

CITIZENS FOR PRISON REFORM

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Introduction and Welcome

Thank you for accessing our resource guide!

We are Citizens for Prison Reform and hope to assist you on your journey with a loved one inside the MDOC.

We can help you overcome the stigma and become a better advocate for your loved one in the prison system, whether you feel alone or unsure. This guide contains information, links, and resources to help you support yourself and your loved one.

Our monthly meetings are held on the third Saturday of each month at a Lansing church that has provided us with space. Our meetings are free, not affiliated with any church, and open to the public. Please check out [our website](#) for updated meeting information and location.

Please email us at info@micpr.org or leave a message on our message line at 269-339-0606 with questions or comments. You may also sign up to receive monthly meeting information on our website's home page. This document contains hyperlinks that will take you to essential forms and documents.

As Helen Keller once said, “Alone, we can do so little; together, we can do so much.”

In addition, Martin Luther King Jr. said, “Our lives begin to the end the day we become silent about the things that matter.”

General Information

The Michigan Department of Corrections is the state government's branch responsible for managing and administering Michigan prisons. In nearly every possible administration area, a policy directive describes the department's official policy regarding a problem you may be encountering. Policy directives are available online [here](#).

The addresses and phone numbers of MDOC facilities are provided.

You can reach the MDOC at (517) 335-1426. Their address is:

Department of Corrections

Grandview Plaza Building

The address is PO Box 30003, 206 East Michigan Ave.
Lansing, MI 48909

Upon Entry to the MDOC:

Someone outside should keep all essential inmate documents in a safe place. This includes their pre-sentence investigation report, photo ID, birth certificate, passport, work history, or anything else relevant for a possible parole hearing or community re-entry.

For specific MDOC policies, use [this link](#) to search for particular directives.

For a list of all prisons, addresses, and phone numbers, use [this link](#).

Online Offender Search

Please visit this link if you need to be informed of a prisoner's location or require information on transfers (usually updated within 48 hours).

Use this link to find the phone numbers and e-mail addresses for MDOC or other State of Michigan employees.

Please note that you need to know at least the first letter of a staff member's first and last name to conduct a proper search. The more information you can input, the narrower the search, making it more accessible.

It's also possible that the list only includes some employees. Emailing questions and brief concerns rather than phone calls has advantages and can be easier for the staff. Remember to be polite, stick to facts, and ask questions about your loved one's care.

Always record the name of the person you spoke with on the phone. Creating a log book is helpful—record conversations, moves, and any significant incidents. When in person, note the name tag information.

MDOC Family Informational Packet

The Michigan Department of Corrections has created a family informational packet on its website.

Policies Relating to New Inmates

Policy Directive 04.01 General Provisions

Prisoner Reception and Guidance Centers

All male and female offenders sentenced to prison are first taken to a receiving area, or "Reception and Guidance Center" (RG&C), where they are tested, evaluated, and classified according to the institution to which they will eventually be sent. The receiving process usually takes about ten days. Despite this, prisoners often stay in reception units for an additional three to five weeks as they await assignment to a specific prison cell.

There are two reception areas in the Michigan prison system. The Charles Egeler Reception and Guidance Center, located at the former State Prison of Southern Michigan, is where men over 17 and male parole violators are sent. Marquette Branch Prison will receive male prisoners sentenced in the U.P. and promptly transfer them to the appropriate reception facility. The Women's Huron Valley Correctional Facility accepts women. Please click [here](#) for more information on the Reception and Guidance Center Policy.

Prisoner Orientation

Prisoners shall receive an orientation upon arrival at a correctional facility. The Administration (CFA) facility operates according to an MDOC Policy Directive. Prisoners must receive the orientation within a week of their arrival at the facility, unless they are unavailable due to circumstances such as being out on writ or hospitalized; in these cases, they must receive the orientation as soon as they become available. The policy directive outlines the content of an orientation and stipulates that it must be specific to the prisoner's segregation unit or security level.

For more information, please view the policy directive 04.01.140 [here](#).

Prisoner Treatment Policy

Standards exist for the humane treatment of prisoners and for providing decent living conditions. This Policy Directive on Humane Treatment, PD 03.03.130, is here.

Prisoner Guidebook

Policy Directive 04.01.130

The Correctional Facilities Administration (CFA) is to provide each prisoner in the general population, protective segregation, or a reception facility with a Prisoner Guidebook containing information regarding Department policies and institutional procedures. Most prisons have outdated guidebooks due to the cost of paper and ever-changing policy directives and operating procedures. In the prison library, all facilities have posted rules and a Master Guide to Operating Procedures.

A version of the guidebook prisoners receive is available [here](#), and the Policy Directive regarding the guidebook can be viewed [here](#).

Prisoner Release of Information

Upon entry into MDOC and movement to a new facility, a prisoner should request to sign a “**Release of Information**” form, which will give the individual they ask the right to obtain their medical and mental health condition. This would be done by medical or mental health staff, who would submit a kite (request) for such. This

form is valid for one year and goes from facility to facility. You can download the form from the family information packet on the MDOC website [here](#).

Inmate Services

Phone Services

Policy Directive
(05.03.130)

Connect Network GTL can set up phone service at 800-483-8314. Inmates can purchase phone time on a prepaid debit PIN system, call collect (if a phone service allows this), or individuals can set up a prepaid account with a credit card [here](#) or by calling **(855) 466-2832**.

If you would like more information on MDOC's policy regarding prisoner phone use and personal phone number selection, please visit [this link](#).

Sending items to inmates

Policy Directive 04.02.130

Prisoners must purchase approved property through the prisoner store or trust fund. To view the prisoner store's policy, please click [here](#).

Sending Money

GTL Financial Services sends money to a prisoner. GTL Financial Services will process all deposits from family and public members. Money orders must be made payable to GTL Financial Services and sent to the lockbox address below. [Include a deposit form in the money order, and mail it to the following address:](#)

GTL Financial Services
5700 SW 34th St., Suite 1315
Gainesville, FL 32608
Customer Service: 877-650-4249

There will be no processing fee for funds sent to the GTL lockbox. However, for online and phone transactions, a processing fee applies.

GTL will dispose of any notes or letters included in the mailing. Deposits may not exceed \$300.00 in value, and all money orders must be issued in US dollars.

Deposit forms are available at each correctional facility, as well as online. Please contact GTL at 877-650-4249 with any questions about processing money orders.

GTL will accept deposits to prisoners' accounts electronically, either here or over the phone. Fees apply to both of these transaction types. The GTL website has more information about the current rates and delivery times.

All funds received must comply with PD 04.02.105 [*Prisoner Funds and Director's Office Memorandum 2017-18.*](#)

The Michigan Department of Treasury has the authority to collect the deposited funds.

The Michigan Department of Corrections, or the sentencing court, imposes obligations through applicable departmental policies.

Sending books or magazines

Policy Directive (05.03.118)

Publishers or approved vendors listed below can send books directly. Public members may purchase allowable books, magazines, and other publications, provided they are new, unused, and sent directly from an approved internet vendor. **It must state that it is new to the vendor or publisher. We do not allow used books or items.** A private individual cannot sell or mail the publication to prisoners. It is important to note that you cannot purchase books from the store or ship directly to a local store. Choose to include a gift receipt when ordering from Amazon.

Approved internet vendors include:

- Amazon.com
- BarnesandNoble.com
- EdwardRHamilton.com
- Prisonlegalnews.org
- SchulerBooks.com
- Walmart.com
- Visually Impaired -- [American Printing House for the Blind](#)

For MDOC policy on book or magazine rejections, please visit [this link](#).

Friends and Family Pack Program

Policy Directive 04.02.135

The FFP Program is a department-approved customized package program that allows family members and others to send authorized items to prisoners while safeguarding against contraband introduction. Prisoners in the general population may also place orders for their personal use via institutional ordering procedures. A vendor kiosk identifying items for purchase through the FFP Program is available to prisoners in each general population housing unit and other areas of the institution.

There is a limit of \$100 per FFP order placed, not including tax and shipping. For prisoners, this is in addition to the \$100 biweekly limit on purchasing Standardized Store List items from the prisoner store. Prisoners may place only one FFP order per quarter (i.e., Jan-Mar; Apr-Jun; Jul-Sep; Oct-Dec). Only the first order placed by or for a prisoner will be processed each quarter, regardless of who put it or its value.

Prisoners are prohibited from accepting FFP orders that another prisoner, parolee, or probationer is known to have purchased. The law also prohibits prisoners from accepting FFP orders purchased by a family member of another prisoner, parolee, or probationer unless the purchaser is also a family member of the prisoner receiving the item. A “family member” is defined as a grandparent, parent, stepparent, spouse, mother-in-law, father-in-law, child, stepchild, grandchild, sibling, stepbrother, and stepsister; an aunt and uncle are also considered family members if there is adequate verification that the aunt and uncle served as a surrogate parent of the prisoner. Violations of these rules could result in a restriction on FFP privileges.

Prisoners in segregation are not eligible to receive FFP orders. If you order one of these prisoners, the vendor will return it instead of delivering it. For this reason, an order returned will not count toward the quarterly limit. Orders received for prisoners temporarily outside of an MDOC due to a court writ will have their order returned after five days. The order will not count against their quarterly limit.

For additional information about this program, click [here](#) or visit the [FFP website](#).

Sending a JPay Email

Director's Office Memorandum 2018–2022.1

JPay's website allows you to send emails. This service requires an account and costs money. Prisoners can also use this service to send responses for a fee.

Please note: Prisoners can only respond to someone who has sent them a message through JPay. Not all prisons allow prisoners with loss of privilege to receive JPay mail.

For more information on MDOC's policy regarding electronic communication, click [here](#).

Sending Mail to a Prisoner

Policy Directive (05.03.118)

Prisoner mail refers to any written, typed, or printed information communication. It becomes prohibited if the mail threatens the facility's security, good order, or discipline; encourages or facilitates criminal activity; or hinders the prisoner's rehabilitation. For detailed information about prohibited mail, see MDOC [PD 05.03.118](#).

When writing to a prisoner using the US Postal Service, the envelope must include the address of the facility where the prisoner is located, the offender's name, and the MDOC number. You can search the OTIS database here if you don't have this information.

For example:

John A. Smith, #123456
Michigan Correctional Facility
123 Prison Street
Anytown, MI 48909

Director's Office Memorandum 2021-28R also states the [following](#) regarding mail sent to a prisoner confined in the Michigan Department of Corrections.

NIXLE (Everbridge)

On this website, you can sign up to receive MDOC alerts for a specific prison. This can be useful for learning about canceled visits or other important information. Select your loved one's jail from the list, scroll to the bottom, and sign up for Nixle.

Visitation

Policy Directive 05.03.140

A prisoner must complete a Visitor List, identifying immediate family members and only ten other visitors. All persons on the prisoner list must then complete the visiting application. Before sending an application, a prisoner must submit their visitor list; otherwise, they will deny the application and require a resubmission. To visit the prisoner, complete this application and return it to the facility for approval.

For information on transportation assistance, please visit [this website](#).

To view the visitation policy of the MDOC website, refer to [this link](#).

If you are dealing with a sick prisoner or wish for a prisoner to attend an immediate family member's funeral, please refer to MDOC Policy here.

Transportation and other costs will enable a prisoner to attend a funeral. If these costs are unmanageable, contact CPR for advice.

Visitation Guidelines

Please print and review the [Visiting Standards Document](#) for important rules and regulations regarding days and times, dress codes, holiday visits, etc. We strictly enforce dress codes, so please review the policy carefully.

What to Expect During a Visit

Please note: Each prison may set its visiting standards. Before making a trip to the facility, we strongly advise you to call each prison to ascertain their visiting restrictions and confirm if your loved one is eligible for a visit. Inquire about the limits, as they differ amongst prisons and the MDOC Visiting Standards document does not list them all.

Vending Machines

Find out what is required to buy food from the vending machines; frequently, you must purchase a card with a \$1.00 bill and then load it with larger bills. Refunds are possible through the vendor, but they are difficult to obtain. Some facilities still require quarters to use in the vending machines.

An outside contracted company, not MDOC, controls the vending machines and their supplies. It is not the same company across the entire state.

If you lose money at the prison's vending machines, you must fill out a loss of money slip at the front desk when you leave the visiting room. Once you complete the slip, the vending machine company should refund your money via mail. Point out other issues for prison staff, such as a lack of supplies or condiments.

If the vending company manager doesn't address your concerns, you should contact them.

Comment Cards

You can fill out comment postcards. They are in the waiting area by the front desk. You can compliment staff or express your concerns. Once you leave the prison, you can drop them off in a mailbox, postage-paid. You may remain anonymous. If the officer isn't present, you can ask for one at the front desk.

Grievances

Policy Directive 03.02.130

A prisoner should first follow the chain of command and the steps to communicate the issue: file a request (Kite) form, then attempt to resolve all the problems with various staff before filing a grievance. It is often possible to accomplish this.

Filing a grievance

We must provide prisoners and parolees with an effective method of seeking redress for alleged policy and procedure violations or unsatisfactory conditions of confinement.

The policy directive below states that prisoners can only exhaust their administrative remedies if they file a grievance through all three steps of the grievance process. This includes any complaints they make about grievable matters.

The American Friends Service Committee (a prisoner advocacy organization) has a very informative, simplified version of the grievance procedure [located here](#).

The Family Advisory Board created this simple grievance explanation chart. For a more complex grievance explanation and instructions, please see the MDOC Grievance Procedure Document [here](#).

You can also find the information on grievances in the MDOC Family Information Packet here.

Freedom of Information Act (FOIA) Requests

A copy of a Central Office file or records on a prisoner, parolee, or probationer can be requested by anyone who:

- It is currently under the supervision of the MDOC.
- For the past five years, I have been under the supervision of the MDOC.

There will be a fee for processing these records. The central office receives certain records, including hearing packets, misconduct reports, and critical incident reports. You would need to complete a FOIA request document to obtain those records.

Other records will be at the prison where the prisoner is currently located. These would be mental health or medical health records. You must use a specific form to obtain these records. If you don't have legal guardianship, you must send this form to the prisoner for completion.

The Prisoner record medical and mental health disclosure/release form can be found [here](#). If your loved one's records are at the facility rather than the central office, the FOIA coordinator will send your request to that facility.

Please keep in mind that your loved one may need to write permission to release FOIA records in addition to signing the medical/mental health records form. Documents granting access to their records may include guardianship documentation, a court power of attorney, or any other legal standing document.

You can find a more thorough explanation of the FOIA process [here](#).

Here is a template FOIA and sample documents you might request before a parole hearing or to gather information.

You can find a complex FOIA template [here](#) to obtain all critical incident documents and attachments.

Sample FOIA Template

Here is an example of how to fill out a FOIA form: You should try to be specific with the type of information you are requesting, and include dates:

Your address

Please provide your city, state, and zip code.

Date

FOIA Coordinator

Address of Institution OR Michigan Department of Corrections
City/State/Zip OR PO Box 30003 Lansing, MI 48909

Dear FOIA Coordinator:

Under the Michigan Freedom of Information Act, MCLA 15.231 et. seq., I am requesting copies of the following records:

This critical incident report describes an incident involving John Doe 111111 and Rudy Roe 222222 that occurred on March 22, 2007, at approximately 10:30 a.m. at the Muskegon Correctional Facility.

Please contact me with the cost of processing the above request and forward the records to my address.

Sincerely,

Your Signature

Your Name

You can send a request to the FOIA Coordinator at the central office.
Michigan Department of Corrections

PO Box 30003

Lansing, MI 48909

Ombudsman's Office

Policy Directive 03.02.135

You can contact this agency if you have concerns about a specific individual or an institution's general policy. The Ombudsman is a legislative oversight body reporting to the Department of Corrections legislative body. The office may conduct investigations and work to resolve issues within the department.

Learn more about this agency [here](#). You can also reach them at (517) 373-8573 or via Ombudsman@legislature.mi.gov. You can also view MDOC's policy on the Ombudsman's office [here](#).

Disciplinary Proceedings

Policy Directive 03.03.105

Prisoners who violate rules may face disciplinary sanctions. A prisoner who receives a misconduct ticket has the right to attend the misconduct hearing. Attachments A, B, and C of this policy provide a detailed breakdown of any suspected written rule violations. These show whether the misconduct is Class I, II, or III. Only the violations identified in these attachments warrant writing misconduct reports.

For the detailed policy on disciplinary proceedings, please view [this link](#).

Parole

The policy directives are 6.06.100, 6.06.103, and 6.06.105.

You can find information on the parole, commutation, and pardon processes [MDOC's website](#). Families should educate themselves about the parole process and parole board members in the months before a loved one's parole hearing.

A family member or advocate may participate in the parole hearing process with their loved one. Please read the policy to learn who may or may not participate and the current process.

A loved one on the outside should put together a parole packet. This should contain a primary letter from the person who will provide housing, financial, and emotional support. Additional letters from a possible employer, friend, neighbor,

and mentor are possibilities to consider. We recommend sending home copies of all programs and classes the individual attends, whether required or not, and including these in the parole packet. They may consist of a letter.

Here is a template FOIA and sample documents you might request before a parole hearing or to gather information.

If possible, we recommend mailing the packet in one envelope to the parole board office at least 30 days in advance. Without a 30-day notice, fax and call to confirm receipt. Be considerate of their time.

Parole Board Office	Phone number: 517-373-0270
Grandview Plaza,	Fax number: 517-335-0039
P.O. Box 30003	
Lansing, MI 48909	

You can find the executive order regarding the Parole Board on this website.

CPR created a webinar to help families understand and prepare for the parole process. The webinar can be found [here](#). American Friends prepared a helpful booklet that describes the parole process. These resources provide information on how prisoners and families can prepare for the parole interview.

For assistance with reentry, please use SADO's Reentry Services Locator and Jobs for Felons Hub.

Medical Health Services

General Health Care

Policy Directive 04.06

Prisoner care services are provided using a standard of medically necessary care based on court decisions, legislation, accepted correctional and health care standards, and MDOC policies and procedures. More information can be found [here](#).

Because health information is confidential, your loved one must complete and sign a Release of Information Release Form. This is necessary to facilitate direct communication with those responsible for your loved one's mental and medical

health care. HIPPA laws prohibit custody from disclosing information about a loved one's medical or mental health condition without a signed form.

Bureau of Health—Central Office Communication

The Bureau of Health is located at the Central Office in Lansing. If you believe the prison level is not addressing your medical or mental health concerns, contact them at (517) 373-3629 or via email at MDOCQAO-communications@michigan.gov. When sending information, please make sure to include the prisoner's full name and prisoner number.

Mental health services

Policy Directive 04.06.180

The Department of Corrections (DOC) provides prison-based mental health services to prisoners with mental or behavioral disorders who are housed in reception centers, general populations, or segregation units. Psychological Services Units (PSU's), located at each prison, are also operated by the MDOC's Bureau of Health (information located [here](#)).

For more detailed information on mental health policies, visit [here](#) and [here](#).

Recipient Rights Specialists

Every prisoner who is diagnosed with a mental illness by the prison is to receive a [Mental Health Rights Booklet](#). If an inmate feels their rights are not being addressed, there is a form in the booklet for them to fill out, and they can [request to see the Recipient Rights Specialist](#).

Segregation Policy

MDOC's policy on mental illness segregation is here; more details on these particular services are available [here](#).

The Mental Health Guidebook and the MDOC's policy directive on mental health treatment can be accessed [here](#).

If you need to obtain mental health records, please read on. These records will be at the prison where the prisoner is currently located. The records pertain to either mental health or medical health issues. There is a specific form called the Prisoner Record.

You must obtain these records using the medical/mental health disclosure/release form. Unless you have legal guardianship, you must send this form to the prisoner for completion.

Durable Power of Attorney Information

Policy Directive 03.04.107

The Advanced Directives for Health Care Prisoners Policy can be found [here](#). Before calling the facility to arrange for the signing and witnessing of these documents, we recommend you send in the MDOC Durable Power of Attorney Designation Form and the MDOC Acceptance as a Prisoner Advocate Form for your loved one to review and discuss. Make sure you leave with a copy. We recommend you mail a copy to the MDOC Central Office for their records and return it to the unit and the facility's Warden. These forms are exclusive to the Department of Corrections.

Additional Information

Visit this website to see the Michigan Compiled Laws, Administrative Rules, and SOAHR Rules. Also, visit [this website](#) for information on county jails.

Advocacy Organizations

The American [Friends Service Committee \(AFSC\)](#) serves the Michigan Criminal Justice Program of the American Friends Service Committee. Their work is based on an advocacy and community organizing model. They assist prisoners and their loved ones with problems and provide them with tools to help them become strong advocates for themselves. The group produces a booklet that provides essential information on advocating for prisoners.

[Safe and Just Michigan \(formerly CAPPS\)](#), a non-profit public policy organization, is concerned about Michigan's excessive use of punitive strategies rather than preventive ones to deal with crime and its impact on our quality of life. It informs policymakers, advocacy groups, affected communities, and the general public about these issues through numerous means, including a website, a newsletter, research reports, legislative testimony, and speaking appearances. A Prisoner newsletter is available.

Humanity for Prisoners provides hands-on, one-on-one advocacy for prisoners dealing with health issues, death and dying, mental health, parole, and commutation. The

organization exclusively concentrates on cases within the boundaries of the State of Michigan.

The Michigan [Center for Youth Justice \(formerly MCCD\)](#) works with Michigan's citizens and leaders to develop a comprehensive strategy addressing juvenile justice initiatives in Michigan. The MCCD is primarily involved in policy change through legislation.

[Michigan Citizens United for Rehabilitation of Errants \(MI-CURE\)](#) is a grassroots organization that became a national organization in 1985. We believe that prisons should only be used for those who absolutely must be incarcerated, and those who are incarcerated should have all of the resources they need to turn their lives around. A prisoner newsletter is available.

PO Box 2736, Kalamazoo, MI, 49003-2736

Other useful documents are available on the resource tab of [CPR's website](#).

MDOC Frequently Asked Questions

The MDOC website features a FAQ (Frequently Asked Questions) button/link at the top of the Corrections Main page, providing answers to numerous questions. The primary corrections page is located [here](#).

Legal Assistance

If you'd like a legal consultation on prisoner rights or your case, the following organizations may be helpful:

[Disability Rights Michigan](#) → (517) 487-1755

[Michigan State University College of Law Civil Rights Clinic](#) → (517) 432-6880

[University of Michigan Law Clinic](#) → (734) 764-1358

[Cooley Law School Clinic](#) → (517) 371-5140

(517) 334-6069, Michigan State Appellate ~~D~~efender Office

The American Civil Liberties Union of Michigan (517) 484-3176 or (313) 578-6800

Legislators

Legislators can be helpful in seeking information regarding the corrections system. They are also crucial to bringing forward change in MDOC policy.

Find your representative.

Find your senator.

How to Contact Citizens for Prison Reform (CPR)

Our Mission: CPR is a grass-roots, family-led initiative that engages, educates, and empowers those affected by crime and punishment to advance their constitutional, civil, and human rights.

The group seeks to provide accurate information that will encourage the education of our fellow citizens, communities, and elected officials.

The organization believes that effective accountability will promote safer prisons, a safer public, and economical cost savings.

We hold monthly loved ones' meetings in Lansing on the third Saturday of the month. Please check our website prior to the meeting to verify the correct location.

Contact Us:

P.O. Box 80414
Lansing, MI 48908

Telephone: (269) 339-0606

Email: micpr.org@gmail.com

Website: <http://www.micpr.org>

Facebook: <https://www.facebook.com/MICitizensforPrisonReform/>

Disclaimer

Members of Michigan Citizens for Prison Reform produced this handbook as a guide for families, friends, and advocates unfamiliar with the Michigan correctional system. The Michigan Department of Corrections' website and other credible sources provided all the information. We also gathered information from the perspectives and experiences of several Michigan Citizens for Prison Reform members with loved ones in the system. The organization takes no responsibility for missing, incomplete, or inaccurate information.

Glossary of Terms

ADW Assistant Deputy Warden: There are generally multiple ADWs at each facility, each assigned to either security, programs, or housing. The ADWs serve as supervisors to the RUMs.

AOT/AOP Assaultive Offender Therapy/Program: This program aims to assist individuals who have a history of assaultive behavior and/or frequently exhibit poor judgment. This therapy is often part of the R&GC recommendations and may be required by the parole board.

ARUS Assistant Resident Unit Supervisor: The ARUS is an assistant supervisor within a housing unit. She or he is the person who completes most of a prisoner's paperwork and is the primary contact for prison administrative issues. She or he is generally in the early stages of an administration career within the MDOC. The ARUS should be able to answer questions and help to resolve problems.

Block Representative: A Prisoner elected by the majority of the prisoner population within a housing unit to serve on the Warden's Forum. Responsible for addressing concerns affecting prisoners. For each housing unit, there is a black and white representation.

BOOT CAMP: This is a 90-day paramilitary program for young non-violent offenders. Participants perform strenuous physical labor and exercise. Prison usually awaits those who cannot complete the program.. We refer to it as SAI, or Special Alternative Incarceration.

BUSINESS OFFICE: The office in each facility that handles prisoner mail, prisoner records, and other paperwork related to each facility.

CALL OUT/PASS/ITINERARY/DETAIL: Document given to prisoner detailing any required activity or movement, such as medical appointment.

Central Office: The office in Lansing that is the location of the leadership and administration of the Michigan Department of Correctionsleadership and administration office in Lansing.

CO Corrections Officer: This is the starting position in the hierarchy of custody and security staff.

Community Center: A residential program operated by the MDOC or contracted with the MDOC.. Located in cities throughout the state, they serve as transitional housing for persons leaving prison.

CONTINUANCE: See Flop.

Contraband is any item not allowed into the facility per policy and procedure. Illegal contraband refers to items that are illegal even outside the facility, such as marijuana. Legal contraband would include rope, which could be used in an escape.

Customs Staff: The staff in control of safety and security, including all corrections officers, sergeants, lieutenants, captains, or shift commanders, as well as RUMs and ARUSSs. Custody does not include the mailroom, record office, school, or mental and medical health staff.

DEPUTY WARDEN: Second in chain of command to the Warden.

DETENTION: A prisoner may receive a sentence of segregation if found guilty of serious misconduct.. It is a jail within a prison.

DIRECTOR: the head of the entire Department of Corrections. He or she is appointed by the Governor.

Prisoners use the DISBURSEMENT form to pay for various items they order from the store or approved vendors.. The prisoner's account receives the money.

The Early Release Date (ERD) represents the earliest possible release date for an individual on parole from prison. It is the minimum sentence minus any disciplinary credits earned.. People sentenced to prison after December 15, 2000, no longer receive any credits and must at least serve the minimum sentence imposed by the court.

FLOP refers to the Parole Board's decision to deny release to an individual who has reached the earliest release date or the end of a previous flop. Also called a continuance. The decision will specify the time before the prisoner is again considered for parole.

FOIA/The Freedom of Information Act: Any citizen may use the FOIA to request documents from any government department. The person requesting the documents will be subject to certain limitations and a fee. See MCL15.231.

Front Desk: Typically, this is the first place the public goes to any institution. A corrections officer staffs the front desk. This CO typically answers the facility's phone calls.

Passing the GED General Educational Development Programme is equivalent to earning a high school diploma. The law requires that prisoners have a high school diploma or GED before they are paroled. Exceptions are made for those unable to complete the program successfully.

GPS Global Positioning System: An individual on parole who must wear an ankle bracelet or tether can use this system to track their movements.

GRIEVANCE: A form completed by prisoners in response to a policy violation or inhumane living conditions.. There are three levels: Steps I, II, and III. Before a prisoner can file a lawsuit over that issue, they must complete all three steps, unless they "win."

HOUSING UNIT/BLOCK: Terms used by prisoners and staff identifying a housing unit within a particular prison. These may be identified by a number or a name, such as Four Block or Spruce Unit.

IEP - Individual Education Plan. A plan was developed by school staff outlining educational goals for prisoners with special education needs.

INDIGENT LOAN: If a prisoner has had less than \$10 in his or her account for at least 30 days, he or she can apply for a loan of \$10 per month to purchase mandatory items such as hygiene products. The amount will be collected upon receiving any money in his or her account.

Inspector: A staff member at each prison who is part of the administration and is responsible for investigating complaints, security concerns, and other issues within the prison.

JPAY LETTER: An electronic letter is sent to the prisoner via the website. Employees may read it.

KIOSK: A computer in the housing unit where prisoners submit store orders.

KITE: A prisoner sends a kite, a written request, to prison staff via institutional mail. You can request information, medical care, or other services.

LEGAL MAIL: EXPEDITED LEGAL MAIL FORM/LEGAL DISBURSEMENT: Mail sent to an attorney or court. Prisoners can use a form to send such correspondence more quickly than regular outgoing mail. If the prisoner lacks sufficient funds, they can borrow postage for legal mail, and we will collect the amount upon receiving any payment.

LOP/SSANCTION/TOP LOCK: If a prisoner is found guilty of misconduct, they may be placed on Loss of Privileges, a status that restricts their access to various privileges, including electronics. If the prisoner is on top lock status, they are unable to leave their cell during normal daytime activities, such as visiting the yard.

LT. - Lieutenant.

MAIL REJECTION: The prisoner and the sender receive a notice informing them that the institution has deemed the mail they received inappropriate. The prisoner can request a hearing to have the item(s) evaluated for appropriateness.

The Michigan Department of Corrections, also known as MDOC, is responsible for managing prisons, parole, and circuit court probation. It also has a limited monitoring role for jails in Michigan.

Medical Detail: A document issued by medical staff authorizes prisoners to use special medical accommodations or equipment that would otherwise be prohibited. Examples of such items include assignments to the bottom bunk, possession of a cane, crutches, a second pillow, or special shoes.

MISCONDUCT REPORT TICKET: A report authored by a member of the MDOC prisoner's staff an alleged violation of rules. There are three levels of misconduct, with the least serious receiving lighter punishment.

Notice of Intent (NOI): A written report informing the prisoner of an investigation or administrative hearing process dealing with items such as property, contraband, etc.

Non-contact visiting: - Visits at high security levels and at other levels if certain visitor restrictions have been imposed. These visits take place with a glass in between the individuals and by phones.

OBSERVATION CELL: - A cell where a prisoner is placed when staff believe they are unstable or have threatened to commit suicide or hurt themselves. Observation cells are sometimes also used when they have medical conditions where they need to be isolated.

Ombudsman's Office/Legislative Corrections Ombudsman: An office within the Legislative Service Bureau was created to investigate within the MDOC when serious and repetitive violations are brought to its attention. Generally, a prisoner must exhaust the grievance procedure before the Ombudsman can investigate. Corrections staff and the public may also file complaints with this office.

PAROLE: We refer to an individual's release before the end of their maximum sentence as parole. A parole agent supervises the individual in the community. It is important that the parolee follow all the rules set up by the parole board and the parole agent.

The Governor has appointed a ten-member board to consider whether to release prisoners serving an indeterminate sentence on parole, parole someone serving a probable life sentence, and recommend a commutation of natural life sentences. Three-panel members make regular parole decisions.

PAROLE GUIDELINES: A tool the Parole Board uses to determine the chance of parole (high, medium, or low). The tool calculates a score based on various factors, including the nature of the current offense, criminal history, property and assault risk screens, age, conduct, completed programming, and mental health. We calculate the score based on the prisoner's criminal and social history. This could influence whether a parole board member interviews a prisoner.

The PBF/IBF Prisoner Benefit Fund/Inmate Benefit Fund collects money from vending machines, a percentage of prisoner hobby craft sales, and various other sources to cover expenses that benefit prisoners, such as extra recreation equipment, cable television, etc. Staff and prisoner representatives make the decisions.

The PER Parole Eligibility Report: This report provides a brief description of the crime, prior parole history, institutional conduct (education, work, substance abuse programming, therapy, etc.), physical health, financial status, parole plans, and so on. The Parole Board uses this report as one of its tools when deciding whether to grant parole or deny someone.

PROBATION: A convicted individual may receive probation instead of or in addition to a jail or prison sentence. A probation agent will supervise him in the community. The probationer must adhere to all of the probation agent's rules.

PSI Pre-sentence Investigation Report: PSI Reports are created by a parole agent and include the agent's evaluation of the offender, the circumstances of the offense, the offender's personal and criminal history, and a sentencing recommendation. The victim may provide information about the crime's impact on their lives and express their opinions regarding the appropriate sentence. In the PSI Report, agents also score the sentencing guidelines and report that range to the court.

PSYCHIATRIC SERVICES: Woodland Center is the only facility providing mental health treatment exclusively. Special units within prisons or hospitals provide additional services. The levels of care range from CSI (counseling and intervention) to AC (acute care). They include OPT (outpatient mental health program), SSOTP (secure status outpatient mental health treatment program), ASRP (adaptive skills residential treatment program), and RTP (residential Treatment Program), SSRTP (Secure Status Residential Treatment Program), and CSP (Crisis). Stabilization Program), and RTS (Sub-acute/Rehabilitation Treatment Services). The micpr.org website lists the Department of Corrections Bureau of Health Care Services Mental Health Services Program under Documents.

A Qualified Mental Health Professional (QMHP) is a professional who is part of an interdisciplinary psychiatric treatment team.

QUARANTINE: The period a prisoner spends at a receiving facility when entering prison. See RG&C.

QUARTERMASTER/QUARTERMASTER KITE: A staff member who is responsible for issuing Prisoners' clothing and linens. Prisoners can fill out a request form requesting replacement items or different sizes.

The RG&C/RGC Reception and Guidance Center is the entry point into the system for men below the bridge. Male prisoners spend the first few weeks in the Reception and Guidance Center. Here, MDOC personnel check the person's education level, work skills, mental health, physical health, etc. They decide where to live and program the person. They may transport prisoners from the U.P. to Marquette as soon as possible and relocate them to RG&C in Jackson. Female prisoners go to Huron Valley Women's Facility.

Restitution is a court-ordered payment to the victim, or repayment of a debt to the MDOC or a court.

Ride Out/Ride In: When a prisoner leaves or arrives at a prison.

RTP Residential Treatment Program: Inpatient mental health treatment provided in a special unit within a prison or at Woodland Center Correctional Facility.

RUM Resident Unit Manager: This person is in charge of the housing unit and supervises the ARUS (or ARUSs, if there are more than one in a housing unit) and custody staff (the officers).

The RUM should be able to answer questions and help resolve problems. The RUM is just below the Assistant Deputy Warden (ADW) in the administrative chain of command.

The RWA provides a routine work assignment. The reception and guidance center often suggests giving individuals a routine work assignment. This implies assigning the individual to a prison job.

SAI Special Alternative Incarceration—See Boot Camp.

SCORESHEET: See Parole Guidelines.

SECUREPAK: A prisoner's family or friends may order food and other items in \$85 increments every quarter.. You can place this order online, via mail, or by phone.

Segregation is the housing that separates prisoners from the general population due to misconduct, safety, or security risks. People sometimes call it solitary, box, or hole.

SGT. - Sergeant.

SHAKEDOWN: This term refers to a search by a corrections officer of a prisoner or a prisoner's cell for contraband. It also encompasses the inspection of visitors and items entering the facility.

The SOAHR State Office of Administrative Hearings and Rules is responsible for formal hearings and rehearing petitions. Most of these hearings involve serious misconduct convictions.

Individuals convicted of criminal sexual conduct are required to participate in SOT/SOP Sex Offender Therapy/Program. It is designed to help them understand why the offense was committed, have some understanding of the victim's feelings, and learn how to avoid future offenses.

The SSOTP UNIT Secure Status Outpatient Treatment Program Unit is a segregation housing unit where Outpatient Treatment Program services are provided.

The SS RTP Unit Secure Status Residential Treatment Program is a segregation housing unit that provides residential (inpatient) Treatment Program services.

STORE: Prisoners can order selected food, hygiene products, etc. at a kiosk machine. The system deducts money from the prisoners' accounts and delivers items to the housing unit, typically once a week.

TETHER: An ankle-worn electronic device that tracks its wearer's movements. It is sometimes used to track a person who has been released from prison on parole.

VISITING ROOM: This is the facility area where persons on a prisoner's approved visitor list can visit with the prisoner during designated visiting days and hours.

VISITOR RESTRICTION refers to the limitations imposed on visitors or prisoners during their visits. Sometimes, these restrictions result from misconduct in the visiting room, and other times; they result from substance abuse misconduct that the prisoner has experienced. This can involve a complete ban on all visits or a restriction on only contact visits. It can be for a specified period of time or an indefinite period.

WARDEN: The head of administration is responsible for overseeing the prison. Sometimes, a warden heads more than one prison.

WARDEN'S FORUM: All elected Block Reps meet monthly with the Warden or Warden's designated representative to address concerns within the housing units and policy/procedure issues in the facility.