CHAPTER: 800

Inmate Management

DEPARTMENT ORDER:

812 – Inmate Maximum Custody Management and Incentive System

OFFICE OF PRIMARY RESPONSIBILITY:

OPS CRPM

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ACCESS

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Arizona
Department
of
Corrections
Rehabilitation
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Department Order Manual

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PURPOSE

This Department Order (DO) establishes procedures governing the management of Maximum Custody inmates.

RESPONSIBILITY

The Director has delegated the authority to propose revisions to the Program Matrices (Attachments B through E) to the Restrictive Housing Administrator, with final approval authority held by the Director.

PROCEDURES

1.0 MAXIMUM CUSTODY MANAGEMENT OVERVIEW - Maximum Custody Management is a system that requires inmates in Maximum Custody to work through a program, utilizing a step incentive system, providing the opportunity to participate in jobs, programs, and other out of cell activities. Based on behavior and programming, inmates may progress from controlled based housing to open privilege based housing where movement outside a cell is without restraint equipment. Inmates shall be assigned to Maximum Custody in accordance with DO #801, Inmate Classification.

2.0 MAXIMUM CUSTODY MANAGEMENT – INITIAL AND SUBSEQUENT REVIEWS

- 2.1 The purpose of the Multi-Disciplinary Program Team (MDPT) is to review inmates monthly to decide step movement, housing, program needs, and goal completion. Any decision concerning the inmate's mental health well-being, is chaired by the senior clinical staff member present (within the scope of their authority).
 - 2.1.1 The MDPT shall be led by a member of the Unit Administration Team (Deputy Warden, Assistant Deputy Warden, Captain, or CO IV) and comprised of Correctional Series staff (i.e., Correctional Lieutenant, Correctional Sergeant, CO III, and CO II that are assigned to the unit/housing area), support services personnel (i.e., teachers, chaplains and treatment counselors), and contract Mental Health professionals (i.e., psychologist, psychology associate, and Behavioral Health Technician).
- 2.2 The MDPT shall meet with the inmate, complete and provide the inmate with a monthly Restrictive Housing Case Plan (RHCP) in accordance with DO #811, <u>Individual Inmate</u> Assessments and Reviews.
 - 2.2.1 The initial MDPT meeting with the inmate shall be completed within five calendar days of the inmate's arrival to Maximum Custody. Subsequent reviews will be completed every 30 calendar days thereafter.
 - 2.2.2 The inmate shall sign the **RHCP** and have the opportunity to discuss the plan with their assigned MDPT.
 - 2.2.3 The CO III shall upload the signed RHCP in the Document type "Corrections/Case Plan-Signed", in ACIS.
 - 2.2.4 The completion of the plan shall be documented on the Maximum Custody step review tracking form.

- 2.3 During subsequent reviews, the MDPT shall determine the inmate's step level. Inmates begin the program in Step I, with Step I being the most restrictive, and Step III being the least. Advancement through step levels requires completion of all assigned programs, proper behavior, and compliance with rules and the inmate's RHCP. Step reviews shall be conducted at least every 30 calendar days to assess inmate progress, and sooner when an inmate has completed the requirements for Steps II and III per their RHCP.
 - 2.3.1 Inmates may receive additional programming as available and applicable.
- 2.4 The step system is suspended while the inmate is on mental health or security watch or temporarily absent (e.g., hospital, court, etc.).
 - 2.4.1 If at any time an inmate's status changes to seriously mentally ill (SMI), mental health staff shall notify Unit Administration immediately.
 - 2.4.1.1 The unit will prepare for the inmate's immediate departure.
 - 2.4.1.2 An administrative classification review shall be immediately triggered for removal from Maximum Custody.
 - 2.4.1.3 The inmate shall be placed on a 10-minute security watch in a designated watch cell unless a higher level of care is required through mental health staff until movement is completed.
 - 2.4.1.4 While awaiting movement, inmates shall not be confined to their cell for more than 21.5 hours per day.
 - 2.4.1.5 The Unit Administration shall notify Central Office Classification for movement immediately at the following email: SMI MOVEMENT@azadc.gov.
 - 2.4.1.5.1 The inmate will be moved to a designated unit within one business day. All applicable documentation is required to be completed and forwarded to the receiving unit.

3.0 STEP PROGRAM - MAXIMUM CUSTODY POPULATION, EXCEPT RESTRICTIVE STATUS HOUSING PROGRAM

- 3.1 To qualify for advancement in steps and incentives, inmates are expected to follow all program requirements on a daily basis. Step advancements shall be determined by the MDPT.
- 3.2 Inmates are expected to comply with the following requirements, unless otherwise documented in the RHCP:
 - 3.2.1 Grooming and Hygiene In accordance with the standards outlined in DO #704, Inmate Regulations.
 - 3.2.2 Shower Required to shower regularly.
 - 3.2.3 Education and/or Program Classes Are required to participate in designated classes/programs.
 - 3.2.4 Refrain from creating excessive banging, noise, or yelling.

- 3.2.5 Refrain from being disrespectful, to include but are not limited to:
 - 3.2.5.1 Verbal threats
 - 3.2.5.2 Infliction of physical harm on others
 - 3.2.5.3 Insults or insensitive remarks
 - 3.2.5.4 Sexual harassment
 - 3.2.5.5 Intimidating behaviors
 - 3.2.5.6 Negative comments
 - 3.2.5.7 Negative gestures
 - 3.2.5.8 Throwing any substance at staff
- 3.2.6 Cell Cleanliness In accordance with the standards outlined in DO #704, Inmate Regulations.
- 3.2.7 Refrain from participating or communicating with Validated STGs.
- 3.3 Specific actions including, but not limited to, those referenced below may result in immediate forfeiture of time within the inmate's current step and may result in placement back to a lower Step. Program non-compliance and/or any disciplinary resulting in a Class A or B rule violation may result in reversion to Step I, or removal from their current program or housing assignment.
 - 3.3.1 Failure to comply with DO #704, Inmate Regulations
 - 3.3.2 Assault of any type
 - 3.3.3 Destruction of property
- 3.4 Upon the commission of a serious rule violation or significant negative behavior, the MDPT may convene prior to the scheduled meetings to determine step level regression or removal from the program.
- 4.0 RESTRICTIVE STATUS HOUSING PROGRAM (RSHP) The purpose of the Restrictive Status Housing Program (RSHP) is to address current and on-going institutional violence, or conspiracy to commit violent acts such as serious assaults on staff, a serious inmate on inmate assault(s) with a weapon, or multiple inmates assaulting an inmate with a serious injury offenses, escape attempts or completion, confirmed substantial security violations or evidence of an attempted substantial security violation while incarcerated (e.g., hostage/kidnapping incident, bomb making, murder, sexual assaults) and give inmates an opportunity to modify their behavior in a positive way so they can safely return to the general population.
 - 4.1 The placement decision is made by the sending Complex Warden and the Assistant Director for Prison Operations or Deputy Assistant Director, in consultation with the receiving Complex Warden, based on the seriousness of the act and security concerns.
 - 4.1.1 Inmates approved for RSHP shall be housed in the designated RSHP units.

- 4.2 Within three calendar days of placement, the contract mental health staff shall complete a face-to-face interview and provide immediate notification to the appropriate staff of any concerns or special needs.
- 4.3 The assigned RSHP CO III will meet with the inmate within three calendar days of the inmate's arrival to the RSHP and utilize the Initial Case Plan Interview, Form 812-2, to capture the specific details regarding the inmate's placement in RSHP.
- 4.4 Within five calendar days of an inmate being placed into the program, the MDPT shall conduct a face-to-face interview with the inmate.
 - 4.4.1 The MDPT shall:
 - 4.4.1.1 Explain the reason for placement.
 - 4.4.1.2 Develop a RHCP and discuss the plan with the inmate.
 - 4.4.1.3 Explain requirements for the return to general population.
 - 4.4.1.4 Document decisions on the program plan database form and in ACIS.
 - 4.4.2 The subsequent review will serve as recommendations to the Assessment Team.
- 4.5 Within five business days of an inmate's program placement, a RSHP Independent Review Committee (RSHP Committee) shall review the initial placement decision to determine if the placement meets program criteria based on supporting documentation.
 - 4.5.1 The RSHP Committee shall include, at a minimum, three Correctional Series staff (Deputy Warden, Chief of Security, and Classification CO IV), and other programming staff as outlined in section 2.1.1.
 - 4.5.2 If the RSHP Committee has a conflicting assessment with the program placement decision, the final decision shall be made by the Assistant Director for Prison Operations or designee within five business days.
- 4.6 The Assessment Team shall review inmates in RSHP for program participation and step progression a minimum of every 30 calendar days.
 - 4.6.1 Contract mental health staff shall participate in all reviews by the Assessment Team.
 - 4.6.2 The reviews shall be documented in the appropriate ACIS screens.
- 4.7 Property and privileges are limited during housing in this program as identified in Attachment C, Restrictive Status Housing Program Step Matrix.
- 4.8 All inmates shall enter the program at Step I, with Step I being the most restrictive and Step III being the least restrictive.
 - 4.8.1 Restraints are required at all steps in the RSHP.

5.0 DOCUMENTING MOVEMENT/EVENTS IN MAXIMUM CUSTODY

5.1 Movement of inmates from their assigned cell shall be documented on the Inmate Activity and Out-of-Cell Tracking, Form 812-1. Locations that are equipped with the RFID system may utilize this system in place of the Inmate Activity and Out-of-Cell Tracking, Form 812-1.

5.2 When utilizing the Inmate Activity and Out-of-Cell Tracking form or RFID system, staff shall record an inmate's time out of cell. A refusal by the inmate for any movement will require the appropriate "refusal" entry on the form or entry on the handheld RFID device, to include a video. To verify the refusal, either the inmate or a second staff member who witnessed the refusal should, where feasible, considering safety/security/operations concerns, sign the Comments section on the back of the Inmate Activity and Out-of-Cell Tracking form. Staff completing video refusals utilizing the RFID system do not need an additional staff member to witness the refusal.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms for the following:

- **Group Recreation Area**
- Interactive Recreation Area

FORMS LIST

812-1, Inmate Activity and Out-of-Cell Tracking

812-2, Initial Case Plan Interview

ATTACHMENTS

Attachment A - Guiding Principles - Maximum Custody

Attachment B - Browning Unit and Rast Unit (GP, PC, STG, Condemned Row)

Attachment C - Restrictive Status Housing Program Step Matrix

Attachment D - Browning Unit and Rast Unit Mandatory Programs

Attachment E - Restrictive Status Housing Program - Mandatory Programs

ATTACHMENT A

GUIDING PRINCIPLES - MAXIMUM CUSTODY

- 1. Provide a process, a separate review for decisions to place an inmate in Maximum Custody;
- Complete an administrative review 60 calendar days from initial placement into Maximum Custody and 180 calendar days thereafter from initial placement and document as a classification action in the ACIS classification module; and provide an Orientation packet for the inmate to reference;
- 3. Complete a meaningful Restrictive Housing Case Plan (RHCP) every 30 calendar days. The plan must address the steps and timeline to return to a lower custody and less restrictive environment, as well as expectations for behavior and goals for program completion;
- 4. Provide in-person mental health assessments, by trained clinical personnel within three calendar days of an inmate being placed in Maximum Custody and periodic (at least every 15 calendar days) mental health assessments thereafter including an appropriate mental health treatment plan;
- 5. Provide structured and progressive levels that include increased privileges as an incentive for positive behavior and/or program participation;
- 6. Determine an inmate's assignment to Maximum Custody based on current documented, violent or dangerous behaviors or that no other lesser restrictive environment can ensure the safety of the individual, other inmates, staff, or the public;
- 7. Provide appropriate access to contract health and mental health staff and services;
- 8. Provide access to visiting opportunities;
- 9. Provide appropriate exercise opportunities;
- 10. Provide the ability to maintain proper hygiene;
- 11. Provide evidence based program opportunities appropriate to support transition back to a general population setting focusing on managing and modifying the behaviors that initiated placement;
- 12. Collect sufficient, relevant data to assess the effectiveness of implementation of these guiding principles;
- 13. Initiate a review of all inmates in Maximum Custody by persons independent of the placement authority to recommend the inmates' need for continued placement or removal from Maximum Custody;
- 14. Consider removal from Maximum Custody 180 calendar days prior to an inmate's release date assuming this action will not endanger the safety of others. If removal is not possible, provide targeted reentry planning and programming for successful reintegration into the community;
- 15. Require all staff assigned to work in Maximum Custody Units receive appropriate training in managing inmates on Maximum Custody status, and understand all applicable policies and procedures.

ATTACHMENT B

	BROWNING UNIT and RAST UNIT (GP, PC, STG, Condemned Row)			
Item	Step I	Step II	Step III	
Intake	Orientation and sign Memo of Expectations for Maximum Custody Step Plan	N/A	N/A	
Expectations	Follow Rules and Regulations including DO #704, Inmate Regulations Actively participate and complete programming per individualized plan programs/ classes/individual in-cell study groups Maintain Personal Hygiene Be respectful towards staff and other inmates	 Follow Rules and Regulations including DO #704, Inmate Regulations Participate in prescribed programs/classes/individual groups as per program plan Demonstrate positive social interaction skills Maintain Personal Hygiene Be respectful towards staff and other inmates 	 Follow Rules and Regulations including DO #704, Inmate Regulations Participate in prescribed programs/classes/individual groups as per program plan Maintain "meets expectation" on all work evaluations Consistently demonstrate positive social interaction skills Demonstrate good work ethic Maintain Personal Hygiene Be respectful towards staff and other inmates 	
Step Level Advancement (recommended by MDPT)	To Step II: Minimum of 30 calendar days in Step I Display behavior that is cooperative and respectful No discipline in previous 30 calendar days Must complete and actively participate in all programming as per program plan	To Step III: Display behavior that is cooperative and respectful Must complete or actively participate in all programs as per program plan - completion of requirements will initiate a review for step advancement	 Considered for removal from Maximum Custody, prior to or at 60 calendar days Display behavior that is cooperative and respectful Must complete or actively participate in all programs as per program plan – completion of requirements will initiate a review for step advancement 	
Step Level Reduction (decision by MDPT on a case-by-case basis)	Remain at Step I: Found guilty of a Class A or B rule violation Two or more Class C rule violations within 90 calendar days while in Step II Refusal to program or complete the requirements of the RHCP Consistently demonstrate poor socialization skills, and/or non-cooperative behavior	To Step I: Found guilty of a Class A or B rule violation Two or more Class C rule violations within 90 calendar days while in Step II Refusal to program or complete the requirements of the RHCP Consistently demonstrate poor socialization skills, and/or non-cooperative behavior	To Step II: Found guilty of two or more Class C disciplinary violation Repeated demonstration of poor behavior To Step I: Found guilty of a Class A or B rule violation Refusal to program or complete the requirements of the RHCP Consistently demonstrate poor socialization skills, and/or non-cooperative behavior	
Store	\$20/week	\$80/week - \$120/ Holiday	\$100/week - \$160/ Holiday	

	BROWNING UNIT and RAST UNIT (GP, PC, STG, Condemned Row)			
Item	Step I	Step II	Step III	
Phone	1 per week/15 minutes in duration	3 per week/15 minutes in duration	4 per week/15 minutes in duration	
Visitation	None	One, 2 hour non-contact visit blocks per week	Three, 2 hour non-contact visit blocks per week One, 2 hour contact visit block per month (dependent upon space and scheduling availability)	
Recreation	 10.5 hours per week of recreation in blocks of no longer than 3.5 hours each in the 10x10 enclosure Two blocks per week may be conducted in 20x40 basketball enclosure (up to eight inmates) The limits set forth in DO #704 (Section 8.0), regarding inmate housing assignments shall apply to recreation of multiple inmates in a recreation enclosure 	 10.5 hours per week of recreation in blocks of no longer than 3.5 hours each in the 10x10 enclosures Four blocks per week may be conducted in 20x40 basketball enclosure (up to eight inmates) For GP, PC – Two blocks per week may be conducted in the 50x90 The limits set forth in DO #704 (Section 8.0), regarding inmate housing assignments shall apply to recreation of multiple inmates in a recreation enclosure 	 10.5 hours per week of recreation in blocks of no longer than 3.5 hours each in the 10x10 enclosures Six blocks per week may be conducted in 20x40 basketball enclosure (up to eight inmates) For GP, PC – Four blocks per week may be conducted in the 50x90 For Condemned Row, STG – Two blocks per week may be conducted in the 50x90 The limits set forth in DO #704 (Section 8.0), regarding inmate housing assignments shall apply to recreation of multiple inmates in a recreation enclosure 	
Daily Out of Cell Time	Minimum of 2.5 hours	Minimum of 2.5 hours	Minimum of 2.5 hours	
Hobby Craft	None	Origami and pencil drawing supplies	Origami and pencil drawing supplies	
Resource Center/Library Access	Yes	Yes	Yes	
TV	No	Yes	Yes	
Securepak	None	Once per quarter security limitations on certain items	Once every month within security limitations on certain items	
Other	None	None	Participate in fundraisersWIPP – Employment opportunities	

ATTACHMENT C

	RESTRICTIVE STATUS HOUSING PROGRAM STEP MATRIX			
Item	Step I	Step II	Step III	
Intake	Orientation and sign Memo of Expectations	N/A	N/A	
Expectations	Follow Rules and Regulations including DO #704, Inmate Regulations Mandatory participation in recreation/programs/classes/individual groups as per program plan Maintain Personal Hygiene	 Follow Rules and Regulations including DO #704, Inmate Regulations Mandatory participation in recreation/programs/classes/individual groups as per program plan Demonstrate positive social interaction skills Maintain Personal Hygiene 	 Follow Rules and Regulations including DO #704, Inmate Regulations Mandatory participation in recreation/programs/classes/individual groups as per program plan Consistently demonstrate positive social interaction skills Prepare for reentry to the General Population Maintain Personal Hygiene 	
Step Level Advancement (recommended by RSHP Committee)	To Step II: Minimum of 30 calendar days in Step I Display behavior that is cooperative and respectful Must complete and actively participate in all programs as required by the RHCP No discipline in previous 30 calendar days	To Step III: Display behavior that is cooperative and respectful Must complete and actively participate in all programs as required by the RHCP – completion of requirements will initiate a review for step advancement No discipline in previous 30 calendar days	 Graduation: Consider for removal from RSHP, prior to, or at, 60 calendar days from placement into RSHP. Display behavior that is cooperative and respectful Must complete and actively participate in all programs as required by the RHCP – completion of requirements will initiate a review for graduation No discipline in previous 30 calendar days 	
Step Level Reduction (decision by RSHP Committee on a case-by- case basis)	N/A	To Step I: Found guilty of a Class A or B rule violation Two or more Class C rule violations within 30 calendar days while in Step II Refusal to complete requirements of RHCP Consistently demonstrate poor socialization skills, and/or non-cooperative behavior	Found guilty of a Class C disciplinary violation Repeatedly demonstrating poor behavior Consistently demonstrate poor socialization skills, and/or non-cooperative behavior To Step I: Found guilty of Class A or select B disciplinary violations Refusal to complete requirements of RHCP Consistently demonstrate poor socialization skills, and/or non-cooperative behavior	
Store	\$20/week – hygiene and stationary only	\$40/week	\$60/week	

RESTRICTIVE STATUS HOUSING PROGRAM STEP MATRIX Item Step I Step II Step III Phone 1 per week/15 minutes in duration 1 per week/15 minutes in duration 2 per week/15 minutes in duration Visitation None One, 2 hour non-contact visit block One, 2 hour non-contact visit per month blocks per month Recreation 10.5 hours per week of recreation 10.5 hours per week of recreation 10.5 hours per week of recreation in blocks of no longer than 3.5 in blocks of no longer than 3.5 in blocks of no longer than 3.5 hours each in the 10x10 enclosure hours each in the 10x10 interactive hours each in the 10x10 interactive enclosures enclosures Daily Out of Minimum of 2.5 hours Minimum of 2.5 hours Minimum of 2.5 hours Cell Time **Hobby Craft** None None Origami Resource Yes Yes Yes Center/Library Access TV No Yes Yes N/A Securepak Once per quarter within security Once every other month within security limitations on certain items limitations on certain items Other(*) Allowable personal property in · Same as Step I Personal property allowance as addition to incoming postal mail and determined by the RSHP Committee library books: · With additions: 2 boxes of verified legal material 4 boxes per DO #909 (current active cases only) Hygiene per DO #909 Faith-based material consistent with placement 2 each of hygiene items (shampoo, soap, etc.) 3 books Tablet Clothing and hygiene: • 3 t-shirts 3 boxers 3 pair of socks Deck shoes and/or shower shoes 2 towels 2 washcloths

^(*) Property incentives apply to inmates who enter the RSHP after policy update.

ATTACHMENT D

BROWNING UNIT AND RAST UNIT MANDATORY PROGRAMS			
Step Level	Mandatory Move to Next Level	Additional Addictive Behaviors and Mental Health Programming	If Releasing Within 6 Months - Mandatory
Step Level 1 Initial Placement	 Daily and Interactive Journaling requirements per RHCP* Self-study specific to the RHCP Classroom program specific to the RHCP 	Available programs: • Substance Use ** • Mental Health Education**	Merging two Worlds – self-study
Step Level 2	 OPTIONAL: Daily and Interactive Journaling requirements per RHCP* Self-study specific to the RHCP Classroom program specific to the RHCP 	Available programs: • Substance Use ** • Mental Health Education **	Merging two Worlds – classroom
Step Level 3	 OPTIONAL: Daily and Interactive Journaling requirements per RHCP* Self-study specific to the RHCP Classroom program specific to the RHCP 	Available programs: • Substance Use ** • Mental Health Education **	Merging two Worlds - classroom

^{*} Journal entries are required to be kept confidential to the fullest extent possible and shall not be used for disciplinary, classification, or SSU purposes. Limits of confidentiality include threats of harm to self or others; threats to the safe, secure, and orderly function of the institution (e.g., escape, disturbances, drug trafficking); information related to abuse, neglect, or molestation of a minor, vulnerable or developmentally disabled adult, or elder adult; legal proceedings that requires that records be opened/released pursuant to state statute or a court order; information related to an unsolved capital offense.

^{**} If deemed appropriate by mental health. The length of each program will be individualized.

ATTACHMENT E

Level	Mandatory Move to Next Level	Additional Addictive Behaviors and Mental Health Programming	If Releasing Within 6 Months - Mandatory
_evel 1	 Daily and Interactive Journaling requirements per RHCP* Self-study specific to the RHCP Classroom program specific to the RHCP 	Available programs: • Substance Use ** • Mental Health Education**	Merging two Worlds – self-study
evel 2	 OPTIONAL: Daily and Interactive Journaling requirements per RHCP* Self-study specific to the RHCP Classroom program specific to the RHCP 	Available programs: • Substance Use ** • Mental Health Education**	Merging two Worlds – self-study
Level 3	 OPTIONAL: Daily and Interactive Journaling requirements per RHCP* Self-study specific to the RHCP Classroom program specific to the RHCP 	Available programs: • Substance Use ** • Mental Health Education**	Merging two Worlds – self-study

^{*} Journal entries are required to be kept confidential to the fullest extent possible and shall not be used for disciplinary, classification, or SSU purposes. Limits of confidentiality include threats of harm to self or others; threats to the safe, secure, and orderly function of the institution (e.g., escape, disturbances, drug trafficking); information related to abuse, neglect, or molestation of a minor, vulnerable or developmentally disabled adult, or elder adult; legal proceedings that requires that records be opened/released pursuant to state statute or a court order; information related to an unsolved capital offense.

^{**} If deemed appropriate by mental health. The length of each program will be individualized.