



## Constituent Services Informational Handbook



July 2011

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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.azcorrections.gov](http://www.azcorrections.gov). For a fee, copies may also be obtained from the ADC Policy Unit by calling 602-771-5600.

### **Staff Contacts**

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

### **Handbook Availability**

This handbook is available in alternate formats by contacting ADC at 602-542-5886. 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.

## Acronyms

The following acronyms are used in this handbook:

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)  
ATS – Addiction and Treatment Services  
BOEC - Board of Executive Clemency  
CCO - Community Correctional Officer  
CO - Correctional Officer  
CSB - Community Supervision Bureau  
DI - Director's Instruction  
DNHW - Do Not House With  
DO - Department Order  
EIP - Earned Incentive Program  
FHA - Facility Health Administrator  
FAT - Fugitive Apprehension Team  
FSU - Fugitive Services Unit  
GED - General Equivalency Diploma  
HNR - Health Needs Request  
ISC - Interstate Compact Unit  
LOS - Levels of Supervision  
NCIC - National Crime Information Center  
PS - Protective Segregation  
PSU - Protective Segregation Unit  
ROD - Regional Operations Director  
SED - Sentence End Date  
SMU I - Special Management Unit  
SMU II - now, the Browning Unit  
SOCU - Sex Offender Coordination Unit  
SOETP - Sex Offender Education and Treatment Program  
SVP - Sexually Violent Person  
TCU - Time Computation Unit  
TR - Temporary Release  
TRD - Temporary Release Date  
WIPP - Work Incentive Pay Plan

## MANAGEMENT

### 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 the one of the following reception centers for admission into the state correctional system:

WHO	WHERE	WHAT UNIT
Adult Males	ASPC-Phoenix, Phoenix, Arizona	Alhambra Reception Center
All Females	ASPC-Perryville Goodyear, Arizona	Lumley Unit
Minor Males sentenced as adults	ASPC-Tucson Tucson, Arizona	Minors Unit
Adult Males/Death Row	ASPC-Eyman Florence, Arizona	Browning Unit

The newly admitted inmate will remain at the reception center for approximately five days to complete the classification process. During this time, **visits, mail 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.

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; and
- Institutional assignment.

When the classification process is completed, the inmate is moved to his/her housing assignment.

#### Policies and Procedures:

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

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

#### Staff Contact:

Division of Offender Operations, Central Classification at 602-542-3896

## Inmate Reclassification and Movement

An inmate is assessed and reclassified annually or more frequently if 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; or
- 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 segregation 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 solely for reasons of family hardship, visitation schedules or elective transfers of any kind are not made.

### Policies and Procedures:

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

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

### Staff Contact:

Division of Offender Operations, Central Classification at 602-542-3896

*Or*

The Correctional Officer III at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## 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 job-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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

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

### Staff Contact:

Division of Offender Operations at 602-542-3894

or

The Correctional Officer III at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## 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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

- DO 803 *Inmate Disciplinary System*
- DO 804 *Inmate Behavior Control*

### Staff Contact:

The Discipline Coordinator or the Correctional Officer III at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## 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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

DO 1002 *Inmate Release Eligibility System*

### Staff Contact:

Division of Offender Operations, Time Computation Unit at 602-542-1870

or

The prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## PROGRAMS & SERVICES

### Protective Segregation

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

When PS 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 PS assignment.

In cases where PS may be required, the file is forwarded to PS Administration where a committee determines if the inmate will be placed in PS, 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 five workdays from notification, the inmate *may file an appeal* to the Regional Operations Director (ROD).

#### Policies and Procedures:

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

DI 67 *Protective Segregation (PS)*

DI 125 *Protective Segregation Conditions of Confinement for Approved PS Cases*

#### Staff Contact:

The Deputy Warden at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

or

Division of Offender Operations, Protective Segregation Unit (PSU) at 602-364-0577

## Inmate Transfers

Under U.S. Treaty Agreements, Federal and State laws allow for the return of eligible foreign born inmates to their home country when specific criteria are met. The U.S. Department of Justice makes the final decision on these transfers. Eligible inmates may apply through their assigned Corrections Officer III. 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 sentence of life
- 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 his current conviction.

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

- Based upon the inmate's behavior, 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.
- There exist extenuating compassionate circumstances to indicate that the transfer is in the best interests of the inmate and, at a minimum, through written documentation there is a verified immediate family member in the requested state. The inmate shall be required to reimburse the Department for all travel expenses for the compassionate transfer.

For Community Corrections Interstate Compact information see page 32 of this handbook.

### Policies and Procedures:

For more information, the following policy is available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

DO 1004 *Inmate Transfer System*

DI 290 *Interstate Compact Application Fee*

### 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 five private prisons for male inmates in Arizona. In-state contracted private prisons operate in Florence, Kingman, Marana, 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 40 of this handbook or see the “Prison Complexes” link at [www.azcorrections.gov](http://www.azcorrections.gov).

### Policies and Procedures:

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

DO 106 *Prison Privatization*

### Staff Contact:

Division of Offender Operations, Contract Beds at 602-364-0277

or

The contract facility where the inmate is housed. For contact information see page 37 of this handbook or see the “Prison Complexes” link at [www.azcorrections.gov](http://www.azcorrections.gov).

## Visitation and Telephone Privileges

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

These individuals are also allowed to receive telephone calls from the inmate if they:

- Are on the inmate's approved visitation/telephone list, and
- Are willing to accept collect telephone calls.

*Inmates may not have a telephone card or cell phone and do not have access to email.*

Every newly committed inmate completes and submits a Visitation List, identifying up to 20 individuals they would like to have visit them. Before being allowed to visit, however, an individual selected by an inmate 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, Form 911-4*, 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.azcorrections.gov](http://www.azcorrections.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. Applications for minors must be signed by the minor's parent or guardian. Completed applications will **not** be accepted from the inmate. Visitors are allowed on only one inmate visitation list at a time; unless more than one immediate family member is incarcerated. *Victims will not be approved to visit.*

Upon receipt of the *Application to Visit an Inmate, Form 911-4*, Department staff will complete a background check for the individual submitting the application. It takes approximately 60 days to complete the process and to officially approve or deny the visitor. If your visitation application or privileges are denied or suspended, you will be sent a letter from the Deputy Warden's office. To appeal the decision, you must respond in writing to the Warden within 10 workdays from the date you receive the letter. If the reason for denial is based on the criminal background check, staff cannot divulge this information to you. To obtain the information, you must contact your local law enforcement agency to request your background history.

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. See the "ADC Policies" link at [www.azcorrections.gov](http://www.azcorrections.gov).

The hours for visitation and inmate telephone access will vary based upon the inmate's Unit and the inmate's Earned Incentive Program Phase Level. For current information, contact the PRISON UNIT where the inmate is housed (see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).) An inmate is responsible for knowing what their current EIP status and phase level is. The inmate should communicate this information to you prior to arranging for visits.

**New Information about Visitation:**

There are two links available for submission of applications listed below:

1. **On-Line Application:** For potential visitors and those persons only receiving calls from inmates who wish to submit their application electronically, once the application is completed and submitted, the visitor or a potential call recipient will not be able to apply for the same inmate for a period of 90 days.
2. **Printed Application:** For potential visitors or a potential call recipient who do not wish to submit their application on-line, they may complete the application form, print it, and mail it directly to the Unit Visitation Office where the inmate is currently assigned. The envelope must clearly read "Attention Visitation Officer". **If payment is enclosed with the application, the envelope must clearly read "Attention Visitation Officer - Background Check Fee"**. Do not mail the application directly to the inmate; we must receive it from you or it will be voided.

**Note:** In both instances it is critical that all information fields and both sides are completed prior to submitting the form. By completing and submitting this form, you are attesting to the truthfulness and accuracy of the information. Criminal background checks are conducted on all persons applying for visitation or phone call privileges.

All adult visitors applying on or after July 20, 2011 must pay a one time, non-refundable, \$25.00 background check fee in accordance with Department Order 911. Those persons wishing to accept phone calls from inmates and will not be visiting in-person must apply for phone privileges utilizing the regular application process. Please refer to the "Need Help" link or Department Order 911 for a complete list of those persons that are exempt from the background check fee when applying for visitation or phone call privileges.

Properly completed visitation applications shall be processed and approved or denied within 60 days of receipt of the application, and verified payment if applicable.

**It is recommended all visitors read Department Order 911.**

**Methods of Payment**

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**Money Orders and Electronic Payment:** Separate money orders or electronic transactions for each visitor must be submitted for accountability purposes. Please ensure you maintain all receipts for your personal records as one will not be provided to you by ADC.

Make Payable to:

- Arizona Department of Corrections - Visitation
- Memo Line must contain:
  - Visitor Name
  - Inmate Name / ADC Number

### Visitation Guidelines

Complete visitation rules and regulations are listed in Department Order 911, *Inmate Visitation*, which may be accessed through the Department's website, under the "ADC Policies" link at [www.azcorrections.gov](http://www.azcorrections.gov), or in the Public Access Manual available in a Prison Administration area, Monday through Friday (holidays excluded), from 7:30 a.m. to 5:00 p.m. For a fee, a copy may also be obtained from the ADC Policy Unit by calling (602) 771-5600. To enhance visitation, Department Order 911, Attachment C, Visitor Guidelines, provides basic information concerning proper identification, dress code requirements, searches, allowable property, and visitor conduct. Inmates are responsible for providing a copy of the attachment to prospective visitors when mailing the "Application to Visit an Inmate."

Visitation regulations do not change often, but are subject to change without prior notice.

### 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 (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.
- 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 \$30.00 in 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 20 of this handbook for information on sending money for an inmate's use

### **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 parent or legal guardian with you (and any other requested documents).
- ✓ 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 into the premises: purses, wallets, cell phones, and electronic devices.
- ✓ Lock your car.
- ✓ Do not leave any minor children in the car.
- ✓ Do not bring any contraband onto state property and 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.



### **Frequently asked questions:**

#### ***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 at the request of an inmate. You may contact the CO III at the inmate's assigned Prison Unit for further clarification. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

#### ***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 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 has to be approved on an inmate visitation list, which takes approximately 60 days, before telephone access is granted. In order for inmate collect calls to go through, there cannot be any type of block on your phone.

***How many calls can an inmate make?***

Inmates are afforded restricted access to telephones consistent with the inmate's security classification and EIP phase level and the Prison Unit's physical limitations. This determines the number of calls and the length of each call 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, contact the CO III or Chaplain at the inmate's Prison Unit. After 5:00 p.m. or on weekends and holidays, contact the Shift Supervisor at the inmate's 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 for 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. Calls to 800 and 900 phone numbers. Any hook-up 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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

- 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 911 *Attachment C, Visitor Guidelines*
- DO 915 *Inmate Phone Calls*

**Staff Contact:**

The prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## Inmate Mail

An inmate may send and receive mail, keep personal property, and purchase items at the inmate store.

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, personal checks of any kind\*
- Unused postage stamps
- Stickers, labels, address labels or decorative stamps
- Photos where the non-photo side can be separated (Polaroid's).
- Photos that are sexually explicit, sexually suggestive or contain nudity
- Photos of other inmates
- Unknown foreign substances and/or powders
- Oils, perfumes or personal property items
- Lottery tickets or games of chance
- Tax forms
- 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. For information on mailing money to an inmate for deposit into the inmate's trust account see page 20 of this handbook.

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 **and** Unit\*  
Inmate's Full Legal Name **and** ADC Number  
P.O. Box (mailing address) of the Unit  
City, State and Zip Code

*(\*NOTE: Due to security concerns, ADC staff will not disclose the unit in which an inmate is housed. Until the inmate provides unit information to you, you may send inmate mail to the complex address without the unit information.)*

Mail that is not addressed as shown above cannot be delivered to an inmate and will be returned to the sender. See pages 20 and 21 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.

**Policies and Procedures:**

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

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

**Staff Contact:**

The Mail and Property Officer or Deputy Warden at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the “Prison Complexes” link at [www.azcorrections.gov](http://www.azcorrections.gov).

### Inmate Property and Store

Inmates may possess state-issued property and personally purchased items from the inmate store. Inmate stores are operated at each facility and stock a variety of brand name items. Weekly spending and 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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600.



**Frequently asked questions:**

***Why does ADC staff read an inmate's 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?***

Contact the Deputy Warden at the inmate’s assigned Prison Unit for further clarification. For contact information see page 37 of this handbook or see the “Prison Complexes” link at [www.azcorrections.gov](http://www.azcorrections.gov).

***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 sets of 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, walkmans, 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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

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

**Staff Contact:**

The Prison where the inmate is housed. For contact information see page 37 of this handbook or see the “Prison Complexes” link at [www.azcorrections.gov](http://www.azcorrections.gov).

**Inmate Trust Accounts**

**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. This includes any balances, deductions or verification that a money order or Western Union transaction has been posted to an inmate’s trust account.

**Money received on behalf of an inmate:**

A deposit for an inmate’s trust account may be mailed to the inmate at the inmate’s assigned institution. The deposit of funds to an inmate’s trust account must be a negotiable instrument such as a money order, cashier’s check, business check, or a check from any government entity. Cash or personal checks or Bill Payment checks will *not* be accepted and will be returned to the sender. The form of deposit must be payable to ADC and marked clearly and legibly on the check as in the following example:

**Example:**

*Payable to:* ADC for the account of (inmate’s first and last legal name and ADC number)

Monies may also be deposited to an inmate account via Western Union Services. This service can be accessed through the internet at [www.westernunion.com](http://www.westernunion.com) or through any Western Union location.

A Western Union “Quick Collect” form must be used. There is a Quick Collect fee per transaction. *Inmates will not receive a receipt for Western Union deposits.* When completing the “Quick Collect” form, provide information as in the following example:

**Example:**

*Payable to:* AZ Dept. of Corrections

*Code City:* ARIZDOC

*State:* AZ

*Sender’s Acct. # with company:* Inmate’s (6 Digit) ADC Number and Legal Last Name  
(no space between number and name)

*Attention:* Inmate’s First & Last Name

Monies received are credited to the receiving inmate’s trust account and a receipt identifying the amount and the sender is forwarded to the inmate. Unless the negotiable instrument is a U.S. Postal money order, deposits that equal \$300 or more will be held in suspense and be unavailable for the inmate’s use for ten days while the funds clear the

financial institution on which they are drawn. Deductions that are statutorily mandated, court ordered or required by ADC such as filing fees and restitution may be collected from these types of deposits.

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:

Mail money, Western Union transactions and inmate wages credited to an inmate's trust account can be used by the inmate in a number of ways. Withdrawal requests are made by completing and signing an Inmate Request for withdrawal disbursement from a spendable account. Inmates may request disbursements from their spendable account for such purposes as inmate store purchases; medical co-pays; copies; postage; telephone charges; lost/damaged book charges; magazine/newspaper subscriptions; money sent to relatives; legal fees; and charitable contributions. See DO 905 for a complete list

Inmates can find their trust account balance by reviewing their inmate store statement, or through the assigned COIII in the unit where the inmate is housed.

Policies and Procedures:

For more information, the following policy is available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

*DO 905 Inmate Banking/Money System*

Staff Contact:

The Business Office at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## 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 effecting 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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

- DO 903 *Inmate Work Activities*
- DO 918 *Wildland Fire Crews/Disaster Aid*
- DO 808 *Earned Incentive Program*

### Staff Contact:

The WIPP Coordinator or the Deputy Warden at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## 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 8<sup>th</sup> 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 8<sup>th</sup> grade level or beyond, in all categories, in order to be eligible to receive more than the lowest pay rate for any job to which they are assigned. 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 8<sup>th</sup> grade equivalency, are based upon disabilities reflected in development or status as an illegal alien subject to deportation proceedings.

GED Preparation: An inmate who achieves the 8<sup>th</sup> grade standard, or an incoming inmate who tests above the 8<sup>th</sup> grade standard, but who does not have a high school diploma or GED, is encouraged to enroll in the GED Preparation Program and pursue a GED. Acquiring a GED can relate to better jobs within the prison, higher pay, and help qualify 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 effect the inmate's Earned Incentive Program phase level and, consequently, all inmate privileges.

Education Programs are not offered to inmates who are criminal aliens.

### Policies and Procedures:

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

- DO 910 *Inmate Education and Resource Center Services*
- DO 920 *Inmate Special Education Services*
- DO 120 *Civil Rights of Institutionalized Persons Act Compliance*

### Staff Contact:

Division of Program Services, Correctional Education Services at 602-272-7600

or

The prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## Religious Activities

Staff chaplains and volunteers conduct or supervise religious services at each prison. The Senior Chaplain/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.



### Frequently asked questions:

#### ***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 offender. 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).

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

If a family emergency requires notifying an offender, contact the chaplain during normal business hours or the shift supervisor after hours. Be prepared to provide specific information that will assist with verifying the emergency prior to notifying the offender (e.g. name, relationship, law enforcement agency or hospital). Offenders are generally provided an opportunity to call their family after verification of the emergency.

#### ***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 items to ADC?***

Yes, donations may be made to the Pastoral Activities Administrator at the prison where the inmate is housed.

Policies and Procedures:

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

DO 904 *Inmate Religious Activities/ Marriage Requests*

DO 912 *Food Service (religious diets)*

DO 909 *Inmate Mail/Property & Stores (Attachment A-Inmate Store/Property List)*

Staff Contact:

The Chaplain or the Pastoral Activities Administrator at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the “Prison Complexes” link at [www.azcorrections.gov](http://www.azcorrections.gov).

ADC provides medically necessary medical, dental, and mental health treatment to all inmates. Services are provided by ADC staff at the prisons or by medical professionals located at hospitals and clinics throughout the State. Services provided outside of an ADC prison may include in-patient hospital care, long term care, emergency room services, out-patient clinics, specialist services, laboratory services, radiology services, audiology services, and emergency ground and air ambulance services.

Upon arrival at ADC, each inmate participates in a medical, dental and mental health assessment. Based upon the assessment, the inmate's services needs for medical, dental, mental health, substance abuse treatment, and sex offender treatment are identified and the inmate is assigned to housing accordingly.

All inmates identified with symptoms or conditions requiring medical, dental, or mental health services will be provided care. Inmates may also obtain services through submission of a Health Needs Request (HNR). All inmate medical information is considered confidential and will only be provided to outside parties when authorized in writing by the inmate.

Inmates identified with mental health needs are housed in prisons at which the following mental health services are available:

- Crisis intervention/suicide prevention
- Psychological assessment
- Individual and group therapy
- Psychiatric evaluation
- Psychotropic medications
- Psychopharmacological treatment
- Re-entry/discharge planning

In addition, ADC operates a Department of Health Services, Level I Sub-Acute licensed facility at ASPC-Phoenix. Adult sub-acute level of care refers to very intensive, licensed, skilled nursing care provided to inmates experiencing more psychological distress.

In addition, substance abuse treatment and sex offender treatment services are made available to inmates with a history of addiction offenses or needs. These services are provided in general population units and special program units.



#### **Frequently asked questions:**

##### ***Who should I contact if I want to obtain information on the medical condition of an inmate?***

The Facility Health Administrator at each facility is the contact person for obtaining medical information on an inmate. Information can only be released if the inmate has signed an Authorization for Release of Medical Information identifying the person making the request as being authorized to receive information.

##### ***Will I be notified of an inmate's medical emergency?***

Upon arrival in prison, the inmate identifies the person to be contacted in an emergency. Should an inmate be transported to the hospital and admitted, the institutional chaplain will call the emergency contact.

##### ***How does an inmate arrange for medical appointments?***

Inmates must complete and submit a Health Needs Request (HNR) form to schedule an appointment with medical or dental staff. Completed HNR forms are picked up from all of the housing units daily. They are assessed and sorted by the nature of the complaint and medical urgency. Any medical emergencies or urgent care issues are prioritized as requiring immediate attention. All other requests are scheduled for the earliest available appointment.

***Can I see an inmate's medical records?***

All inmate medical information is considered confidential and will only be provided to outside parties when authorized in writing by the inmate.

***How does an inmate get a Request to Release Medical Information and Health Needs Request form?*** Inmates may ask the medical staff of the unit for the form(s) they need.

***Are inmates charged for medical care?***

Inmates who suffer from chronic medical conditions identified in State Statute are exempt from paying for health care that is specifically provided for the condition. Chronic health conditions are:

- Diabetes
- Hypertension
- Asthma
- Cancer
- Cardiac Conditions
- Seizures
- HIV/AIDS
- Allergies
- Tuberculosis/Positive PPD

In addition, no charge is assessed for appointments requested by a medical provider or for follow-up visits that are documented in the medical record. All other medical appointments are charged \$3.00 per visit as required by State law.

***What about prescription drugs, is there a charge?***

Prescriptions are not charged to an inmate and are provided when medically necessary. Inmates are responsible for submitting an HNR when prescriptions need to be renewed so they can see the medical provider for assessment. The inmate store carries certain over-the-counter medications that can be purchased to avoid unnecessary medical appointments and charges.

***How does an inmate arrange to review their medical record?***

An inmate wishing to view his medical record may submit an HNR to the Medical Record Librarian or FHA. An appointment to review the record will be scheduled. During the review, an inmate may take notes and ask questions for clarification.

***How are copies of the medical record provided?***

An inmate or interested party may request copies of the medical record in several ways. An interested party may contact the Medical Records Program Manager in the Health Services Bureau to make a request. The procedure will be explained along with the details of applicable fees for copying. An inmate may submit an Inmate Letter to the Facility Health Administrator who will respond and discuss the request. When legal action is involved, a subpoena must be provided to obtain necessary copies.

***May an inmate receive medications or eyewear from outside of the prison?***

The Health Services Bureau maintains responsibility for care and treatment of essential medical needs of inmates. This includes the prescribing and dispensing of all medically necessary drugs. Therefore, medications are not accepted from outside sources. In most cases, inmates arriving with prescription eyeglasses or contact lens' may keep them until the prescription needs updating or the contact lens' must be disposed of. At that point, the Health Services Bureau will examine the inmate and dispense approved eyeglasses.

***How is the use of outside medical consultants or services decided?***

The Health Unit professional staff evaluates each inmate in developing a plan of treatment. In some cases, medical care (diagnosis and treatment) may be necessary from an outside clinic or provider offering specialized care. The decision to refer to an outside service is based on the primary care provider identifying a need, which is reviewed

with the facility Medical Review Committee. When the Committee approves care, a recommendation is made to the Health Services Bureau Central Office, which either affirms or denies the outside referral.

***What is telemedicine?***

Telemedicine is a service offered at the local Health Units allowing medical professionals off-site to assess and treat certain types of medical conditions. Telemedicine is a sophisticated tool that provides for detailed, camera oriented visual evaluation paired with audio equipment that can listen and detect medical indicators necessary to treat the patient. Telemedicine bypasses the need for traveling to medical appointments off-site and allows for rapid assessment and treatment.

Health Facilities maintaining telemedicine capability are:

- ASPC-Douglas
- ASPC-Eyman
- ASPC-Florence
- ASPC-Lewis
- ASPC-Perryville
- ASPC-Tucson
- ASPC- Safford
- ASPC-Winslow
- ASPC-Yuma

**Policies and Procedures:**

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

- DO 1101 *Inmate Access to Health Care*
- DO 1102 *Communicable Disease and Infection Control*
- DO 1103 *Inmate Mental Health Care, Treatment and Programs*
- DO 1104 *Inmate Health Records*
- DO 1105 *Inmate Mortality/Morbidity Review*
- DO 912 *Food Service (restricted diets)*

**Staff Contact:**

The Facility Health Administrator (FHA) at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the “Prison Complexes” link at [www.azcorrections.gov](http://www.azcorrections.gov).

## 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 a funeral/memorial service of an immediate family member. However, the inmate visit must be a (open casket) private viewing.

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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

DO 1005 *Emergency Inmate Escorted Visit*

### Staff Contact:

The Correctional Officer III at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the "Prison Complexes" link at [www.azcorrections.gov](http://www.azcorrections.gov).

## RELEASE & 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 twenty-four hours of release. Some inmates must report the same day by 4:00 P.M. if they require electronic monitoring or a high level of supervision.

#### Discharge Planning

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, all inmates must have a birth certificate and social security card upon discharge. ADC staff will assist inmates to get these documents to help their successful return to the community.

#### 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.



#### **Frequently asked questions:**

##### ***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 9 for information on time computation.

##### ***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.

##### ***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 Supervision 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.

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

Family/friends are encouraged to arrive 10 to 15 minutes early and to bring clothes and shoes for the inmate to be released in.

***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 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 parole officers 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 or a shelter. 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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

DO 1001 *Inmate Release System*

**Staff Contact:**

Division of Offender Operations, Time Computation Unit at 602-542-1870

or

Community Corrections Bureau at 602-771-5700

## Community Corrections

Community Corrections is composed of two regions, the Northern Region and the Southern Region, and has offices across the state staffed with Community Corrections Officers who directly supervise 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 as well as release requirements which the released inmate must follow to remain in the community and not return to prison. Community Corrections also issues warrants 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.azcorrections.gov](http://www.azcorrections.gov) or call 602 771-5700.

Units within Community Corrections include:

- Release Unit: Facilitates community placement and institutional release.
- 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 act as liaison with 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.
- Warrants and Hearing Unit: Processes warrants and due process hearings before the Board of Executive Clemency in response to offender violations while on community supervision.
- Sex Offender Compliance 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.
- Community Supervision Unit: Officers are located statewide to provide offenders with supervision and a continuum of care after release from the institution. Community Corrections Officers utilize the Offenders Corrections Plan in providing for community needs. This insures public safety now and public safety later in developing offenders who promote pro-social behaviors.
- Revocation Hearing Unit: Prepares and presents revocation cases at hearings conducted for released inmates who have seriously violated their conditions of supervision as mandated by BOEC on Parole, Work Furlough, Home Arrest or who are sentenced under Truth-In-Sentencing. This Unit also schedules and conducts revocation hearings on inmates released under supervision on statutory release (Temporary, Provisional, Mandatory and Discretionary releases).
- Fugitive Services Unit: Responsible for the apprehension, extradition and transportation of fugitives and other offenders who violate their conditions of community supervision. Staff exchange information with other agencies via the automated Arizona Criminal Justice Information System (ACJIS) and serve as a point of contact for all escapee and absconder custody and revocation issues.



**Frequently asked questions:**

***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 Parole 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 ability to live 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 or "release violator" has failed to comply with one or more of their conditions of supervision and now pose a significant risk to the community or themselves.

***What facility will the released violator 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 a fee. Additional information can be found at [www.azcorrections.gov](http://www.azcorrections.gov), ADC Policies, DI 290 Interstate Compact Application Fee.

Policies and Procedures:

For more information, the following policies are available on the ADC website at [www.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

- DO 1003 *Community Supervision*
- DO 1004 *Inmate Transfer System*
- DO 1006 *Community Correctional Center Placement/Removal*
- DI 290 *Interstate Compact Application Fee*

Staff Contact:

- Community Corrections Bureau at 602-771-5700
- Warrants of Arrest & Return to Custody Hearings 602-771-5754
- Fugitives and Jail Holds 602-771-5672
- 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.azcorrections.gov](http://www.azcorrections.gov) or, for a fee, through the ADC Policy Unit at 602-771-5600:

*DO 1002 Inmate Release Eligibility System*

### Staff Contact:

Division of Offender Operations, Time Computation Unit at 602-542-1870

**ADC ADDRESSES & PHONE NUMBERS**

***CENTRAL OFFICE CONTACT INFORMATION***

1601 W. Jefferson, Phoenix, AZ 85007

Main Number	602-542-5546
Central Classification	602-542-3896
Community Supervision Bureau	602-771-5700
Constituent Services/Inmate Family & Friends In-state, toll-free	602-364-3945 866-333-2039
Contract Beds Bureau	602-364-0277
Fugitives Apprehension	602-771-5672
Health Services Bureau	602-364-2900
Addiction & Treatment Services	602-364-2926
Interstate Compact Community Corrections (Parole)	602-771-5770; Parolees
Interstate Corrections Compacts or U.S. Treaty	602-542-5115; Inmate
Inmate Trust Accounts (Financial Services)	602-542-1163
Media and Public Relations Office	602-542-3133
Protective Segregation Unit	602-364-0577
Public Access Unit	602-542-5886
Religious & Volunteer Services	602-542-3090
Sex Offender Coordination/Notification/Laws	602-771-5781
Time Computation Unit	602-542-1870
Victim's Services In-state, toll-free	602-542-1853 866-787-7233
Workforce Development & Special Education	602-272-7600

PRISON COMPLEX MAP LOCATOR



<b>ADC Operated In-State Prisons</b>		
A	ASPC Perryville	2014 N. Citrus Rd, Goodyear, AZ
B	ASPC Lewis	26700 S. Hwy. 85, Buckeye, AZ
C	ASPC Yuma	7125 E. Juan Sanchez Blvd, Yuma, AZ
F	ASPC Douglas	6911 N. B.D.I. Blvd., Douglas, AZ
G	ASPC Tucson	10000 S. Wilmot, Tucson, AZ
H	ASPC Safford	896 S. Cook Rd., Safford, AZ
I	ASPC Eymann	4374 E. Butte Ave., Florence, AZ
J	ASPC Florence	1305 E. Butte Ave., Florence, AZ
L	ASPC Phoenix	2500 E. Van Buren, Phoenix, AZ
M	ASPC Winslow	2100 S. Hwy. 87, Winslow, AZ
<b>Contracted Private In-State Prisons</b>		
D	ASP Phoenix West	3402 W. Cocopah, Phoenix, AZ
E	ASP Marana	12610 W. Silverbell Rd., Marana, AZ
K	ASP Florence West	915 E. Diversion Dam Rd., Florence, AZ
N	ASP Kingman	4626 W. English Dr., Golden Valley, AZ
O	ASP Central AZ Correctional Facility	1401 E. Diversion Dam Rd., Florence, AZ

*MAILING ADDRESSES AND TELEPHONE NUMBERS*

**ADC OPERATED IN-STATE PRISONS: MAILING ADDRESSES AND TELEPHONE NUMBERS**

Mail sent to an inmate must have the inmate's full legal name, ADC number, assigned ASPC facility and full mailing address of the facility. See "MAIL, PROPERTY AND STORE" for address example. See "INMATE TRUST ACCOUNTS" page 20 regarding sending money for an inmate's use.

<b>ASPC-DOUGLAS</b> P.O. Box 3867 Douglas, AZ 85608 <b>Main Number 520/364-7521</b>	
<b>COMPLEX DETENTION UNIT (CDU)</b> P.O. Box 5002 Douglas, AZ 85608	<b>MARICOPA UNIT</b> P.O. Box 5000 Douglas, AZ 85608
<b>GILA UNIT</b> P.O. Box 5003 Douglas, AZ 85608	<b>MOHAVE UNIT</b> P.O. Box 5002 Douglas, AZ 85608
<b>EGGERS UNIT</b> P.O. Box 5001 Douglas, AZ 85806	<b>PAPAGO UNIT</b> P.O. Box 5005 Douglas, AZ 85608

<b>ASPC - EYMAN</b> P.O. Box 3500 Florence, AZ 85132 <b>Main Number 520/868-0201</b>	
<b>COOK UNIT</b> P.O. Box 3200 Florence, AZ 85132	<b>MEADOWS UNIT</b> P.O. Box 3300 Florence, AZ 85132
<b>BROWNING UNIT</b> P.O. Box 3400 Florence, AZ 85132	<b>RYNNING UNIT</b> P.O. Box 3100 Florence, AZ 85132
<b>SMU I</b> P.O. Box 4000 Florence, AZ 85132	

<b>ASPC - FLORENCE</b> P.O. Box 629 Florence, AZ 85132 <b>Main Number 520/868-4011</b>	
<b>CENTRAL UNIT</b> P.O. Box 8200 Florence, AZ 85212	<b>NORTH UNIT 3</b> P.O. Box 7200 Florence, AZ 85132
<b>EAST UNIT</b> P.O. Box 5000 Florence, AZ 85132	<b>PICACHO UNIT</b> P.O. Box 7 Picacho, AZ 85241
<b>NORTH UNIT 1</b> P.O. Box 7000 Florence, AZ 85132	<b>SOUTH UNIT</b> P.O. Box 8400 Florence, AZ 85132

<b>NORTH UNIT 2</b> P.O. Box 8000 Florence, AZ 85132	
<b>ASPC - FLORENCE, GLOBE</b> P.O. Box 2799 Globe, AZ 85502 <b>Main Number 928/425-8141</b>	
<b>ASPC - LEWIS</b> P.O. Box 70 Buckeye, AZ 85326 <b>Main Number 623/386-6160</b>	
<b>BACHMAN UNIT</b> P.O. Box 3500 Buckeye, AZ 85326	<b>MOREY UNIT</b> P.O. Box 3300 Buckeye, AZ 85326
<b>BARCHEY UNIT</b> P.O. Box 3200 Buckeye, AZ 85326	<b>RAST UNIT</b> P.O. Box 3600 Buckeye, AZ 85326
<b>BUCKLEY UNIT</b> P.O. Box 3400 Buckeye, AZ 85326	<b>STINER UNIT</b> P.O. Box 3100 Buckeye, AZ 85326
<b>EAGLE POINT UNIT</b> P.O. Box 3500 Buckeye, AZ 85326	<b>SUNRISE UNIT</b> P.O. Box 3500 Buckeye, AZ 85326

<b>ASPC - PERRYVILLE</b> P.O. Box 3000 Goodyear, AZ 85395 <b>Main Number 623/853-0304</b>	
<b>COMPLEX DETENTION UNIT (CDU)</b> P.O. Box 3000-0901 Goodyear, AZ 85395	<b>SANTA CRUZ UNIT</b> P.O. Box 3200-0903 Goodyear, AZ 85395
<b>LUMLEY UNIT</b> P.O. Box 3300-0904 Goodyear, AZ 85395	<b>SANTA MARIA UNIT</b> P.O. Box 3400-0905 Goodyear, AZ 85395
<b>PIESTEWA UNIT</b> P.O. Box 3600 Goodyear, AZ 85395	<b>SAN PEDRO UNIT</b> P.O. Box 3100-0902 Goodyear, AZ 85395
<b>SAN CARLOS UNIT</b> P.O. Box 3700 Goodyear, AZ 85395	<b>SANTA ROSA UNIT</b> P.O. Box 3500 Goodyear, AZ 85395

<b>ASPC - PHOENIX</b> P.O. Box 52109 Phoenix, AZ 85072 <b>Main Number 602/685-3100</b>	
<b>ALHAMBRA/FLAMENCO</b> P.O. Box 52109 Phoenix, AZ 85072	<b>ASPEN/SPU</b> P.O. Box 52110 Phoenix, AZ 85072

<b>ASPC - SAFFORD</b> 896 South Cook Road Safford, AZ 85548 <b>Main Number 928/428-4698</b>	
<b>GRAHAM UNIT</b> 896 South Cook Road Safford, AZ 85548	<b>TONTO UNIT</b> 896 South Cook Road Safford, AZ 85548
<b>ASPC - SAFFORD, FORT GRANT</b> <b>FORT GRANT</b> 896 South Cook Road Safford, AZ 85548 <b>Main Number 928/828-3434</b>	

<b>ASPC - TUCSON</b> P.O. Box 24400 Tucson, AZ 85734 <b>Main Number 520/574-0024</b>	
<b>CATALINA UNIT</b> P.O. Box 24409 Tucson, AZ 85734	<b>RINCON UNIT</b> P.O. Box 24403 Tucson, AZ 85734
<b>COMPLEX DETENTION UNIT (CDU)</b> P.O. Box 24403 Tucson, AZ 85734	<b>SANTA RITA UNIT</b> P.O. Box 24406 Tucson, AZ 85734
<b>CIMMARRON UNIT</b> P.O. Box 24408 Tucson, AZ 85734	<b>WHETSTONE UNIT</b> P.O. Box 24402 Tucson, AZ 85734
<b>MANZANITA UNIT</b> P.O. Box 24401 Tucson, AZ 85734	<b>WINCHESTER UNIT</b> P.O. Box 24407 Tucson, AZ 85734
<b>MINORS UNIT</b> P.O. Box 24403 Tucson, AZ 85734	
<b>SOUTHERN ARIZONA CORRECTIONAL RELEASE CENTER (SACRC)</b> P.O. Box 24400 Tucson, AZ 85734 <b>Main Number 928/828-3393</b>	

<b>ASPC - WINSLOW</b> 2100 S. Highway 87 Winslow, AZ 86047 <b>Main Number 928/289-9551</b>	
<b>CORONADO UNIT</b> 2100 S. Highway 87 Winslow, AZ 86047	<b>KAIBAB UNIT</b> 2100 S. Highway 87 Winslow, AZ 86047
<b>ASPC - WINSLOW, APACHE UNIT</b> P.O. Box 3240 St. Johns, AZ 85936 <b>Main Number 928/337-4845</b>	

<b>ASPC - YUMA</b> P.O. Box 8909 Yuma, AZ 85349 <b>Main Number 928/627-8871</b>	
<b>CHEYENNE UNIT</b> P.O. Box 8939 San Luis, AZ 85349	<b>DAKOTA UNIT</b> P.O. Box 8940 Yuma, AZ 85349
<b>CIBOLA UNIT</b> P.O. Box 8820 San Luis, AZ 85349	<b>LAPAZ UNIT</b> P.O. Box 8819 Yuma, AZ 85349
<b>COCOPA UNIT</b> P.O. Box 8910 San Luis, AZ 85349	

CONTRACTED PRIVATE IN-STATE PRISONS: MAILING ADDRESSES AND TELEPHONE NUMBERS

**CENTRAL ARIZONA CORRECTIONAL FACILITY**  
 P. O. Box 9600  
 Florence, AZ 85232  
**Main Number 520/868-4809**  
 Family Assistance (request by department)

**ASP - FLORENCE WEST**  
 P.O. Box 9200  
 Florence, AZ 85232  
**Main Number 520/868-4251**  
 Family Assistance (request by department)

<b>ASP - KINGMAN</b> P.O. Box 3939 Kingman, AZ 86402 <b>Main Number 928/565-2460</b> Family Assistance (request by department)	
<b>Cerbat Unit</b> P.O. Box 3009 Kingman, AZ 86402	<b>Hualapai Unit</b> P.O. Box 6639 Kingman, AZ 86402

**MARANA COMMUNITY CORRECTIONAL TREATMENT FACILITY**  
 12610 West Silverbell Road  
 Marana, AZ 85653  
**Main Number 520/682-2077**  
 Family Assistance (request by department)

**ASP - PHOENIX WEST**  
 P.O. Box 18640  
 Phoenix, AZ 85005  
**Main Number 602/352-0350 x250**  
 Family Assistance (request by department)

## 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 the staff members identified in this handbook as the points of contact.

Should issues, circumstances, or emergencies arise that cannot be addressed by the points of contact, Department Order 124, *Constituent Services*, outlines the communication process beyond the Department staff identified in this handbook. This Department Order may be viewed on the Department's Web site at [www.azcorrections.gov](http://www.azcorrections.gov), at the Public Access area at each Arizona State Prison Complex or ADC Central Office. Copies of DO 124 or other ADC policies may be obtained from the Department's website or, for a fee, from the Policy Unit at Central Office.

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

Due to current 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 (888) 333-2039 statewide.

