16, 2024 to Governor [name] regarding employment opportunities with youth in Arizona. Governor [name] office has forwarded your email so that I may respond. [¶]

[¶]

The Arizona Department of Corrections, Rehabilitation and Reentry (ADCRR) employs personnel to work with adult offenders. Accordingly, I must refer you to the Arizona Department of Juvenile Corrections if you wish to pursue a career dealing entirely with juvenile offenders. I have enclosed job specifications for your review and information. You may contact [name], Arizona Department of Juvenile Corrections Recruitment Unit at [telephone number] for additional information, or you may access their website at www.azdjc.gov. [¶]

[¶]

Sincerely,[¶]

[¶]

[¶]

[¶]

[Director's name][¶]

Director[¶]

[¶]

DN/MM/lls[¶] *Accountability initials. The typist's initials will be lower case.*

[¶]

Enclosures[¶]

[¶]

cc: Governor's Office of Constituent Services, Agency Action Form #111173[¶] *Governor's project number*

[¶]

A4100H[¶] *Department project number using a smaller font*

[¶]

Web page centered - <https://corrections.az.gov/>

Current Date [¶] *Microsoft Word symbol for hard return (Paragraph)*

FONT: TIMES NEW ROMAN, 12 POINT

[¶]
[¶]
[¶]

MaryAnn Davis [¶]

Post Office Box 1671 [¶]

Chatsworth, California 91313-3726 [¶]

[¶]

Re: Inmate Darwin Jones, ADCRR #2001235 [¶] *Reference Line, if appropriate*

[¶]

Dear Ms. Davis: [¶]

[¶]

Thank you for your faxed letter dated February 21, 2024, addressed to the Office of Governor [name] concerning inmate Darwin Jones. Your letter was forwarded so that I may respond. [¶]

[¶]

At my request, [name], Assistant Director, **Healthcare** Services Division, Arizona Department of Corrections, Rehabilitation and Reentry (ADCRR), has reviewed inmate Jones' **inmate** medical record. He has advised me that inmate Jones has had surgery and that recovery is expected. [¶]

[¶]

I appreciate the opportunity to respond to your concerns and wish to assure you that ADCRR remains committed to the provision of appropriate healthcare for the medical needs of inmates. Should you have any questions or concerns please contact [Assistant Director for **Healthcare** Services, name] at [address] or by phone at [telephone number]. [¶]

[¶]

Sincerely, [¶]

[¶]

[¶]

[¶]

[Director's Name] [¶]

Director [¶]

[¶]

DN/CSS/raz [¶] *Accountability initials. The typist's initials will be lower case.*

[¶]

Enclosures [¶]

[¶]

cc: Governor's Office of Constituent Services, Agency Action Form #01-12796 [¶] *Governor's project number*

Inmate Darwin Jones, ADCRR #2001235 [¶]

[¶]

A4100H [¶] *Department project number using a smaller font*

[¶]

Web page centered - <https://corrections.az.gov/>

ARIZONA DEPARTMENT OF CORRECTIONS, REHABILITATION AND REENTRY

Microsoft Word symbol for hard return (Paragraph)

FINANCIAL SERVICES DIVISION

MEMORANDUM

TO: SEE DISTRIBUTION

FROM: James E. Kirsch, Administrator, Budget and Grants Bureau

DATE: November 20, 2024

SUBJECT: Sample Memorandum Form

This is a sample of what a memorandum should look like. All bureaus/units should use a memo format that is synchronized in appearance. Your font will be TIMES NEW ROMAN 12 POINT.

The margins should be 1 inch on all sides. The bottom, left and right margins may be adjusted to no less than 0.5 inch. All of the italicized, large and bold words on the left are hard returns with the exact number you should see in your memorandum. Type the date, do not use the automatic feature.

Be sure that when you are including copy recipients (cc:) to your memorandum you use the person's name, title and work location.

JEK/AMZ/s *Accountability initials.*

Attachment

DISTRIBUTION

Susan Hanson, Administrator, Human Resources

Joe Smith, Administrative Assistant, Prison Operations

Debbie Jones, Program and Projects Specialist I, Community Corrections

cc: Janette Gonzales, Engineer, Goodwill Corporation

Robin Johnson, Assistant Director, Financial Services

Armando Perez, Administrator, Procurement Unit

A00500H *Department project number using a smaller font*

Current Date[¶]

FONT: TIMES NEW ROMAN, 12 POINT

[¶]

[¶]

[¶]

Mr. Dave Peterson[¶]

Top margin: 2.6

Manager[¶]

Bottom margin: 1" standard adjustable to 0.5"

Westfield Research and Consultation[¶]

Left margin: 1" standard adjustable to 0.5"

3672 West McClintock Drive, Suite 1413[¶]

Right margin: 1" standard adjustable to 0.5"

Dayton, OH 50585[¶]

[¶]

Dear Mr. Peterson:[¶]

[¶]

Thank you for your letter dated April 16, 2024 regarding the delivery of Christmas packages. This issue has been investigated by my staff.[¶]

[¶]

When drafting a letter for the Director's signature use buff letterhead. Use the buff for the Deputy Directors, **Chief of Staff, Inspector General, General Counsel**, and Assistant Directors as well. For all other letters use the white paper with copper decals.[¶]

[¶]

Since the information you provided was limited, the findings of my investigation are inconclusive. Therefore, no action will be taken at this time.[¶]

[¶]

Thank you for your interest or concern.[¶]

[¶]

Sincerely,[¶]

[¶]

[¶]

[¶]

Ann B. Sullivan[¶]

Operational Planning Division[¶]

[¶]

ABS/AMZ/s[¶]Accountability initials.

[¶]

Enclosure [¶]

[¶]

cc: Amanda Spock, Engineer, Goodwill Corporation[¶]

James Anderson, Program and Project Specialist, Policy Unit[¶]

[¶]

DO00500A [¶] Department project number using a smaller font

[¶]

Web page centered - <https://corrections.az.gov/>

Mr. Leo Jones[¶]

November 10, 2024[¶]

Page Two[¶]

[¶]

[¶]

[¶]

This is exactly how the second page of a letter should look, when a second page is needed. Your margins will be 1 inch from this point on.[¶]

[¶]

If you have a two page letter, the closing, accountability initials, enclosure, cc's, and project number go at the end of the second page.[¶]

[¶]

Sincerely,[¶]

[¶]

[¶]

[¶]

[**Author's name**][¶]

[**Author's title**][¶]

JEK/AMZ/s[¶]*Accountability initials.*

EXAMPLE
STANDARD RESPONSE TO ATTORNEY CONCERNING
CLIENT'S COMPLAINTS

[Date]

Esq.
, AZ 85000

RE: Inmate [Name], ADCRR #[Number]

Dear:

Thank you for your recent letter concerning complaints from your client, inmate [name]. I asked [name], Assistant Director, **Healthcare** Services to research the [medical] concerns and he/she advised as follows.

The Arizona Department of Corrections, Rehabilitation and Reentry (ADCRR) has addressed inmate [name]'s [medical condition] needs in a timely and professional manner.

I asked [name] Warden, ASPC- [location] to research inmate [name]'s complaint concerning [complaint]. Warden [name] provided the following information.

If you require additional information, please contact [Assistant Director for **Healthcare** Services name] at [telephone] or Warden [name] at [telephone].

Sincerely,

[**Author's** name]

DN/VAB/s

cc: [Name], Assistant Director, **Healthcare** Services
[Name], Warden, ASPC-
[Name], **ADCRR Constituent Services**
I/M CO File

EXAMPLE
STANDARD RESPONSE TO FAMILY MEMBER CONCERNING
COMPLAINTS REGARDING INMATE'S TREATMENT

[Date]

RE: Inmate [Name], ADCRR #[Number]

Dear:

Thank you for your recent letter concerning complaints from your [relation] inmate [name]. I asked [name] Warden, ASPC- [location] to research inmate [name] complaint concerning [complaint]. Warden [name] provided the following information.

If you require additional information, please contact Warden [name] at ASPC-[location, with mailing address] or telephone [--].

Sincerely,

[**Author's name**]

DN/VAB/s

cc: [Name], Warden, ASPC-
[Name], **ADCRR Constituent Services**
I/M CO File

EXAMPLE
STANDARD RESPONSE TO LETTER REGARDING MOVING
AN INMATE CLOSER TO PHOENIX/HOME

Date
Name
Street
Address

RE: Inmate [Name], ADCRR #[Number]

Dear:

Thank you for your recent letter in which you inquired about having your [relation] moved to [name prison] which is closer to your home. I empathize with your wish to have your [relation] placed closer to your home. However, because of the large number of inmates in our system, we do not have the resources to relocate inmates for the reason of family hardship, when inmates are already housed at the appropriate custody level. Therefore, we are unable to accommodate your request.

You may contact [name], **Constituent Services** for the Arizona Department of Corrections, Rehabilitation and Reentry, at [telephone number]. The coordinator will be happy to work with you in contacting community organizations that can assist with your transportation or other issues.

Sincerely,

[**Author's** name]

DN/VAB/s

cc: [Name], ADCRR **Constituent Services**

ATTACHMENT B

LIST OF NOTICES

Title of Poster; Authority; How to obtain

AMERICANS WITH DISABILITIES ACT (ADA) NOTICE – Federal Equal Employment Opportunity Commission, Phoenix Field Office at (602) 640-5000 or (800) 669-4000. A copy of the ADA Notice is attached to DO #108, Americans With Disabilities Act (ADA) Compliance.

EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW - Including the Americans with Disabilities Act. Federal Equal Employment Opportunity Commission, Phoenix Field Office at (602) 640-5000 or (800) 669-4000.

NOTICE TO EMPLOYEES OF RIGHTS UNDER FAMILY MEDICAL LEAVE ACT (FMLA) - From DO #519, Employee Health – State/Federal Programs and Assignments. This notice provides an explanation of the FMLA's provisions and information concerning the procedures for filing complaints of violations of the FMLA with the Wage and Hour Division of the U.S. Department of Labor.

DISCRIMINATION PROHIBITED POSTER - State Non-Discrimination poster and Handicap Discrimination poster. Arizona Civil Rights Division, Office of the Attorney General, at (602) 542-5263.

MINIMUM WAGE/OVERTIME/CHILD LABOR/EQUAL PAY POSTER - Federal Wage Hour Division, Employment Standard Administration, U.S. Department of Labor, at (866) 487-9243.

OCCUPATIONAL SAFETY & HEALTH ACT POSTER - Industrial Commission of Arizona, in Phoenix at (602) 542-5795, and in Tucson at (520) 628-5478.

OCCUPATIONAL SAFETY & HEALTH ACT - U.S. Department of Labor, Office of Occupational Safety & Health, at (866) 487-9243. Note: A summary poster (Form 200) is required to be posted each February for one month, listing all illnesses and injuries the prior year. Posters are available from the Industrial Commission of Arizona, in Phoenix at (602) 542-5795, and in Tucson at (520) 628-5478.

UNEMPLOYMENT INSURANCE POSTER - Arizona Department of Economic Security, in Phoenix at (602) 771-6606, and in Tucson at (520) 628-6820.

WORKERS' COMPENSATION POSTER - Must also have the rejection forms available, as indicated in the notice. Risk Management Section, in Phoenix at (602) 542-5218.

POLYGRAPH PROTECTION ACT POSTER - U.S. Department of Labor and Employment Standards Administration, Wage Hour Division, at (866) 487-9243; or the EEOC (602) 640-5000 or (800) 669-4000.

HAZARDOUS MATERIAL INFORMATION - Required for work-sites where chemicals are used, which notes emergency phone numbers and locations of the Material Safety Data Sheets. Available from the chemical provider, on Safety Data Sheets (SDS) forms that comply with OSHA's Hazard Communication Standard, 29 C.F.R. 1910.1200.

ANNOUNCEMENTS (All announcements of transfer and promotional opportunities in state government) - The Arizona Department of Corrections, Rehabilitation and Reentry, **Training and Personnel Division**, at (602) 771-2100.