

Constituent Services Informational Handbook



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INTRODUCTION

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 (ADC) Department Orders and Director's Instructions.

Policies and Procedures

The ADC policies and procedures referenced in this handbook are available on the ADC website under the “ADC Policies” link at 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 inmate is 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 inmate 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
ADC – Arizona Department of Corrections
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 – Inmate 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
WIPP – Work Incentive Pay Plan
WSHU – Warrant Service & Hearings Unit

Inmate Admission: Reception and Initial Classification

Upon receipt of all documents from the sentencing courts, the county jail where an inmate is being held will notify ADC that the inmate is ready to be transferred to the state correctional system. After this notification, the inmate 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 | Santa Maria Unit |
| Minor Males sentenced as Adults | ASPC-Tucson Tucson, Arizona | Rincon Minors Unit |
| Adult Males/Condemned Row | ASPC-Eyman Florence, Arizona | Browning Unit |

The newly admitted male inmate will remain at the reception center for approximately ten days to complete the classification process. Female inmates are in the Reception Center for approximately three weeks. During this time, **visits and personal telephone calls are not allowed**. An inmate may be held at the reception center longer to resolve special needs or address other circumstances. **Do not apply for visits and/or phone calls when the inmate is in the reception center.**

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

The initial classification process determines the inmate's:

- 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 inmate is moved to his/her housing assignment. Once the inmate is moved from the reception center to their assigned prison unit, you may apply for phone calls and visits. That application may be found on our website: www.corrections.az.gov.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.corrections.az.gov.

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

Inmate Reclassification and Movement

Classification is event driven and an inmate is assessed and reclassified when there is a significant change in the inmate's status. As a result of the reclassification assessment, the inmate'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 inmate being moved from one prison to another prison or from one unit to another unit within the same prison. For example, an inmate 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 inmate may also be moved due to:

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

Once an inmate is approved for movement, the inmate is placed on a transfer list. An inmate 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 inmates 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 ADC website at www.corrections.az.gov.

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

Earned Incentive Program

While incarcerated, an inmate 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 inmate 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, inmate 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 ADC website at www.corrections.gov.

- DO 809 *Earned Incentive Program*
- DO 903 *Inmate Work Activities*
- DO 906 *Inmate Recreation/Arts & Crafts*
- DO 909 *Inmate Property*
- DO 911 *Inmate Visitation*
- DO 914 *Inmate Mail*
- DO 915 *Inmate 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 inmates. In addition, ADC has written rules of inmate conduct, penalties for violating the written rules of inmate conduct, and disciplinary procedures for determining violations and appropriate penalties. These are communicated to all inmates and staff. Disciplinary procedures are carried out promptly and with adherence to due process requirements. Penalties imposed on inmates are fair, reasonable and consistent with the severity of the violation.

ADC's rules of inmate 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, *Inmate Disciplinary System*, an inmate 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 inmate is illiterate, when a charged inmate does not understand English, or when the complexity of the issue makes it unlikely that the charged inmate will be able to collect and present evidence. Staff Assistants do not act on behalf of, or serve as advocates for inmates. Inmates may not act as Staff Assistants.

As part of the disciplinary procedures for determining violations and appropriate penalties, an inmate 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 inmate poses a threat to the facility

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.corrections.az.gov.

DO 803 *Inmate Disciplinary System*

DO 804 *Inmate Behavior Control*

Time Computation/Release Dates/Release Credits

Within about 30 days of admission to ADC, an inmate's 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 inmate.

Release credits allow an inmate to 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 inmate was convicted. Release credits can be forfeited for violations including failure to comply with ADC rules, disciplinary sanctions, and failure to successfully participate in work, education, treatment or training programs.

An inmate whose release credits were forfeited may be eligible to have these release credits reinstated. The type and date of the violation, along with the inmate'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 ADC website at www.corrections.az.gov
DO 1002 *Inmate Release Eligibility System*

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

Protective Custody

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

When PC is initiated, the inmate is placed in administrative detention and a thorough investigation is conducted. *This temporary placement is not punishment but places the inmate 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 inmate is housed. The inmate 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 inmate 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 inmate will receive written notification of the committee's decision. Within three workdays from notification, the inmate 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 ADC website at www.corrections.az.gov.
DO 805 *Protective Custody (PC)*

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

Special Inmate Transfers

Under the U.S. Treaty Agreements, Federal and State laws allow for the return of eligible foreign born inmates to their home country when specific criteria is met. The Director of ADC may approve or deny an inmate'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 inmates may apply through their assigned Correctional Officer III (COIII). An inmate 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.

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

- The inmate is determined to be a threat to the orderly operation of the institution
- There is reason to believe the inmate's personal safety would be in jeopardy if the inmate were to remain in a Department institution. This shall be verifiable through investigative and intelligence reports.
- The inmate 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 ADC website at www.corrections.az.gov.
DO 1004 *Inmate Transfer System*

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

Contract Beds

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

ADC 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 ADC 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.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.corrections.az.gov.
DO 106 *Prison Privatization*

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

Visitation and Telephone Privileges

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

Approved visitors may also elect to visit by telephone with the inmate.

Inmates may not have a telephone card or cell phone and do not have access to email. ADC does not offer video visitation.

During intake processing, inmates who choose to have visits must complete and submit a Visitation List. Inmates 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 Inmate, Form 911-4* and be approved by ADC. The inmate may send an *Application to Visit an Inmate* to each person listed on the Visitation List or the individual may access an application at the “Application to Visit an Inmate” link at www.corrections.az.gov. The form must be fully completed (including any criminal background history), signed by the potential visitor and returned by mail to the Visitation Office at the inmate’s assigned Unit. An electronic application may also be submitted online. A \$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 inmate and they will **not** be accepted by visitation staff from an inmate. A visitor may be approved to visit only one inmate at a time unless more than one immediate family member is incarcerated. A visitor may visit multiple inmates as long as each inmate is considered an immediate family member. An immediate family member is identified as an inmate’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 inmate in the absence of a parent. **Victims will not be approved to visit.**

Upon receipt of the *Application to Visit an Inmate*, 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 inmate 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, Inmate Legal Access to the Courts. As noted in Department Order #915, Inmate Phone Calls, inmates may include foreign consulates on their Visitation List. Information may be located by accessing the “ADC Policies” link at www.corrections.az.gov.

The hours for visitation and inmate telephone access will vary based upon the inmate’s housing location and the inmate’s Earned Incentive Program (EIP) Phase Level. Current information may be located by accessing the Prisons & Visitation link at www.corrections.az.gov. An inmate 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, *Inmate Visitation*, which may be accessed through the Department’s website, under the “ADC Policies” link at 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 inmate’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; body suits; "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 detector 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 \$40.00 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
- Inmates may not receive packages, products, or stamps from visitors. Funds for an inmate's trust account may not be brought into visitation. See page 19 of this handbook for information on depositing funds into an inmate trust account.

Visitor Checklist

- ✓ Confirm that the inmate has not been transferred and has 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 detector 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 inmate. Inmates 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 to visit.

Why am I no longer on an inmate's visitation list or able to receive telephone calls from him or her?

Removal of individuals from an inmate's visitation/telephone list is usually done at the request of an inmate. ADC also does yearly background checks on every approved visitor or person receiving phone calls from an inmate; 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 inmate 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 inmate's 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 inmates 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 and inmates are responsible for the conduct of young children and minors, and are required to monitor and exercise proper control of them during the visit.**

Why does it take so long for an inmate to receive telephone access?

An individual must be on an inmate's visitation list and pre-approved by ADC, which takes approximately 40 - 60 days before telephone access is granted. In order for inmate calls to go through, there cannot be any type of block on your phone. Telephone calls to a cell phone may be authorized.

How many calls can an inmate make?

Inmates are afforded restricted access to telephones consistent with the inmate's security classification, EIP phase level, and the Prison Unit's physical limitations. These factors determine the number and length of calls an inmate may make in a week. Inmates are aware of their telephone privileges. Telephones used for inmate 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 inmate 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 inmate is 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 inmate (e.g. name, relationship, law enforcement agency or hospital). Inmates are generally provided an opportunity to call their family after verification of the emergency.

What kinds of phone calls are not allowed?

Calls to any person not on the inmate's *Approved Visitation List*, 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 inmate 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 ADC website at www.corrections.az.gov.

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

Inmate Mail

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

Any person may mail general correspondence such as letters, greeting cards, and post cards to an inmate. 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 inmates
- 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 ADC

*ADC maintains all money received on behalf of an inmate or earned by an inmate in an inmate trust account.

There is no limit on the number of letters an inmate may receive or send in a week. An indigent inmate, 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. Inmates do not have access to email.

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

Inmate's Assigned Prison Complex *and* Unit
Inmate's Full Legal Name *and* ADC 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 inmate and will be returned to the sender. See page 17 of this handbook for specific instructions on sending money for an inmate's use.

Inmates 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 ADC website at www.corrections.az.gov.

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

Inmate Property and Store

Inmates may possess state-issued property and personally purchased items from the inmate commissary. Inmates at each facility may order a variety of items for 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 inmate's EIP phase level. The prices of individual items sold through the inmate store are subject to reasonable increases or decreases, as prices fluctuate.

For a complete listing of items an inmate is allowed to purchase, according to their spending limits and custody level, refer to the table in Department Order 909 *Inmate Property* available on the ADC website under the "ADC Policies" link at www.corrections.az.gov.

FAQs

Why does ADC staff read inmate mail?

ADC 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 inmate is using the mail to further a crime, avoid ADC regulations or other written instructions. Additionally, close and maximum security inmates 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 inmate needs to initiate this process. The inmate 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 inmate may request, through their assigned COIII, possible reimbursement.

What clothing items are inmates allowed?

ADC 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 inmate may purchase additional clothing items from the inmate store. Upon release, the inmate may not take these clothing items home.

What items can be purchased at the inmate store?

Inmates 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 inmate is allowed to purchase, according to their spending limits and custody level, refer to the table in Department Order 909 *Inmate Property*.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.corrections.az.gov.

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

Inmate Trust Accounts

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

Money may be sent to an inmate 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 Arizona Department of Corrections website at www.corrections.az.gov.

Monies earned by an inmate:

Monies earned by an inmate are credited to the inmate's 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 Inmate Request for Withdrawal form. Inmates may request disbursements from their spendable account for such purposes as inmate 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.

Inmates 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 ADC website at www.corrections.az.gov.

- DO 905 *Inmate Trust Account/Money Systems*
- DO 914 *Inmate Mail*

Work Programs

Arizona law requires that all able-bodied inmates work. Inmates 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 inmates. The work programs are developed and designed to encourage work ethic and to teach inmates to be responsible for personal obligations.

Inmate classification scores, as well as the individual's knowledge, skills, and abilities are considered when making job assignments. An inmate's refusal to work will ultimately affect his or her Earned Incentive Plan phase level thus affecting all of the inmate's 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 inmate work contracts into which ADC has entered. The most responsible work opportunities involve working for Arizona Correctional Industries (ACI), a division of ADC, 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 ADC website at www.corrections.az.gov.

- DO 809 *Earned Incentive Program*
- DO 903 *Inmate Work Activities*
- DO 918 *Wildland Fire Crews/Disaster Aid*

Education Programs

Inmates 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 inmate is unable to perform at an 8th grade level in reading, math, and language skills. **This is a matter of law (A.R.S. 31-229)**. The inmate must also progress to the 8th 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. Inmates 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 8th grade equivalency, are based upon disabilities reflected in development, or status as an undocumented immigrant subject to deportation proceedings.

GED Preparation: An inmate who achieves the 8th grade standard, or an incoming inmate who tests above the 8th 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 inmates 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 inmates. WBE combines classroom education with hands on work experience. The goal of WBE is to teach inmates work skills that will lead to increased opportunities for employability upon release. Ultimately, many inmates 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 inmates less than 22 years of age and inmates 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, inmates are also directed to participate in structured self-improvement activities designed to help inmates 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 inmate's Earned Incentive Program phase level and, consequently, all inmate privileges.

Education Programs are not offered to inmates who are undocumented immigrants.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.corrections.az.gov.

DO 910 *Inmate Education*

DO 920 *Inmate 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. Inmates 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 inmate 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 inmates 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.

May I send a Bible or other religious book to an inmate?

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 ADC, which are available for loan to any inmate. 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?

ADC 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 ADC?

Yes, donations may be made to the Pastoral Activities Administrator at the prison where the inmate is 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 ADC website at www.corrections.az.gov.

- DO 904 *Inmate Religious Activities/ Marriage Request*
- DO 912 *Food Service* (religious diets)
- DO 909 *Inmate Property* (Attachment A-Inmate Store/Property List)

Staff Contact: Chaplain or Pastoral Activities Administrator at the prison where the inmate is housed. For contact information see the Prison Complexes link at www.corrections.az.gov.

Health Services, Mental Health Services, Treatment Services

Effective July 1, 2019, Inmate Health Care at the Arizona Department of Corrections is provided by Centurion at our ten prison complexes. Centurion was contracted to provide full service medical care.

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

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

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

- Ask questions about Centurion's medical policies
- Report an inmate's serious health-related conditions
- Request inmate-specific health information

To contact Centurion please call 833-981-0041, or email them at azhealthinquiry@teamcenturion.com.

To request copies of inmate medical records, please call Centurion Records at 833-981-0041.

For medical information regarding inmates 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 inmates escorted visits during a verified emergency situation. Emergency escorted visits apply only for an inmate's 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 inmate 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. Inmates 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 inmate 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 inmate during these times.

If approved for an emergency escorted visit, the inmate 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 ADC website at www.corrections.az.gov.

DO 1005 *Escorted Inmate Leave for Family Serious Illness or Funeral*

RELEASE AND COMMUNITY SUPERVISION

Release Process

In accordance with Department Order 1001, *Inmate Release System*, a release packet is developed up to 180 days prior to the inmate's release. It is important that the inmate and ADC staff discuss a release plan that is positive and promotes success. Family members or friends are encouraged to keep in contact with the inmate 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 inmate when the inmate returns home.

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

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

Each inmate 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, inmates 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 inmates in obtaining these to help their successful return to the community. The inmate 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 inmates 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 inmates prepare for their release by developing a specific release and discharge plan under the directions of ADC 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.

What is the release date for an inmate?

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

Is an inmate eligible for an early release?

An inmate 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 inmate's institutional classification and the offense for which the inmate was convicted to determine an inmate's eligibility for a TR. Some inmates are not eligible for TR based on statute. If an inmate 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 inmate's 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 inmate's 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 inmate to be released in, or send in clothing prior to release.

What can family and friends do to get an inmate out sooner?

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

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

Make sure the inmate 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 inmate's 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 inmate's criminal history (i.e., sex offender, domestic violence, etc.).

What is a "home plan"?

A home plan provides the inmate 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 inmate, the CO III and the Community Corrections Officer. There are requirements the inmate 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 inmate 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 inmate can't return home, where can the inmate go after release?

If the inmate 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 ADC website at www.corrections.az.gov.

DO 1001 *Inmate 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 inmates 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 inmates 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 inmate 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 inmates to determine approval of a temporary release (up to a 90-day early release), and the accuracy of projected release dates. For a list of Community Corrections offices please visit our website at: www.corrections.az.gov.

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 inmates 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 inmates who have seriously violated their conditions of supervision
- Sex Offender Coordination Unit: Identifies and assesses sex offenders scheduled to be released from ADC 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.

Why can't an inmate have temporary release (TR) when the community supervision is waived?

Some inmates are eligible for a TR when their community supervision is waived. The inmate 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 every day 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. ADC 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 ADC 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, ADC Policies DO 1001 Inmate Release System.

Policies and Procedures:

For more information, the following policies are available at www.corrections.az.gov.

DO 1003 *Community Corrections*

DO 1004 *Inmate 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 inmate 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 inmate 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 inmate 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).

Policies and Procedures:

For more information, the following policy is available on the ADC website at www.corrections.az.gov.

DO 1002 *Inmate Release Eligibility System*



PRISON COMPLEX LOCATOR MAP

| Physical Addresses | | |
|--------------------------------------|---|---|
| ADC Operated In-State Prisons | | |
| A | ASPC Perryville | 2105 N. Citrus Rd, Goodyear, AZ 85395 |
| B | ASPC Lewis | 26700 S. Hwy. 85, Buckeye, AZ 85326 |
| C | ASPC Yuma | 7125 E. Cesar Chavez Blvd, San Luis, AZ 85365 |
| F | ASPC Douglas | 6911 N. B.D.I. Blvd., Douglas, AZ 85607 |
| G | ASPC Tucson | 10000 S. Wilmot, Tucson, AZ 85734 |
| H | ASPC Safford | 896 S. Cook Rd., Safford, AZ 85546 |
| I | ASPC Eyman | 4374 E. Butte Ave., Florence, AZ 85132 |
| J | ASPC Florence | 1305 E. Butte Ave., Florence, AZ 85132 |
| L | ASPC Phoenix | 2500 E. Van Buren, Phoenix, AZ 85008 |
| M | ASPC Winslow | 2100 S. Hwy. 87, Winslow, AZ 86047 |
| Contracted Private Prisons | | |
| D | ASP Phoenix West | 3402 W. Cocopah, Phoenix, AZ 85009 |
| E | ASP Marana | 12610 W. Silverbell Rd., Marana, AZ 85653 |
| K | ASP Florence West | 915 E. Diversion Dam Rd., Florence, AZ 85132 |
| N | ASP Kingman | 4626 W. English Dr., Golden Valley, AZ 86414 |
| O | ASP Central AZ Correctional Facility (CACF) | 1401 E. Diversion Dam Rd., Florence, AZ 85132 |
| P | Red Rock Correctional Center | 1750 E. Arica Rd., Eloy, AZ 85131 |

MAILING ADDRESSES & TELEPHONE NUMBERS

ADC OPERATED PRISONS

| ASPC-DOUGLAS Main Number 520-364-7521 | |
|---|--|
| COMPLEX DETENTION UNIT (CDU) Inmate Name and ADC # P.O. Box 3867 Douglas, AZ 85608 | EGGERS Unit Inmate Name and ADC # P.O. Box 3867 Douglas, AZ 85608 |
| GILA UNIT Inmate Name and ADC # P.O. Box 3867 Douglas, AZ 85608 | MOHAVE UNIT Inmate Name and ADC # P.O. Box 3867 Douglas, AZ 85608 |
| ASPC - EYMAN Main Number 520-868-0201 | |
| BROWNING UNIT Inmate Name and ADC # P.O. Box 3400 Florence, AZ 85132 | COOK UNIT Inmate Name and ADC # P.O. Box 3200 Florence, AZ 85132 |
| MEADOWS UNIT Inmate Name and ADC # P.O. Box 3300 Florence, AZ 85132 | RYNNING UNIT Inmate Name and ADC # P.O. Box 3100 Florence, AZ 85132 |
| SMU I Inmate Name and ADC # P.O. Box 4000 Florence, AZ 85132 | |
| ASPC - FLORENCE Main Number 520-868-4011 | |
| CENTRAL UNIT Inmate Name and ADC # P.O. Box 8200 Florence, AZ 85132 | SOUTH UNIT Inmate Name and ADC # P.O. Box 8400 Florence, AZ 85132 |
| EAST UNIT Inmate Name and ADC # P.O. Box 5000 Florence, AZ 85132 | NORTH UNIT Inmate Name and ADC # P.O. Box 7000 Florence, AZ 85132 |
| GLOBE UNIT Main Number 928/425-8141 | GLOBE UNIT Inmate Name and ADC # P.O. Box 2799 Globe, AZ 85502 |
| ASPC - LEWIS Main Number 623-386-6160 | |
| BARCHEY UNIT Inmate Name and ADC # P.O. Box 3200 Buckeye, AZ 85326 | MOREY UNIT Inmate Name and ADC # P.O. Box 3300 Buckeye, AZ 85326 |
| BUCKLEY UNIT Inmate Name and ADC # P.O. Box 3400 Buckeye, AZ 85326 | RAST UNIT Inmate Name and ADC # P.O. Box 3600 Buckeye, AZ 85326 |
| BACHMAN UNIT Inmate Name and ADC # P.O. Box 3500 Buckeye, AZ 85326 | STINER UNIT Inmate Name and ADC # P.O. Box 3100 Buckeye, AZ 85326 |
| EAGLE POINT UNIT Inmate Name and ADC # P.O. Box 3700 Buckeye, AZ 85326 | SUNRISE UNIT Inmate Name and ADC # P.O. Box 3700 Buckeye, AZ 85326 |

| ASPC - PERRYVILLE Main Number 623-853-0304 | |
|--|---|
| COMPLEX DETENTION UNIT (CDU) Inmate Name and ADC # P.O. Box 3000 Goodyear, AZ 85338 | SANTA CRUZ UNIT Inmate Name and ADC # P.O. Box 3200 Goodyear, AZ 85338 |
| LUMLEY UNIT Inmate Name and ADC # P.O. Box 3300 Goodyear, AZ 85338 | SANTA MARIA UNIT Inmate Name and ADC # P.O. Box 3400 Goodyear, AZ 85338 |
| PIESTEWA UNIT Inmate Name and ADC # P.O. Box 3600 Goodyear, AZ 85338 | SAN PEDRO UNIT Inmate Name and ADC # P.O. Box 3100 Goodyear, AZ 85338 |
| SAN CARLOS UNIT Inmate Name and ADC # P.O. Box 3700 Goodyear, AZ 85338 | SANTA ROSA UNIT Inmate Name and ADC # P.O. Box 3500 Goodyear, AZ 85338 |
| ASPC - PHOENIX Main Number 602-685-3100 | |
| ALHAMBRA Inmate Name and ADC # P.O. Box 52109 Phoenix, AZ 85072 | ASPEN Inmate Name and ADC # P.O. Box 52109 Phoenix, AZ 85072 |
| FLAMENCO Inmate Name and ADC # P.O. Box 52109 Phoenix, AZ 85072 | SPU Inmate Name and ADC # P.O. Box 52109 Phoenix, AZ 85072 |
| ASPC - SAFFORD Main Number 928-428-4698 | |
| GRAHAM UNIT Inmate Name and ADC # 896 South Cook Road Safford, AZ 85546 | TONTO UNIT Inmate Name and ADC # 896 South Cook Road Safford, AZ 85546 |
| MILES DETENTION UNIT Inmate Name and ADC # 896 South Cook Road Safford, AZ 85546 | FORT GRANT Main Number 928-828-3393 |
| FORT GRANT Inmate Name and ADC # 896 South Cook Road Safford, AZ 85546 | |
| ASPC - TUCSON Main Number 520-574-0024 | |
| CATALINA UNIT Inmate Name and ADC # P.O. Box 24409 Tucson, AZ 85734-4409 | RINCON UNIT Inmate Name and ADC # P.O. Box 24403 Tucson, AZ 85734-4403 |
| COMPLEX DETENTION UNIT (CDU) Inmate Name and ADC # P.O. Box 24403 Tucson, AZ 85734-4403 | SANTA RITA UNIT Inmate Name and ADC # P.O. Box 24401 Tucson, AZ 85734-4401 |
| CIMARRON UNIT Inmate Name and ADC # P.O. Box 24409 Tucson, AZ 85734-4409 | WHETSTONE UNIT Inmate Name and ADC # P.O. Box 24402 Tucson, AZ 85734-4402 |
| MANZANITA UNIT Inmate Name and ADC # P.O. Box 24401 Tucson, AZ 85734-4401 | WINCHESTER UNIT Inmate Name and ADC # P.O. Box 24401 Tucson, AZ 85734-4401 |
| MINORS UNIT Inmate Name and ADC # P.O. Box 24403 Tucson, AZ 85734-4403 | |

| ASPC – WINSLOW Main Number 928-289-9551 | |
|--|---|
| CORONADO UNIT Inmate Name and ADC # 2100 S. Highway 87 Winslow, AZ 86047 | KAIBAB UNIT AND CDU Inmate Name and ADC # 2100 S. Highway 87 Winslow, AZ 86047 |
| COMPLEX DETENTION UNIT (CDU) Inmate Name and ADC # 2100 S. Highway 87 Winslow, AZ 86047 | APACHE UNIT Inmate Name and ADC # 2100 S. Highway 87 Winslow, AZ 86047 |
| ASPC – YUMA Main Number 928-627-8871 | |
| CHEYENNE UNIT Inmate Name and ADC # P.O. Box 8909 San Luis, AZ 85349 | DAKOTA UNIT Inmate Name and ADC # P.O. Box 8909 San Luis, AZ 85349 |
| CIBOLA UNIT Inmate Name and ADC # P.O. Box 8909 San Luis, AZ 85349 | LA PAZ UNIT Inmate Name and ADC # P.O. Box 8909 San Luis, AZ 85349 |
| COCOPAH UNIT Inmate Name and ADC # P.O. Box 8909 San Luis, AZ 85349 | |

CONTRACTED PRIVATE PRISONS:

| CENTRAL ARIZONA CORRECTIONAL FACILITY (CACF) | |
|--|---|
| Main Number 520-868-4809 | Central Arizona Correctional Facility Inmate Name and ADC # P. O. Box 9400 Florence, AZ 85132 |
| ARIZONA STATE PRISON – KINGMAN | |
| Main Number 928-565-2460 | Arizona State Prison - Kingman Cerberat Unit Inmate Name and ADC # P.O. Box 3009 Kingman, AZ 86402 |
| Arizona State Prison – Kingman Huachuca Unit Name and ADC # P.O. Box 6639 Kingman, AZ 86402 | |
| MARANA COMMUNITY CORRECTIONAL TREATMENT FACILITY | |
| Main Number 520-682-2077 | Marana Community Correctional Facility Name and ADC # 12610 W. Silverbell Road Marana, AZ 85653 |
| ARIZONA STATE PRISON - PHOENIX WEST | |
| Main Number 602-352-0350 | Arizona State Prison – Phoenix West Name and ADC # P.O. Box 18640 Phoenix, AZ 85005 |
| RED ROCK CORRECTIONAL CENTER | |
| Main Number 520-464-3800 | Red Rock Correctional Center Name and ADC # 1752 E. Arica Road Eloy, AZ 85131 |

SUMMARY

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

Department Order 124, *Constituent Services*, outlines the duties of the Constituent Services' Office. This Department Order, as well as other ADC policies, may be viewed on the Department's Web site at www.corrections.az.gov, or ADC Central Office.

For easy access, the *Constituent Services Information Handbook* is also available on the Department's website at www.corrections.az.gov. An annual review will be conducted for any necessary changes to this handbook. The handbook will only be updated when there are significant changes to the information provided in this published document.

Suggestions and recommendations relating to this handbook or the process outlined in DO 124, responding to constituents should be mailed to: ADC, Constituent Services Office 1601 West Jefferson Street, MC 490, Phoenix, Arizona 85007. E-mails may be sent to IFFLIAISON@azadc.gov. A printable, [PDF version](#) of this Information Handbook is available for easy access on the Department's website.

A copy of the Arizona Department of Corrections Constituent Informational Handbook may be viewed or downloaded at the ADC website: www.corrections.az.gov.

Due to budget constraints the handbook is not available in hard copy.

This handbook is a publication of the Arizona Department of Corrections, produced by the Constituent Services Office.

Constituent Services may be reached at (602) 364-3945 or (866) 333-2039, or IFFLIAISON@azadc.gov

