

CHAPTER: 700

Operational Security

DEPARTMENT ORDER:

DO 720 – Inmate Tablet Program

OFFICE OF PRIMARY
RESPONSIBILITY:

OPS

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N/A

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ACCESS

Contains Restricted Section(s)

Arizona Department of Corrections Rehabilitation and Reentry



Department Order Manual

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

Ryan Thornell, Director

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PURPOSE

This Department Order establishes guidance on the issuance and utilization of inmate tablets. This Department Order shall be reviewed annually, and updated as necessary by the Chief Information Officer, and communicated to all staff and inmates.

PROCEDURES

1.0 TABLET ISSUANCE

- 1.1 Tablets are authorized for all Arizona Department of Corrections, Rehabilitation and Reentry (Department) inmates housed in the Department or contract facility, with the exception of those inmates who:
 - 1.1.1 Are under watch status.
 - 1.1.2 Are assigned to reception centers.
 - 1.1.3 Have demonstrated destructive behavior involving a tablet or kiosk within the past six months.
- 1.2 Tablets shall be provided by the contract vendor at no cost to the Department or the inmate.
 - 1.2.1 Inmate tablets shall be issued utilizing the Inmate Property Received, Form 909-5.
- 1.3 Inmates shall be permitted access to features and applications in accordance with their Earned Incentives Program (EIP), pursuant to Attachment A, Tablet Permissions.
 - 1.3.1 Inmates are prohibited from using a tablet assigned to another inmate.
- 1.4 The tablet, battery charger, and headphones shall be inspected for tampering or damage whenever an inmate is transferred to another institution. The assigned tablet shall be considered part of the inmate's personal property and will be transferred with the inmate unless signs of tampering are observed during the inventory process.
 - 1.4.1 Staff completing the inventory shall verify the tablet is operational and note the condition on the Inmate Property Inventory, Form 909-4.
 - 1.4.2 Inmates who are transferred to watch status shall not be permitted to possess the tablet. The tablet shall be held with the inmates' personal property until they are released from watch status.
 - 1.4.3 Inmates enrolled in the Department's sponsored programs such as Ashland University may be issued supporting hardware such as a wireless keyboard or headphone accessory. All accessories shall be issued and traced by the Ashland Site Administrator in consultation with the Correctional Education Program Supervisor (CEPS).
- 1.5 Inmates may be issued disciplinary if it is determined that a tablet or any of its accessories have been intentionally damaged or tampered with. The cost of a replacement may be assessed against the inmate in accordance with Department Order #803, Inmate Disciplinary Procedures.
 - 1.5.1 Inmates may not be issued a replacement tablet until the full amount of restitution has been paid.

- 1.6 Upon an inmate's release from Department custody, the tablet and accessories shall be returned to the contracted vendor.
 - 1.6.1 Upon release from custody, the inmate may request their purchased content from the tablet. The purchased content shall be sent to the inmate's address of record.
- 1.7 Wardens or Deputy Wardens may suspend an inmate or customer account at any time the actions of either party pose a threat to the safe and secure operation of an institution. This may include the physical confiscation of the inmate tablet.

2.0 TABLET APPLICATIONS

- 2.1 Basic services include access to commissary ordering, pre-installed games, communications portal (inmate letter/grievance module), Lantern LMS (Department specific programming), Kahn Academy, include e-Book content, legal access, job view, and inmate banking inquiry. Access to download additional content such as music or movie material is unavailable while the tablet is in basic services mode. Future applications and subscriptions may be authorized for development and deployment.
 - 2.1.1 Pricing for applications shall be based on current contractual agreements and subject to change.
 - 2.1.1.1 Subscription level pricing is limited to the JP6 and above tablet model.
 - 2.1.2 Upon availability, inmates may purchase media credits through the inmate commissary.
 - 2.1.3 Friends and family may purchase media credits through the vendor website at www.jpays.com.
 - 2.1.4 A selection of applications may be provided free of charge for inmates.
- 2.2 The following applications shall be offered via delivery of the inmate tablet system:
 - 2.2.1 Email application – With the ability to send and receive photo attachments and video gram messages.
 - 2.2.2 Ecards – A digital version of a greeting card, utilized for the exchange between friends and family, and the inmate.
 - 2.2.3 Communications Module – Utilized to facilitate secure messaging between the inmate population and prison staff.
 - 2.2.4 Kiosk based Video Visitation, in accordance with Department Order #911, Inmate Visitation.
 - 2.2.5 Inmate banking inquiry
 - 2.2.6 Publication resources (e.g., magazines, books, movies, music, and games)
 - 2.2.6.1 All publications shall continue to be reviewed and processed as outlined within Department Order #914, Inmate Mail. Those determined unauthorized shall not appear for download and use.

- 2.2.7 Faith-based publications and materials
- 2.2.8 Learning Management Service (LMS) – The LMS system permits the agency to develop programs and educational content to the inmate population.
 - 2.2.8.1 All LMS services shall be administered and developed by the Education, Programming and Community Reentry Division.
- 2.2.9 Khan Academy Light
- 2.2.10 Ashland University
- 2.2.11 LexisNexis or similar legal resources
 - 2.2.11.1 Only content currently defined by Department Order #902, Inmate Legal Access to the Courts shall be made available.
- 2.2.12 Job View – Application utilized to prepare inmates for obtaining employment once released.
- 2.2.13 FM Radio – Over the air broadcasts of FM radio signals delivered by the tablet’s built-in FM receiver.

2.3 Inmates are subject to disciplinary sanctions which may limit access to kiosk or tablet applications in accordance with Department Order #803, Inmate Disciplinary Procedures.

- 2.3.1 The visitation staff shall restrict access, through the facility portal, for any sanctions regarding loss of visitation.

3.0 FACILITY BROADCAST MESSAGING – Broadcasts messages may occur through the inmate tablet system as follows:

- 3.1 Agency wide notifications require the approval of the Assistant Director for Prison Operations or Assistant Director for Education, Programming and Community Reentry.
- 3.2 Complex wide notifications require approval of the Warden.
- 3.3 Unit notifications require the approval of the Deputy Warden.

4.0 INMATE MESSAGE PROCESSING

- 4.1 All communications via the tablets is not confidential and is subject to monitoring and recording. Therefore, inmates shall not use the tablets for communications with their attorney or attorney representative, but shall follow the procedures for confidential communications with an attorney or attorney representative set forth in Department Order #902, Inmate Legal Access to the Courts.
- 4.2 Inmates may receive messages from any active customer of the contracted vendor.
 - 4.2.1 Minors under the age of 18 shall send and receive messages from approved visitors only.
- 4.3 Inmates may send photos and/or video gram through the tablet system kiosk only.
- 4.4 Wardens shall ensure sufficient mail room staff are assigned to review incoming and outgoing messages through the facility portal of the inmate tablet system.

- 4.4.1 Incoming and outgoing email that has been held for security reasons shall be reviewed, within three business days, by mailroom staff prior to releasing the email to the inmate.
- 4.4.2 All incoming or outgoing email attachments (i.e., photos and video gram) shall be reviewed by mail room staff prior to release. Those determined to be inappropriate shall be withheld from delivery when it meets one or more of the criteria outlined in Department Order #914, Inmate Mail.
 - 4.4.2.1 Email that was deemed inappropriate shall be printed and forwarded to the Criminal Investigation Unit for review. The Criminal Investigation Unit shall release the email for delivery within 72 business hours unless it is determined that an investigation is required, in which case the email shall remain as a held item.
 - 4.4.2.2 For incoming emails that have been held, an automatic system message will be sent to the sender and the intended inmate recipient.
- 4.4.3 Staff shall read up to 10% of outgoing email in combination with the outgoing United States (U.S.) mail as outlined in Department Order #914, Inmate mail.
- 4.4.4 In order to assist with rehabilitation and treatment objectives, reduce sexual harassment and prevent a hostile environment for inmates, staff and volunteers, inmates are not permitted to send, receive or possess sexually explicit material or content that is detrimental to the safe, secure, and orderly operation of the facility as set forth in Department Order #914, Inmate Mail.
 - 4.4.4.1 Prohibited publications or messages include, but are not limited, to those identified in Department Order #914, Inmate Mail.
- 4.4.5 The complex level Publication Review staff shall review and process all electronic messages and publications in accordance with Department Order #914, Inmate Mail.
- 4.4.6 The Office of Publication Review shall process appeals, in accordance with Department Order #914, Inmate Mail.

5.0 STAFF COMMUNICATIONS VIA TABLET

- 5.1 In instances where an inmate is prohibited from possessing a tablet or awaiting issuance or the replacement of a tablet, and in the event of unforeseen disruption of tablet services, inmates shall utilize written communication processes, as outlined by Department Orders and written instructions.
- 5.2 Inmates may initiate communication by topic via the tablet system. Communication is limited to area of responsibility only (i.e., Mail and Property or Food Service). Inmates are not permitted to message staff directly.
 - 5.2.1 The communication module may be utilized to send/receive secure confidential Health Needs Requests (HNR). Access to the HNR communications shall be limited to the Healthcare Services personnel.
 - 5.2.1.1 Contract Healthcare Services staff shall process the HNR in accordance with Department Order #1101, Inmate Access to Health Care.

- 5.2.1.2 The Contract Healthcare Provider will access daily the HNRs submitted electronically through the inmate tablet program.
- 5.2.1.3 The frequency and duration of response to HNRs is sufficient to meet the health needs of the inmate population.
- 5.3 Designated staff members shall, at a minimum, login to their facility portal and check for new messages twice daily. Staff shall either address the written communication directly or forward the communication to the appropriate department or area.
- 5.4 Staff shall respond to all communications from inmates within 10 calendar days of the inmate posting the message.
 - 5.4.1 In event an inmate is relocated to an area that does not have tablet availability, the response shall be completed electronically via the facility portal, printed and forwarded to the inmate.
 - 5.4.2 In the event a communication initiates in paper form, all related follow-up communication shall remain in paper form until the issue is closed.
- 5.5 Inmates and staff shall utilize the procedures outlined in Department Order #802, Inmate Grievance Procedures until the final tablet module is deployed.

ATTACHMENTS

Attachment A - Earned Incentives Program Tablet Permissions

Attachment B - Subscriptions

ATTACHMENT A

EARNED INCENTIVE PROGRAM TABLET PERMISSIONS

ALL FACILITIES/CUSTODY LEVELS

Custody Management	Phase I	Phase II	Phase III
Minimum, Medium, Close Condemned Row, Close Max, Condemned Row Max	<ul style="list-style-type: none"> • Basic Services¹ • Secure Mail^{5/6} • E-Book • Media/Music (Access to purchased content only)⁴ • Games (Access to purchased content only)⁴ • News Feeds • AM FM Radio 	<ul style="list-style-type: none"> • Basic Services¹ • Secure Mail^{5/6} • Video gram • Media/Music Purchase • Games/Purchase • E-Books • News Feeds • AM FM Radio 	<ul style="list-style-type: none"> • Basic Services¹ • Secure Mail^{5/6} • Video gram • Media/Music Purchase • Movie Rental • Video Visitation^{2/3} • Games/Purchase • E-Books • News Feeds • AM FM Radio • Video Visitation

Custody Management	Phase/Step I	Phase/Step II	Phase/Step III
Restrictive Housing/Enhanced (A73 and A51)	<ul style="list-style-type: none"> • Basic Services¹ • Secure Mail^{5/6} • E-Book • Media/Music (Access to purchased content only)⁴ • Games (Access to purchased content only)⁴ • News Feeds • AM FM Radio 	<ul style="list-style-type: none"> • Basic Services¹ • Secure Mail^{5/6} • E-Book • Media/Music (Access to purchased content only)⁴ • Games (Access to purchased content only)⁴ • News Feeds • AM FM Radio 	<ul style="list-style-type: none"> • Basic Services¹ • Secure Mail^{5/6} • Video gram • Media/Music Purchase • Games/Purchase • E-Books • News Feeds • AM FM Radio

¹ Basic services include access to commissary ordering, pre-installed games, communications portal (inmate letter/grievance module), Lantern LMS (Department specific programming), Kahn Academy, include e-Book content, legal access, job view, and inmate banking inquiry. Access to download additional content such as music or movie material is unavailable while the tablet is in basic services mode.

² Video visitation, video gram, and photo attachment require tablet insertion into a kiosk.

³ Video visitation is based on availability and conducted in visitation. An active JPAY account is required for video visitation. All persons wishing to participate in video visitation must be approved visitor status. Phone call only visits are not eligible for video visitation.

⁴ Only content previously purchased and downloaded. New purchases are not authorized in Phase I.

⁵ Email correspondence is unlimited and may be sent/received only through secure JPAY services. Email includes E-Cards and Snap n Send. All email remains subject to review.

⁶ Minors shall only be permitted to send/receive email from approved visitors only.

ATTACHMENT B

SUBSCRIPTIONS

Electronic Messaging (All Tablet Models)	
Written Electronic Message	Pricing May Vary
Written Electronic Message with Photo Attachment	Pricing May Vary
Written Electronic Message with Video Attachment	Pricing May Vary

Downloads for Purchase (All Tablet Models)	
Music	Pricing May Vary
Games	Pricing May Vary
E-Book	Pricing May Vary
Movies	Pricing May Vary
FM Radio	Free
TV Audio	Free
Podcasts	Free
Translation Services	Free

*Subscriptions Model (Available JP6 Tablet Only)			
	Thirty-Day Subscriptions	Fourteen-Day Subscriptions	Seven-Day Subscriptions
Music	Pricing May Vary	Pricing May Vary	Pricing May Vary
Games	Pricing May Vary	Pricing May Vary	Pricing May Vary
E-Book	Pricing May Vary	Pricing May Vary	Pricing May Vary
Movies	Pricing May Vary	Pricing May Vary	Pricing May Vary
FM Radio	Free	Free	Free
TV Audio	Free	Free	Free
Podcasts	Free	Free	Free
Translation Services	Free	Free	Free