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Agency Administration/Management

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124 – Constituent Services

OFFICE OF PRIMARY  
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# 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 establishes the duties of the Constituent Services Office and standardizes the processes used to ensure the concerns of the general public, family members or friends of inmates/ offenders are addressed in a fair, competent, and professional manner. The Constituent Services Office responds promptly to issues involving legitimate concerns regarding conditions of confinement, services and the supervision of inmates and offenders to demonstrate accountability, increase agency transparency and accountability and improve Department operations and outcomes.

## **PROCEDURES**

### **1.0 CONSTITUENT SERVICES OFFICE**

1.1 The Constituent Services Office shall:

- 1.1.1 Report to the Chief of Staff or designee.
- 1.1.2 Support the Department's interaction with the public by meaningfully communicating with inmate families, advocacy groups and the public. Contact information is available on the Department's [public website](#).
- 1.1.3 Provide consistent and accurate public information in a timely manner regarding individual inmates/offenders, Department policies, procedures, practices, activities and outcomes, as permitted by law and the Department.
- 1.1.4 Augment the Department's other public information and education/resources.
- 1.1.5 Coordinate and staff the Constituent Services Advisory Committee (CSAC) in accordance with section in 3.0.
- 1.1.6 Manage responses to inquiries and attempt to informally resolve legitimate issues/concerns from inmates/offenders' family, friends and the general public.
- 1.1.7 Review, update and maintain a database of calls, comments, correspondence and resolutions. This database shall be used to:
  - 1.1.7.1 Identify and utilize trends to resolve underlying and recurring problems as quickly and informally as possible.
  - 1.1.7.2 Report inmate/offender data to the Department Executive Staff and share with the CSAC as appropriate.
  - 1.1.7.3 Monitor locations of emerging concerns as they appear to improve practices through data and trends analysis.
  - 1.1.7.4 Identify and incorporate facilities best practices in the Department's policies, procedures and programs.

1.2 The Constituent Services Administrator shall:

- 1.2.1 Manage office staff including the quality of work products, analyzing and presenting trend data, and communicating regularly with constituents and constituency groups.

- 1.2.2 Facilitate CSAC meetings.
- 1.2.3 Routinely tour prison facilities and interact with the inmate population to assess concerns and validate resolutions.
- 1.2.4 Ensure the Constituent Services Informational Handbook, which provides contact and general information regarding inmate management, programs and services (i.e., visitation and telephone privileges, mail and property, inmate health, mental health and dental care), and frequently asked questions, is updated regularly and readily available on the Department's [public website](#).
- 1.2.5 Assist each Division in addressing concerns of constituents and constituency groups.
- 1.2.6 Provide information regarding the Department's vision and mission, policies, procedures, programs, and the Department's Five-Year Strategic Plan.
- 1.2.7 Solicit the public's input and facilitate communication within the Department and with other groups as appropriate.
- 1.2.8 Facilitate the work of the CSAC.

## **2.0 CONSTITUENT INQUIRIES AND INMATE/OFFENDER ISSUE RESOLUTION**

- 2.1 In addition to Constituent Services involvement, inquiries regarding inmates/offenders and attempts to informally resolve inmate/offender issues may be addressed as follows:
  - 2.1.1 For institution operational issues (i.e., visitation, personal property, mail, discipline and security, inmate accounts), the unit Deputy Warden shall be the initial contact. Issues which cannot be satisfactorily resolved at this level shall be referred to the institution Warden.
  - 2.1.2 For Offender Services issues, (i.e., Time Computation, Classification, Release Eligibility and Movement), the Administrator shall be the initial contact. Issues which cannot be satisfactorily resolved at this level shall be referred to the Offender Services Regional Operations Administrator.
  - 2.1.3 For medical, mental health and dental issues, the Contract Healthcare Provider (CHP) Facility Health Administrator shall be the initial contact with a copy to the Assistant Director for Medical Services. Issues which cannot be satisfactorily resolved at this level shall be referred to the Assistant Director for Medical Services.
  - 2.1.4 For Community Corrections issues (i.e., Supervision issues and Conditions of Supervision for offenders under Community Supervision, Interstate Compact and Pre-release Investigations), the Community Corrections Office Manager shall be the initial contact. Issues which cannot be satisfactorily resolved at this level shall be referred to the Assistant Director for Community Corrections.
  - 2.1.5 For Interstate Corrections Compact issues, the initial contact shall be the Special Services Manager. Issues which cannot be satisfactorily resolved at this level shall be referred to the Inspector General.
- 2.2 Upon notification, Constituent Services staff shall initiate contact with appropriate staff at no cost, as quickly as possible.

2.3 Inmates/offenders shall not be harassed, punished, disciplined, or retaliated against in any way because a family member, friend, or representative has made an inquiry or complaint to the Constituent Services Office.

**3.0 CONSTITUENT SERVICES ADVISORY COMMITTEE (CSAC)** – The CSAC shall consist of no more than 15 unpaid volunteers and represents Arizona’s diverse population and advocacy organizations. The CSAC is an important community resource which enhances the Department’s operations and the implementation of comprehensive pre-release preparation programming and improves the Department’s outcomes.

3.1 The Chief of Staff shall appoint CSAC members to staggered terms for a period of two years. CSAC members may be reappointed.

3.2 The CSAC shall:

3.2.1 Meet quarterly.

3.2.2 Address inmate/offender concerns and focus on issues impacting groups of inmates/offenders.

3.2.3 Seek input from inmates/offenders’ families and friends and provide the Constituent Services Office staff recommendations for the Department’s improvement of policies, practices, programs, protocols, and Department staff’s improved communications with inmates/offenders’ families and friends.

3.3 The CSAC may:

3.3.1 Recommend issues to the Assistant Director for Prison Operations and Assistant Director for Community Corrections for review, which impact conditions of confinement or supervision. The intent of any input provided is to enhance the systems currently in place, but not to replace them.

3.3.2 Select a spokesperson to provide information about completed projects.

3.3.3 All information related to issues and inquiries of the CSAC shall be confidential. Individual members shall refrain from discussing issues and concerns related to the Committee.