

ADVOCACY HANDBOOK



A GUIDE TO
HELPING LOVED ONES
IN GEORGIA PRISONS
5th Edition



© 2009
Southern Center for
Human Rights
83 Poplar St., NW
Atlanta, GA 30303
404-688-1202
www.schr.org



THE SOUTHERN CENTER FOR HUMAN RIGHTS

The Southern Center for Human Rights (SCHR) was created in 1976 to respond to the deplorable conditions in prisons and jails in the South and the United States Supreme Court's decision that year allowing the resumption of capital punishment. Since its creation, SCHR has been engaged in litigation, public education, advocacy, and work with other organizations and individuals to protect the civil and human rights of people prosecuted in the criminal courts – particularly those facing the death penalty – and confined in the prisons and jails of the South.



FAIRNESS FOR PRISONERS' FAMILIES

The Fairness for Prisoners' Families program has assisted the families and friends of Georgia prisoners become more effective advocates for their imprisoned loved ones; to discover their political power with state elected officials; and to develop themselves as social justice activists. One of the greatest benefits of the program is that people with imprisoned loved ones can meet others who are facing the same challenges, and see that they are not alone.

Currently, Fairness exists solely as an online tool which facilitates a discussion list for those who have loved ones incarcerated in Georgia. You can view the discussion list at: <http://groups.yahoo.com/group/fairness2families/>. If you are interested in subscribing to the discussion group, and have a loved one incarcerated in Georgia, e-mail: fairness2families-subscribe@yahoo.com.

TABLE OF CONTENTS

The Southern Center for Human Rights	3
Fairness for Prisoners’ Families	3
Introduction – Obstacles and Frustrations: The Georgia Department of Corrections.	6
Advocating for Your Imprisoned Loved One	
Chapter 1 – How to talk to staff at the Georgia Department of Corrections	9
Chapter 2 – Keeping records of every phone call, letter, and e-mail to the Georgia Department of Corrections	12
Chapter 3 – The GDC Chain of Command.	14
Chapter 4 – Non-medical questions or problems: Whom to call for what.	15
Chapter 5 – What to do if your phone calls, letters or e-mails aren’t returned or answered	19
Chapter 6 – Who to call and what to do about Health Care questions and concerns	20
Chapter 7 – The Office of Professional Standards: Staff Misconduct, Internal Affairs, and Special Investigations	24
Chapter 8 – Transfers: the process and what a prisoner has to do.	26
Chapter 9 – Standard operating procedures and how to find them.	28
APPENDIX A – Overview of the Georgia Department of Corrections	31
APPENDIX B – Directory of the Georgia Department of Corrections	37

INTRODUCTION

OBSTACLES AND FRUSTRATIONS: THE GEORGIA DEPARTMENT OF CORRECTIONS

When a loved one is sent to a state prison, many families automatically make plans for maintaining the relationship and nourishing their loved ones across prison walls. Since loving contact with family seems like an obvious method of rehabilitation, most families assume that the Georgia Department of Corrections (GDC) will actively support them and help them to maintain the ties.

It isn't long before many of these families discover a surprising truth: Not only does the GDC not encourage family relationships but it also has policies and procedures in place that make the family relationship very difficult to maintain. For many of these families staying in touch becomes impossible. Many live far away from their loved ones' prisons, and they don't have the money to fill a car with gas, pay for food and lodging, and drive five or six hours one way to get to visitation. These families can't afford to stay in touch by phone either. [The tolls are outrageous because the GDC makes millions of dollars from the prison phone contract it has signed with MCI. In fact, the GDC made \$13,148,214 in profit off the prison phones alone in fiscal year 2004.]

The struggle to stay connected to imprisoned loved ones is made harder by the GDC's failure to provide families with useful information. Prisoners are given a lengthy orientation and an Inmate Handbook as soon as they enter the state system. But nothing is given to the families. The GDC makes no effort to tell families and friends of prisoners the kind of things they need to know, nor do they tell the families where they can find the answers for themselves. Families have important questions, such as: What are the days and times for visitation? Can a family send in books? Who does the family call if there are questions or concerns about a loved one's medical care? Many families who call their loved ones' facilities to ask questions find the guards who answer the phones to be often rude, disrespectful people, who don't care to answer questions and don't bother to hide their annoyance at being asked. The unwillingness of the GDC to provide information to families at the start seems unreasonable.

Visitation is one of the most meaningful contacts families have with their imprisoned loved ones, yet it can be and has been a nightmare for many people. People who have come hundreds of miles are turned away for wearing the wrong shoes, or because their loved ones were transferred and the families were not notified. Some guards treat families the way they treat prisoners, with a dehumanizing and humiliating authority, as though families, too, are under their control. It is unacceptable to treat anyone, prisoner or family member, in this manner.

The importance of relationships between prisoners and their families cannot be overstated. Things don't always go the way they should in prison, and watchful family and friends are often the best protection a prisoner has from getting hurt or having a medical condition neglected.

But these relationships serve the GDC as well, because the involvement of families in prisoners' lives makes the prisons healthier and safer for prisoners and staff alike. Families and friends can hold prisoners accountable for their behavior while in prison, encouraging them to serve their time peacefully. Support from family can help motivate prisoners to do all they can to keep their minds active, and their hearts strong, and to grow as human beings.

The important, positive contributions of families to the GDC should be enough by itself for the GDC to promote solid relationships with families in every single one of its facilities. But if that isn't enough, the fact that prisoners' families contribute tens of millions of dollars to the operation of the GDC should earn families a real partnership with the agency. In fiscal year 2006, the GDC collected \$20,121,240 from prisoners and their families. This means that families pay the salaries of GDC staff not only through state taxes, but also through the prison phones, vending machines, "processing fees" for money orders, disciplinary report fees, medical fees, and the prison commissary.

In the past, prisoners' families have felt alone and have thought of themselves as powerless to make a difference in the system. But things are beginning to change. Families and friends of prisoners are demanding that their loved ones receive good care and useful programs. They are demanding that the GDC operate as like a tax-supported state agency should, and answer the concerns of its citizens. These views are being expressed not only to the GDC, but also to Georgia's governor, legislators, judges, the press, and the public at large.

The fact that there are over 600,000 people on prisoner visitation lists in Georgia clearly shows that prisoners' families can have a great deal of power if they raise their voices together. And that is starting to happen. Prisoners' families know the truth about Georgia's criminal justice system and aren't being quiet about it anymore. The over-reliance on prisons to address crime, the lack of substantive programs for rehabilitation, and the exploitation of prisoners and their families to generate profit are being challenged by prisoners' families all over Georgia. Prisoners' families are finding their power and their voice, and are calling the GDC and the state of Georgia to account for the care of the massive number of people in its prisons and jails.

Prisoners' families are leading a movement that seeks justice for all people. The Southern Center for Human Rights is proud to be a part of that effort.



**ADVOCATING FOR YOUR IMPRISONED
LOVED ONE**

CHAPTER 1

HOW TO TALK TO STAFF AT THE GEORGIA DEPARTMENT OF CORRECTIONS

When advocating for an imprisoned loved one, knowing how to talk to the GDC goes a long way toward getting what you need. Some GDC staff are rude and mean when families call with questions or problems. Others are not mean but will “shut down” if they feel put on the defensive. And there are others who are genuinely helpful and happy to be of service.

Being a good advocate for your loved one means knowing how to deal with GDC staff who need a little persuading to be helpful to you.

What to do if GDC staff ask who you are and why you want to know instead of answering your question:

Don't be afraid. You have done nothing wrong by asking a question.

It can be intimidating when guards or other GDC staff at the other end of the phone demand, “Who is this? Why do you want to know?,” as if there is something wrong or suspicious about simply asking questions.

Responses like that are probably from staff who are used to getting away with bullying and intimidating prisoners and families alike. But as more prisoners' families are coming together to raise their voices, the old way is on its way out. Some GDC staff just don't get it and keep trying to do it the old way.

Remember: You pay their salaries.

The GDC is a public agency supported by your tax dollars. The salaries of GDC are paid by you as a citizen, not to mention the revenue you generate for the GDC as a prisoner's family member. Every collect call you accept from your loved one, every money order you send to your loved one, and every drink you purchase from the vending machine during visitation is going to someone's paycheck.

You are entitled to ask anyone in the GDC any question you want without owing anyone an explanation.

You have earned the right to ask any question you want simply by being a tax-paying citizen. The fact that the GDC is accountable for the health and safety of your loved one gives you even more reason to ask questions.

Keep in mind that you are not alone.

The staff who respond to you in that rude, angry way most likely aren't used to being questioned by the public. But the GDC is being questioned more and more by the public, because prisoners' families are raising their voices and developing their strength as they organize to change the balance of power.

As a prisoner's family member, you are not alone anymore. There is a growing movement behind you, and it is getting bigger every day.

What to do when a GDC staff person demands to know who you are before answering your question:

Answer them in whatever way feels comfortable to you.

Either tell them exactly who you are, or tell them you are a tax-paying citizen who is asking a simple question of a state agency employee. Be polite and calm, but firm.

Tips for talking with GDC staff:

TIP 1: Wait to call the GDC until you're calm.

GDC staff tend to "tune out" when they hear anger or panic in a family member's voice. Our anger, frustration, and anxiety is righteous and legitimate, but if you call while still in the peak of those feelings, you will not be able to think as clearly or express what you want to say in the best way to get results.

TIP 2: Take a "Partners" approach.

- Even if you have *never* experienced anyone in the GDC responding to you as a willing "partner" when you've needed information or help, begin by assuming that the person you are calling wants to work with you. Open the conversation with, "I am calling in the hope that we can work together to solve this problem."
- Beginning the conversation this way is important for two reasons:
 - 1) It usually prevents the GDC staff person from starting off in a defensive position. This is important, because experience shows that when the GDC is on the defensive, it shuts down anything the family member may have to say.
 - 2) Sometimes the GDC staff person will rise to the occasion and behave as a partner in solving your problem.

TIP 3: If the person you called can't help you, ask who can.

- Don't give up. There is a decisionmaker who has the authority to solve your problem or the information to answer your questions.
- Keep asking, "Who can?" If the next person also says he or she can't help you, focus on staying calm and determined. You will find the right person if you keep at it.
- If you get the runaround: Stay focused on the fact that someone in the GDC has the authority to solve your problem or the information to answer your question.

TIP 4: THE MOST IMPORTANT THING OF ALL: Prepare for the conversation by writing down the most important points to make about the situation or problem.

- The details of the problems we want addressed are important. But if you start out with a lot of detail, the GDC staff person you're speaking with is much more likely to lose interest in what you are saying, as well as any willingness to help you.
- Experience has shown that if families boil down the issue to the most simple and important points, the chances of getting help increase.

How to boil down the facts for the best results:

- Make a list of every point you want to make, including every detail.
- Go through the list and cross off any point or detail that is not absolutely necessary to describing the situation and what you need to resolve it.

- Go through the list again. Cross off any point or detail that isn't absolutely necessary.
- Go back through the list again until you feel you've crossed off every point you possibly can and still describe the problem.
- When you call the GDC, stick to the "bare bones" points you wrote on your list.
- Wait until you are asked for more details before you give them. It will be tempting to go into all the details you left off your list in the first place, but don't!
- Stick with the question you've been asked.
- Despite the temptation, try not to use the questions as an opportunity to launch into the entire story with all its details. Doing so could lose the GDC staff person's attention. ***And you need his or her attention!***

Example of how to boil down the facts: Your husband is very sick and needs medical help:

Your imprisoned husband has a serious health problem with a very long history. In the past several years, he has gone back and forth to Augusta State Medical Prison (ASMP), but only when he was near death. The doctors at the prisons he's been in each say something different, and none have ever said the same thing as the doctor at ASMP. Finally your husband was transferred to a prison that seems to have been taking better care of his medical problem. He has been in relatively good health ever since. But now he's been transferred to a new facility and he hasn't been getting the treatments that seemed to be keeping him well. You could tell when you visited him for the past few weekends that he wasn't feeling well, but his requests to see a doctor have come to nothing. The doctor at the prison won't return your calls. Suddenly, you get a call from your husband's cellmate telling you that your husband is very ill, and that something has to be done.

How to boil it down: Anyone in this situation would feel desperate to get her husband immediate treatment and would do anything to communicate the urgency of the situation to the GDC official she finally reached. But to be most effective, she would want to cut out ***most*** of the details so that her list only had these points:

- Your husband is very, very ill, and is in immediate danger.
- He has a health problem that is severe and has lasted several years.
- His health has gotten very bad over the past few weeks, but he hasn't been able to see the doctor.
- You need help making sure he gets immediate medical attention.

The GDC official will need other details in order to fix the problem, and will ask for them. But begin the conversation just using the most important points.

CHAPTER 2

KEEPING RECORDS OF EVERY PHONE CALL, LETTER AND E-MAIL TO THE GEORGIA DEPARTMENT OF CORRECTIONS

Whenever you telephone the GDC or send the GDC a letter or e-mail, keep a record of it. Records like this may be very useful in the future, especially if you have had to make repeated phone calls, write multiple letters, or take your concerns up the chain of command.

Keeping records of phone calls with the GDC:

Before you call, write down specific questions to ask during the call and be sure to write down the answers you get.

Examples of good questions to ask:

- What steps will be taken to address this problem?
- When will such steps be taken?
- When can you expect to see results?
- What should you do if you do not see results in the promised time period?
- What follow-up measures will be taken to ensure results?
- When can you expect to speak again with the administrator about the problem?
- Who should you call next if the person you're talking to can't help you?
- What are the reasons the person you're talking to can't help you? (For example, does the person you're speaking with not have the authority to make the decision you need?)

Whenever you make a phone call to the GDC, write down:

- The date and time you made the call.
- The name of the person who answered the phone in the warden's office, the deputy warden's office, or the facility's central office.
- The answers to your questions.

If the person you spoke to was helpful, you can ask for him or her again if you have future problems. Or, if you have questions later about what that person told you, you will know whom to call back.

If you have to leave a message, write down:

- The time and date that you left the message.
- The name of the person who took the message.

- A summary of what you said in the message.
- The date and time your call was returned.
- Ask when you can expect to have your call returned and write it down.

If the person you need to speak with will be away two or more days:

- Ask for the name of the person who is next in command and how to reach him or her.

Keeping records of letters and e-mails:

- *Never* send your only copy of any document to the GDC. Make another copy first.
- If you send a letter, keep a dated copy in your records.
- If you send an e-mail, print it out and keep the hard copy for your records.
- When you get a letter from the GDC, write down the day you received it.
- When you get an e-mail from the GDC, print it out and keep the hard copy for your records.

CHAPTER 3

THE GDC CHAIN OF COMMAND

Unless you have an emergency, start at the bottom of the chain of command to solve the problem or get information. The chain of command at the GDC is similar to the chain of command in the military. At the bottom are the people with less rank or power. The higher one goes in the chain, the more power the person has.

What it means to “go up the chain of command,” and why you should do it:

Going up the chain of command means going to each person’s boss or supervisor.

For example, if you try to reach the Counselor, but he or she won’t call you back, you would contact the Chief Counselor, then the Deputy Warden of Care and Treatment, and so on, until you get an answer to your question or have the problem resolved.

Using the chain of command might help prevent GDC staff from getting defensive.

GDC staff at all levels are less likely to help you if they feel defensive. One thing that makes GDC staff defensive is when families call a staff member’s boss before trying to talk to that staff member directly.

Using the chain of command will pay off if you have to go high up to solve your problem.

If you go up the chain of command, you can say that you did everything you could to solve the problem by going to staff at the local level (in other words, at the prison). Otherwise, you may get the runaround and end up having to go up the chain anyway.

Overview of the chain of command at the GDC from the prison up:

The order of the GDC chain of command is:

- 1. Prisoner’s Counselor:** The first person to contact in solving a problem or asking a question.
- 2. Chief Counselor:** The Counselor’s boss. Call the Chief Counselor if you can’t reach the Counselor, the Counselor won’t call you back, or you disagree with the Counselor’s decision.
- 3. Deputy Wardens:** The “department heads” for the prison. They are the Deputy Warden for Care and Treatment, the Deputy Warden of Administration, and the Deputy Warden of Security. See below for which one to call for what problems.
- 4. Warden:** The “boss” at the prison who supervises all prison staff.
- 5. Assistant Facilities Division Director:** Part of the team in the Central Office in Atlanta which handles serious problems in prisons.
- 6. Facilities Division Director:** The “boss” of the Regional Directors and all staff in every prison.
- 7. Assistant Commissioner:** The second in command of the entire GDC.
- 8. Commissioner:** The “chief executive officer” of the entire GDC; the highest ranking person in the agency.

NOTE: There is a different chain of command for health care concerns. See page 21 of this Handbook for the chain of command for health care concerns.

CHAPTER 4

NON-MEDICAL QUESTIONS OR PROBLEMS: WHOM TO CALL FOR WHAT

To solve problems that are not emergencies or related to medical care, go up the chain of command, beginning with the Counselor. The role of each person in the chain of command is described below, as well as the specific problems each would address.

Counselor: The first person a prisoner or her family members should contact for non-emergency questions or concerns.

Call for almost any problem your loved one may have. The Counselor's role is to guide the prisoner when he or she first comes into the system, and throughout the prisoner's sentence.

The Counselor's job includes:

- Adding names to the prisoner's phone and visitation list.
- Providing stamps if the prisoner can't afford them.
- Lining up mental health treatment for the prisoner if he or she needs or wants it.
- Giving out grievance forms whenever the prisoner asks for one.

Call the Deputy Warden for Care and Treatment at the prison to find your loved one's Counselor.

Chief Counselor: The Chief Counselor is the highest ranking Counselor in the prison.

They supervise what each Counselor does. Call if the Counselor doesn't solve the problem or doesn't return your calls. To find the Chief Counselor, call the Deputy Warden for Care and Treatment.

Deputy Warden for Care and Treatment: Supervises the Chief Counselor and all other Counselors in the prison.

The Office of the Deputy Warden of Care and Treatment conducts programming and coordinates health care services. Call the Deputy Warden of Care and Treatment if you want to know about the programs offered at the prison.

The Deputy Warden of Care and Treatment may tell you to call the Inmate Care Concerns Coordinator (see page 31). But this is a good place to start. If you are unable to reach the Counselor or Chief Counselor, or if neither solves the problem, call the Deputy Warden for Care and Treatment.

Deputy Warden of Security: Supervises visitation.

Contact the Deputy Warden of Security about problems or questions about visitation, including rude or disrespectful treatment from an officer during visitation.

NOTE: If you are treated poorly during visitation, ask to see the Shift Supervisor right away. If your problem isn't resolved by the Shift Supervisor that day, call the Deputy Warden of Security on the next working day.

Deputy Warden of Administration: Supervises prisoner accounts and the mail room.

All questions about what you can send in the mail, and any problems with a person in prison getting his or her mail, should go to the Deputy Warden of Administration.

If your loved one has been transferred to a new prison, call the Deputy Warden of Administration for rules about packages to be sure they aren't different from the old prison. If your loved one has been transferred and is missing some of his or her personal items, call the Deputy Warden of Administration at the old prison and the new prison. The old prison may tell you to call the new prison, and the new prison may tell you to call the old prison. Count on calling both.

Warden: Highest ranking staff person in the prison, and is in charge of everything that happens there and of everyone who works there.

The best time to call the Warden is before 8:00 a.m. and after 1:00 p.m. Between 8:00 a.m. and 1:00 p.m., the Warden spends his or her time inspecting the dorms.

Contact the Warden:

- When you become aware of any EMERGENCY that threatens a prisoner's well-being.
- With safety concerns. When there is a family emergency.
- When there is a funeral in the family.
- With questions about a prisoner in segregation.
- About private issues.
- With any problems or questions not resolved by other staff.

Funeral: Compassionate Leaves are requested through the Warden. There is no automatic denial based solely upon the nature of the offense of which the prisoner was convicted. People with sex offense convictions and individuals serving life sentences must be approved by the Board of Pardons and Paroles in addition to the Warden. Keep in mind that institutional behavior is a large factor in the Warden's decision.

Contact the Warden when there is any type of emergency affecting your loved one's well-being including the following situations:

- You believe your loved one is being threatened by corrections officers or other people in prison.
- You believe that corrections officers or other staff have already harmed your imprisoned loved one through the use of too much force or other wrongdoing.
- You believe that your imprisoned loved one has been sexually assaulted or is in danger of being sexually assaulted by staff members or other prisoners.
- You believe that the mental health of your loved one puts his or her safety at risk.
- You have information about your loved one's personal situation which is putting your loved one at risk, and which you don't believe the Warden knows about the situation.

Additional reasons to call the Warden:

- There is a family emergency that your loved one needs to know about right away.
- You want permission for a prisoner to visit a terminally ill member of the immediate family or to attend the funeral of an immediate family member.
- You have questions about a loved one who is in “the hole” (segregation).
- There is a special issue that is private and you don’t want to tell all the people in the chain of command.
- No other staff in your loved one’s facility has answered your questions or solved your problem.
- You haven’t been able to reach the other staff in the chain of command or they haven’t returned your calls.
- When you are not sure who would be the proper person to contact at the facility about your concern.

Assistant Facilities Division Director and Facilities Division Director: In charge of everything that happens in every GDC facility in the state.

The Facilities Division takes care of daily operations of all the GDC facilities and the admission, classification, assignment, security, and care and treatment for all Georgia prisoners. Contact the Facilities Division Director and his or her assistant when there is any type of emergency that threatens your loved one’s well-being.

They may include:

- You are concerned that your imprisoned loved one is being threatened by corrections officers or other prisoners.
- You are concerned that corrections officers or other staff have harmed your imprisoned loved one through the use of too much force or other wrongdoing.
- You are concerned that your imprisoned loved one has been sexually assaulted or is in danger of being sexually assaulted by staff members or other prisoners.
- You are concerned that the mental health of your loved one puts his or her safety at risk.
- You are concerned that there is any other situation unknown to the Warden and his or her staff that is putting the safety of your imprisoned loved one at risk.

Additional reasons to contact the Assistant Facilities Division Director:

- There is a family emergency that your loved one needs to know about right away.
- There is a special issue that is private and you don’t want to tell all the people in the chain of command .
- The Warden has not answered your phone calls or letters.
- The Warden or his or her staff have been rude or indifferent in response to your concerns.
- The Warden has not answered your questions or solved your problem.
- When you are not sure who would be the proper person to contact about your concern.

Contact the Facilities Division Director and his or her assistant at:

Harris Hodges
Facilities Division, Director
2 Martin Luther King Jr. Drive
652 Twin Towers East, Suite 1566
Atlanta, GA 30334
404-656-2809

The Commissioner and his or her Assistant:

Assistant Commissioner

The Assistant Commissioner is appointed by the Commissioner and is second in command of the GDC. The Assistant Commissioner acts as the Commissioner and is in charge of commanding the GDC when the Commissioner is away.

Commissioner

The Commissioner is appointed by the Governor. He or she is the chief executive officer of the GDC and is responsible for the overall management, administration and operation of the agency through the Assistant Commissioner and other senior management staff.

The Commissioner and Assistant Commissioner can be contacted at:

Brian Owens/Derrick Schofield
Executive Office
2 Martin Luther King Drive
866 Twin Towers East
Atlanta, GA 30334
404-656-6002

NOTE: The Commissioner rarely gets involved in decisions that belong in the Facilities Division.

In general, the Assistant Commissioner and the Commissioner prefer to let the Facilities Division staff use its judgment to resolve problems with individual prisoners.

Issues or questions related to county camps, the prison phone system, and internal affairs:

County Camps

County Camps are facilities that are operated by the county, and which are paid by the state to house state prisoners. Because each County Camp has a contract with the GDC, County Camps are operated using the same standards, rules, and operating procedures that are used at state prisons.

For questions or concerns about prisoners in County Camps, contact:

State County Camp Supervisor, Jamie Anderson: 404-273-0816

Prison Phone System

For questions or concerns about the prison phone system, contact:

Phone System Management Specialist, Daniel Sumner: 404-463-6340

Internal Affairs (See page 25)

For questions or concerns about the prison phone system, contact:

Director of Professional Standards, Tom Fitnick: 404-656-6002

CHAPTER 5

WHAT TO DO IF YOUR PHONE CALLS, LETTERS OR E-MAILS AREN'T'S RETURNED OR ANSWERED

In public meetings with family members, GDC administrators have told families and friends of prisoners that if someone they've called in the GDC does not respond, they should move on to the next in command. If they still receive no satisfaction, families should contact the Facilities Director, or even the Commissioner. If your calls, letters, or e-mails aren't returned, don't give up. Nothing will change if we stop raising our voices.

If you left a phone message and haven't been called back:

Call back, and ask for the person who took your message.

If you don't remember the date you left the message or the name of the person who took it, just say that you left a message a day or two ago, and haven't been called back.

Tell the person the date you called, if you remember, and that you have not yet received a call back. If you are told again that the Warden or other administrator is still not available: Ask if there is anyone else who can assist you. If there is not, and you feel comfortable doing so, leave another message. If you do not want to leave another message, contact the next person in the chain of command.

If your letters or e-mails haven't been answered:

Call the office of the GDC staff person you sent the letter or e-mail to.

Explain to the person who answers the phone that you sent a letter or e-mail and haven't gotten a response. Tell the staff person when you mailed the letter or sent the e-mail.

Ask to have the problem resolved now.

If the person you sent the letter to is not there, and you're asked to leave a message, ask when you can expect to get a call back, and make a note of that in your records.

Go to the next person in the GDC chain of command if you are not able to reach the person you need:

As a general rule, if you don't have any luck reaching a staff member, continue up the chain of command, as described on page 15.

Remember – you are entitled to an answer:

The GDC is accountable to the public for the health and safety of every prisoner. Not only are you a prisoner's family member but you are also a member of the public who deserves an answer from this public agency.

You are a tax-paying member of the public. The taxes that come out of your paycheck go to the salaries of GDC staff, as well as the revenue you make for them with collect calls and vending machines.

CHAPTER 6

WHOM TO CALL AND WHAT TO DO ABOUT HEALTH CARE QUESTIONS AND CONCERNS

The medical care of imprisoned loved ones is one of the things families worry about most. It is also one of the most frustrating. Prison medical care is not the kind of care we would want for ourselves, and not what we want for our loved ones. It is also very hard to get information or to reach the people who have power to make medical decisions, or to change the medical treatment a loved one is getting.

The chain of command for health care issues:

1. **Health Services Administrator**
2. **Deputy Warden of Care and Treatment**
3. **Inmate Health Care Concerns Coordinator**
4. **Medical Director**
5. **Director of Health Care Services**
6. **Human Resources Division Director**

Health Services Administrator: Day-to-day business of health care at the prison.

For medical emergencies: Go directly to the Warden, the Director of Health Care Services, or the Human Resources Division Director (see below for contact information).

NOTE: Specific information about a prisoner's medical care, such as the results of blood work and other tests, will not be given to family members over the phone. The only way to get specific medical information is for a prisoner to give a signed release to the GDC, and then records are mailed. (See page 23 for information about the signed authorization).

The Health Services Administrator is not a physician and cannot change a prisoner's treatment plan or order a treatment plan.

- Call the office of the Deputy Warden of Care and Treatment to find out how to reach the Health Services Administrator at your loved one's prison.
- The Health Services Administrator can answer most questions about the medical care of the prisoners in that facility, such as the name of the prisoner's doctor and how to reach him or her.
- If you can't reach the Health Services Administrator, contact the Inmate Health Care Concerns Coordinator or the Director of Health Care Services (see below).

Keep in mind that the Health Services Administrator will not give out specific medical information regardless of whether there is a signed release from the prisoner.

Deputy Warden of Care and Treatment:

The Deputy Warden of Care and Treatment supervises the Counselors and is in charge of programming and health care services at the prison.

Inmate Health Care Concerns Coordinator:

The Inmate Health Care Concerns Coordinator is responsible for answering questions from families, attorneys, and other advocates about prisoners' health or medical treatments. *The Inmate Health Care Concerns Coordinator is not a physician and cannot change a prisoner's treatment plan or order a treatment plan.*

The Inmate Health Care Concerns Coordinator is Annette Anderson, 404-657-7588. Contact the Inmate Health Care Concerns Coordinator:

- In the event of an emergency.
- If you have questions about your loved one's treatment or if you want to reach your loved one's doctor.
- If you want to reach the Medical Director.

Keep in mind that the Inmate Health Care Concerns Coordinator will not give out specific medical information regardless of whether there is a signed release from the prisoner.

Medical Director:

The Medical Director is Dr. Michelle Morgan.

Since the Medical Director is usually in the field visiting GDC facilities, it is easiest to contact her through the Inmate Health Care Concerns Coordinator or the Director of Health Care Services.

Keep in mind that the Medical Director will not give out specific medical information, regardless of whether there is a signed release from the prisoner.

Director of Health Care Services: Supervises the Inmate Health Care Concerns Coordinator, the Inmate Health Care Concerns Coordinator, and the Medical Director.

They are in charge of all administrative aspects of delivering health care to prisoners in all GDC facilities, and can answer questions for families who have concerns about their loved ones' health care.

The Director of Health Care Services is not a physician and cannot change a prisoner's treatment plan or order a treatment plan.

The Director of Health Care Services is Allan Adams, 404-656-4601. Contact the Director of Health Care Services:

- In the event of an emergency.
- If you have questions about your loved one's treatment or if you want to reach your loved one's doctor.
- If you want to reach the Medical Director.
- If your loved one has been transferred and is not getting the medication or other treatment he or she was getting at the former prison.

Keep in mind that the Director of Health Care Services will not give out specific medical information regardless of whether there is a signed release from the prisoner.

Human Services Division Director: Supervises health care services at all GDC facilities.

The Human Resources Division Director is not a physician and cannot change a prisoners' treatment plan or order a treatment plan.

The Human Resources Division Director is Cindy Schweigart, 404-656-4603

Contact the Human Resources Division Director for emergencies or if you need further help after speaking with the Medical Director or the Director of Health Care Services.

Keep in mind that the Human Resources Division Director will not give out specific medical information regardless of whether there is a signed release from the prisoner. Families of prisoners can only get medical information about a loved one if the prisoner signs an authorization to release medical records.

GDC policy on releasing medical information to family members:

The release has to say which records the prisoner wants the family member to have.

For example:

- Blood test results from a certain period of time.
- Medication records from a certain period of time.
- Records pertaining to a particular surgery.

What to do to submit a medical release of information:

The prisoner writes and signs a release, and then gives it to his or her Counselor.

The Counselor gives the release to the prison's Health Services Administrator, who gives it to the office of the Deputy Warden of Care and Treatment, who makes copies of the records and sends them to the family member.

The release can be handwritten by the prisoner and go like this:

To whom it may concern:

I authorize the Georgia Department of Corrections to send my medical records about (for example: my medications over the last year; blood test results over the last two years; etc.) to:

[Family member's name]

[Family member's address]

[Family member's telephone number]

Signed,

[Prisoner's signature]

[Prisoner's name]

Families have to pay for their loved one's medical records.

Families are billed for the cost of making the copies and to pay for the staff time it takes to get the records together.

Families can only get their loved one's specific medical information through the mail.

Families cannot call the GDC and get specific medical information over the phone, even when a release has been signed by the prisoner. This is so for two reasons:

1. To protect the prisoner's privacy: There isn't any way for the GDC to verify if the person on the phone is really the person who was authorized to get the medical information.
2. The number of prisoners is too large for the GDC to handle family questions about medical care over the phone.

GDC policy on notifying families of a loved one's medical crisis:

The GDC won't contact prisoners' families about a medical crisis unless the prisoner is about to die.

Much of the time, a prisoner's family finds out that a loved one has an emergency medical problem only when another prisoner calls to tell them. This can be true even when a prisoner:

- Is facing emergency surgery.
- Has been seriously injured in an assault by guards or other prisoners.
- Has been seriously hurt in a fall or other accident.
- Is seriously or critically ill.

Families are not notified of a medical crisis even if the prisoner has turned in a signed authorization to release medical records.

The signed release only applies to records mailed to prisoners' families.

What to do if you learn that a loved one has a medical crisis:

- Call the prison and ask for the Health Services Administrator, the Deputy Warden for Care and Treatment, or the Warden.
- You should be able to find out how your loved one is doing and general information about what happened, but no specifics.
- If you have trouble getting information, contact the Director of Health Care Services at 404-656-4601.

GDC policy on treatments given or recommended by doctors in the free world:

GDC policy states that free world doctors are only consultants to the prison doctor, who is the prisoner's primary care physician and the only person who is authorized to make treatment decisions for all prisoners.

What this means:

- Instructions from free world doctors, both in offices and in hospitals, do not have to be followed by prison doctors if they don't think the instructions are necessary.
- Treatments a prisoner was getting in the free world do not have to be continued by prison doctors, if the prison doctor doesn't think the treatment is necessary.

CHAPTER 7

THE OFFICE OF PROFESSIONAL STANDARDS: STAFF MISCONDUCT, INTERNAL AFFAIRS, AND SPECIAL INVESTIGATIONS

The GDC Office of Professional Standards has three units that investigate allegations of staff misconduct. The branches are:

Inmate Affairs: Conducts the investigation when a prisoner appeals the decision made on a grievance.

Internal Affairs: Conducts investigations into serious incidents that are possibly the result of staff misconduct.

Examples:

- Guard brutality.
- Assaults by prisoners on prisoners that may have happened because of staff negligence.
- Accidents that may have resulted from staff non-compliance with standard operating procedures.

Special Investigations: Investigates allegations of staff sexual misconduct.

The Office of Internal Affairs does not discipline staff who are found guilty of misconduct. Instead, the information is passed along to other divisions, such as the Legal Division and the Human Resources Division for action.

How investigations are started:

Investigations by the Internal Affairs or Special Investigation units are usually initiated by prison officials (such as the Warden or Deputy Wardens) at the facility where the incident occurred. Investigations can also be initiated by a family member or other person outside the GDC.

Notifications to prisoners of investigation findings and actions:

Prisoners are notified of the end result of Special Investigations, but not of Internal Investigations. The number of complaints processed by the Internal Affairs Unit is so large that the staff is unable to notify every prisoner of every outcome.

How to find out the status of an investigation:

Family members can find out the status of an investigation:

- If the investigation has begun.
- If the investigation has been finished.
- Whether the allegations were substantiated and staff misconduct was found.

Family members may or may not be told details of the investigation, depending on the circumstances and the judgment of the Director and his or her staff.

To find out the status of an investigation, contact:

Tom Fitnick
Director of Professional Standards
2 Martin Luther King, Jr. Drive
Room 866, Twin Towers East
Atlanta, GA 30334
404-656-6002

CHAPTER 8

TRANSFERS: THE PROCESS AND WHAT A PRISONER HAS TO DO

For a prisoner to get a transfer to another prison, the prisoner has to start the process by requesting the transfer. Unless a prisoner is in danger, a family member cannot start the process to request a transfer.

Which prisoners are allowed to ask for a transfer:

To qualify for a transfer a prisoner must:

- Have been in his or her current facility for a year.
- Not have gotten any disciplinary reports (DRs) in the last six months.

The only reason a prisoner might get a transfer without those conditions is if he or she is in danger from being hurt by guards or other prisoners.

IF YOUR LOVED ONE IS IN DANGER, contact the Warden or Facilities Division Director for help. (See page 28 in this Handbook.)

Steps in the transfer request process:

STEP 1: The prisoner asks his or her Counselor for a transfer request form.

- The prisoner, not his or her family, must begin the process.

STEP 2: The Counselor decides if he or she will recommend a transfer for the prisoner.

- The Counselor does not have to give the prisoner a transfer request form if he or she doesn't think the prisoner should get a transfer.

STEP 3: If the Counselor decides to recommend the transfer, he or she gives the prisoner a transfer request form to fill out.

STEP 4: The Counselor gives the completed transfer request form to the Chief Counselor.

STEP 5: The Chief Counselor decides if he or she will recommend a transfer for the prisoner.

- If the Chief Counselor decides against recommending a transfer, the process stops and the request for a transfer is denied.
- If the Chief Counselor decides in favor of recommending a transfer, he or she takes the request to the prison's Classification Committee.

STEP 6: The Classification Committee decides if the prisoner's transfer should be recommended.

- If the Classification Committee decides against the prisoner's transfer, the process ends there and the transfer is denied.
- If the Classification Committee decides in favor of the prisoner's transfer, the transfer request is sent to the Prisoner Administration and Classification Department in Atlanta.

STEP 7: The Prisoner Administration and Classification Department looks at their own records for the prisoner, which might include material that the prison did not know.

STEP 8: The Prisoner Administration and Classification Department approves or denies the transfer.

To find out why the request was denied:

The reason is put in the prisoner's record. To find out the reason, the prisoner or his family must ask the Counselor or Chief Counselor why the request was denied.

There is no process for appealing the decision if the request is denied.

Questions and concerns should be directed to the Classification and Transfers Director, at 404-656-4987.

CHAPTER 9

STANDARD OPERATING PROCEDURES AND HOW TO FIND THEM

Many families and friends of Georgia prisoners who call the GDC to ask a question or express a concern are told that the treatment of their loved ones and themselves is a matter of the agency's standard operating procedures (SOPs). All GDC business is supposed to be done according to SOPs, which are the rules by which the GDC usually functions.

Families and friends of prisoners who question the procedure spelled out in an SOP will usually be told that the SOP is the final authority and is not open to discussion.

About standard operating procedures:

Each division in the GDC writes its own SOPs.

For example, all SOPs for prisons, county camps, boot camps, and other facilities are written by the Facilities Division. All procedures about employees, such as safety on the job or health benefits, are written by the Human Resources Division.

SOPs are not laws. It is *not* illegal for the GDC not to follow its own SOPs.

- The SOPs are meant to make the GDC run more smoothly, and can be ignored or changed at will if the person in charge thinks he or she has a good reason to do so.
- The GDC cannot be sued for not following its SOPs.
- There are no legal actions that can be taken against the GDC when it has not followed one of its SOPs.

The GDC has complete control over its SOPs and can re-write them at any time.

Since SOPs are written by the GDC itself, the GDC needs no outside authority to re-write any of its SOPs.

Local operating procedures (LOPs) come about when a Warden feels his or her facility would run more smoothly another way.

If a Warden feels that his or her facility has special circumstances that are not served by an SOP, he or she can request permission to develop an LOP.

Where to get SOPs:

To get a copy of an SOP, contact the Policies and Procedures Administrator in the GDC Legal Division by phone, mail, or e-mail at:

Policies and Procedures Administrator
Georgia Department of Corrections
2 Martin Luther King, Jr., Drive, SE
870 Twin Towers East
Atlanta, GA 30334
404-656-0893
info@dcor.state.ga.us

If you are not sure which SOP to request for your particular question, contact the Policies and Procedures Administrator at the above phone and address. The Policies and Procedures Administrator can help you figure out which SOP you need.

Where to get LOPs:

To get a copy of an LOP, contact the Warden at your loved one's facility. If your request is refused, contact the Policies and Procedures Administrator at 404-656-0893.

Contact the Policies and Procedures Administrator, Jim Allen at 404-656-0893 if:

- The SOP or LOP you get is hard to understand.
- The answer to your question isn't clear after you read the SOP or LOP.
- You have any other questions at all about an SOP or LOP .

How to write a Georgia Open Records Act request:

If you are told to make a Georgia Open Records Act request for the SOP or LOP you want, use the following format:

[Date]

*Policies and Procedures Administrator, Legal Division
Georgia Department of Corrections
2 Martin Luther King, Jr. Drive, SE
Atlanta, GA 30334*

To Whom It May Concern:

In compliance with the Georgia Open Records Act, I am writing to request a copy of the Georgia Department of Corrections Standard Operating Procedures that pertain to [insert your concern, such as visitation, sending packages to the prison, adding a person to an prisoner's phone list, etc.]. Please notify me immediately if there will be a charge for these documents.

Thank you,

[Your name, address, and phone number]



Before sending an SOP or LOP to your imprisoned loved one, check with the Warden of his or her facility to make sure that the SOP or LOP would not be considered contraband in the hands of a prisoner. Otherwise, your loved one could be punished for having that SOP or LOP!

http://www.dcor.state.ga.us/pdf/GDC_Inmate_Handbook.pdf

APPENDIX A

OVERVIEW OF THE GEORGIA DEPARTMENT OF CORRECTIONS

PLEASE NOTE:

The following materials have been reproduced from the GDC website. We have combined some of these materials or organized them differently for clarity and your convenience. You can find all these in their original form by going to www.dcor.state.ga.us.

AGENCY OVERVIEW

The Commissioner

Appointed by the Governor, the Commissioner serves as the chief executive of the Georgia Department of Corrections, responsible for the overall management, administration and operation of the agency through the Assistant Commissioner and other senior management staff.

Assistant Commissioner

The Assistant Commissioner serves as the Commissioner's appointed deputy, functioning as second in command of the department. The Assistant Commissioner assumes responsibility for the overall administration and operation of the agency in the Commissioner's absence or as directed by the Commissioner.

Confidential Secretary

The Confidential Secretary is the secretary and personal assistant to the Commissioner, handling departmental matters of a confidential, sensitive and policy-making nature.

Board Liaison

The Board Liaison provides administrative support and coordination for the 16 members of the Board of Corrections.

Director of Professional Standards

The Director of Professional Standards is responsible for monitoring and maintaining the internal integrity of the department in areas such as investigating employee misconduct and offender allegations of impropriety by department staff, including special investigative issues pertaining to female offenders.

Facilities Division Director

The Facilities Division Director manages the operations, activities and staff of the Facilities Division which is responsible for the admission, classification, assignment, security and care and treatment of Georgia's state prisoner population.

Probation Division Director

The Probation Division Director manages the operations, activities and staff of the Probation Division which supervises, monitors and provides services to probationers sentenced by the State and Superior Courts of Georgia.

Human Resources Division Director

The Human Resources Division Director oversees the operations, activities and staff of the Human Resources Division which is responsible for addressing the issues and administering the personnel and health resources component of the department.

Administration Division Director

The Administration Division Director oversees the operations, activities and staff of the Administration Division which is responsible for providing business and technical support to the entire department.

SECURITY LEVELS OF PRISONS AND PRISONERS

Security Level of Prisons

In Georgia, every prisoner is assigned to one of five levels of supervision during the diagnostic process. During the diagnostic evaluation, the prisoner's length of sentence, nature of crime, criminal history, sex offenses, detainees, escape history, history of violent behavior, medical/psychiatric status and drug/alcohol use are examined.

Level I

Transitional centers house work-release prisoners who have regular contact with the community. In fiscal year 1999, transitional center residents paid the state \$1,469,224 in room and board while working at a job and paying taxes. An average total of 700 residents stayed at these centers at any given time in fiscal year 1999. The transitional centers are:

Albany Transitional Center	Metro Transitional Center (Atlanta)
Atlanta Transitional Center	Savannah Transitional Center
Macon Transitional Center	

Level II

Primarily county-operated facilities, these prisons heavily emphasize work details. Over 3,700 state prisoners are incarcerated at county prisons, providing skilled labor to the communities. All county correctional institutions are Level II.

Level III/IV

Medium security prisoners perform work details and Correctional Industries operations both inside and outside the fence. Level III prisons focus upon particular work or program missions. The Level III and IV facilities are:

Baldwin State Prison	Dooly State Prison	Rivers State Prison
Bostick State Prison	Homerville State Prison	Rogers State Prison
Burruss CTC	Milan State Prison	Rutledge State Prison
Calhoun State Prison	Montgomery State Prison	Scott State Prison
Central State Prison	Putnam State Prison	Walker State Prison
Dodge State Prison		

Level V

The primary mission of this level prison is secure housing for prisoners with management problems in combination with inside-the-perimeter work details and programming.

Arrendale State Prison	Macon State Prison	Valdosta State Prison
Augusta SMP	Men's State Prison	Ware State Prison
Autry State Prison	Metro State Prison	Washington State Prison
Coastal State Prison	Phillips State Prison	Wayne State Prison
Hancock State Prison	Pulaski State Prison	West Central State Prison
Hays State Prison	Smith State Prison	Wilcox State Prison
Lee State Prison	Telfair State Prison	

Level V

Maximum security prisons are the most secure and restrictive facilities for prisoners who are escape risks, have a history of violence in prison, or were convicted of heinous crimes.

Georgia Diagnostic and Classification Prison

Georgia State Prison

(Arrendale State Prison, Augusta State Medical Prison, Hays State Prison and Metro State Prison also hold some maximum-security prisoners.)

Prisoners' Security Classification

In Georgia, every prisoner is assigned to one of five levels of supervision during the diagnostic process. During the diagnostic evaluation, the prisoner's length of sentence, nature of crime, criminal history, sex offenses, detainers, escape history, history of violent behavior, medical/psychiatric status and drug/alcohol use are examined. Once evaluated, the prisoner is classified to a particular security level. Over time, the prisoner may be reclassified at a lower (or higher) security level.

Maximum Security

Prisoners considered assaultive or dangerous, and those who pose a high escape risk, and/or have other serious problems are assigned to this category. Such prisoners require constant supervision by correctional officers and do not work outside the prison security fence. Prisoners under death sentence are classified as maximum security.

Close Security

Prisoners assigned to this level are escape risks and typically are rule violators. These prisoners have assaultive histories, and may have detainers for serious crimes on file. These prisoners require constant supervision by an armed correctional officer while working outside the security fence and require regular supervision when inside security boundaries. Prisoners must remain at this level for one year before being considered for reclassification. Medium Security.

Medium Security

Prisoners with no major adjustment or substance abuse problems still require constant supervision outside the perimeter fence and regular supervision inside the fence. Medium security prisoners must remain at this level for six months before being considered for reclassification.

Minimum Security

These prisoners have a pattern of abiding by prison rules and regulations. They present a minimal risk of escape and have been judged to be a minimal threat to the community. They are allowed to work in the community, yet are checked hourly while inside or outside the prison's perimeter security fence. Minimum security prisoners must remain at this level for three months prior to consideration for reclassification.

Trusty Security

An prisoner assigned to this category has proven to be trustworthy, has no adjustment problems, is cooperative, and has no current alcohol or drug addiction problems. Trusty prisoners on work details require occasional checks by staff members.

SECURITY LEVELS OF PRISONS AND PRISONERS

Capital Outlay (construction) Costs (Cost per bed)*

Medium security prison

½ dorms, ½ two-man cells

\$43,756

Close security prison

Mainly two-man cells

\$52,055

Maximum security prison

Mainly one-man cells

\$72,540

Operating Costs (per prisoner, per day/per year)

Average operating costs, all state prisons \$49.59/ \$18,100

Long-Term Facilities:

State Prisons (Close security and higher)** \$52.89/\$19,319

State Prisons (Medium security and lower) \$43.65/ 15,943

Short-Term Facilities:

Probation Detention Center *** \$46.11/\$16,830

Probation Boot Camps*** \$45.98/ \$16,784

Probation Diversion Centers (work release) *** \$53.47/\$19,516

Minus resident payments for room & board \$9.16/ \$3,343

Net cost to taxpayers \$44.31/ \$16,173

Transitional Centers (half-way houses) *** \$53.47/ \$19,516

Minus resident payments for room & board \$9.16/ \$3,343

Net cost to taxpayers \$44.31/ \$16,173

Transitional Centers (half-way houses) * \$44.92/\$16,397**

Minus resident payments for room & board \$5.31/\$1,938

Net cost to taxpayers \$39.61/ \$14,459

Community Supervision

Regular Probation Supervision \$1.43/ \$521

Intensive Probation Supervision \$3.62 /\$1,323

* Costs shown here for medium, close, and maximum security prisons are for illustrative purposes only. Every prison is unique. Costs might vary up or down depending on many factors, including the prison's capacity, the types of programs and services it offers, and the type of prisoner it is designed to house.

** "Close security and higher" includes maximum and close security prisons, women's prisons, and diagnostic centers.

*** Short-term facilities, including probation detention centers and boot camps, detention centers, and diversion centers, turn over their populations two or three or more times a year. Therefore, the cost for an individual offender will only be a fraction of the "per year" cost. In addition, diversion and transition center residents contribute part of their salary to their own upkeep, further reducing costs to taxpayers.

APPENDIX B

DIRECTORY OF THE GEORGIA DEPARTMENT OF CORRECTIONS

Administrative Offices

Facilities Division :

Director
2 Martin Luther King Jr. Dr.
652 Twin Towers East
Atlanta, GA. 30334
(404) 656-2809

Legal Office:

General Counsel: Bill Amideo
(404) 656-0962
Supervising Council: Mark Guzzi
(404) 651-5761

Administration Division:

Diane Bell, Director
(404) 651-6997
2 Martin Luther King, Jr. Dr.
1054 Twin Towers East
Atlanta, GA. 30334

Executive Office:

Commissioner: James Donald
Assistant Commissioner: Brian Owens
2 Martin Luther King, Jr. Dr.
866 Twin Towers East
Atlanta, Ga. 30334
(404) 656-6002

Policies and Procedures Administrator: Jim Allen

(404) 656-0893
2 Martin Luther King, Jr. Dr,
870 Twin Towers East
Atlanta, GA. 30334

Human Resources Division:

Cindy Schweigart
(404) 656- 4603
2 Martin Luther King Drive
Twin Tower East
Atlanta, GA 30334

Prison Boot Camps and Probation Boot Camps

Baldwin BC
P. O. Box 218
Hardwick, GA 31034
(478) 445-5218

Hays BC
P. O. Box 668
Trion, GA 30753
(706) 857-0400

Scott BC
P. O. Box 417
Hardwick, GA 31034
(478) 445-5375

Burruss BC
P. O. Box 5849
Forsyth, GA 21029
(478) 994-7511

Montgomery BC
P. O. Box 256
Mt. Vernon, GA 30445
(912) 583-3600

West Georgia BC
P.O. Box 690
Bremen, GA 30110
(478) 445-5375

County Camps

Athens/Clarke CCI
2825 County Farm Rd.
Athens, GA 30610
(706) 613-3400

Bulloch CCI
17301 U.S. 301 North
Statesboro, GA 30458
(912) 764-6217

Clayton CCI
P. O. Box 309
11420 S.L.R. Blvd.
Lovejoy, GA 30250
(770) 473-5777

Augusta/Richmond CCI
2314 Tobacco Road
Augusta, GA 30906
(706) 798-5572

Carroll Co. Prison
96 Horsley Mill Road
Carrollton, GA 30117
(770) 830-5905

Colquitt Co. Prison
P. O. Box 339
2010 County Farm Rd.
Moultrie, GA 31776
(229) 616-7490

Coweta Co. Prison
101 Selt Road
Newnan, GA 30263
(770) 254-3723

Decatur CCI
1153 Airport Rd.
Bainbridge, GA 31717
(229) 248-3035

Effingham Co. Prison
P. O. Box 235
Springfield, GA 31329
(912) 754-2108

Floyd Co. Prison
329 Black Bluff Rd., SW
Rome, GA 30161
(706) 236-2494

Gwinnett CCI
750 High Hope Rd.
Lawrenceville, GA 30043
(678) 407-6000

Hall CCI
1694 Barber Road
Gainesville, GA 30507
(770) 536-3672

Harris CCI
9982 GA Hwy. 116
Hamilton, GA 31811
(706) 628-4959

Jackson CCI
255 Curtis Spence Drive
Jefferson, GA 30549
(706) 367-5287

Jefferson CCI
1159 Clarks Mill Rd.
Louisville, GA 30434
(478) 625-7230

Mitchell CCI
4838 Hwy. 37 East
Camilla, GA 31730
(229) 336-2045

Muscogee Co. Prison
7175 Sacredote Lane
Columbus, GA 31907
(706) 561-3220

Screven CCI
P. O. Box 377
Sylvania, GA 30467
(912) 863-4555

Spalding CCI
1515B Williamson Road
Griffin, GA 30224
(770) 467-4760

Stewart CCI
P. O. Box 157
Lumpkin, GA 31815
(229) 838-4385

Sumter CCI
P. O. Box 484
Americus, GA 31709
(229) 928-4583

Terrell CCI
3110 Albany Hwy.
Dawson, GA 31742
(229) 995-5381

Thomas Co. Prison
116 Joiner Road
Thomasville, GA 31757
(229) 226-4394

Troup CCI
2508 Hamilton Road
LaGrange, GA 30240
(706) 883-1720

Diversion Centers

Albany DC
P. O. Box 50188
Albany, GA 31703
(229) 430-4306

Alcovy DC
P. O. Box 1600
Monroe, GA 30655
(770) 207-4171

Athens DC
P. O. Box 1229
Athens, GA 30603
(706) 542-8628

Augusta DC
P. O. Box 5706
Augusta, GA 30906
(706) 771-4763

Clayton DC
P. O. Box 2283
Forest Park, GA 30298
(404) 363-7680

Cobb DC
831 North Cobb Pkwy.
Marietta, GA 30062
(770) 528-5300

Columbus DC
3900 Schatulga Rd.
Columbus, Ga. 31907
(706) 568-2167

Gainesville DC
1002 Aviation Blvd.
Gainesville, Ga. 30501
(770) 535-5723

Gateway DC
1102 Sylvan Rd.
Atlanta, Ga. 30310
(404) 756-4600

Griffin DC
P. O. Box 1086
Griffin, GA 30224
(770) 229-3327

Helms DC
1275 Constitution Rd.
Atlanta, GA 30316
(404) 624-2413

Macon DC
200 Henry Street
Macon, GA 31206
(478) 751-6197

Rome DC
Northwest Regional Hospital
1305 Redmond Rd.,
Bldg. 206
Rome, GA 30161
(706) 295-6418

Savannah DC
1303 E. President St.
Savannah, GA 31404
(912) 651-2733

Thomasville DC
P. O. Box 980
Thomasville, GA 31799
(229) 225-4025

Tommy M. Rouse DC
P. O. Box 759
Waycross, GA 31502
(912) 285-6028

Probation Detention Centers

Bacon PDC
P.O. Box 904
Alma, GA 31510
(912) 632-8157

Bleckley PDC
P.O. Box 519
179 Jac Arts Rd.
Cochran, GA 31014
(478) 934-3303

Central PDC
P. O. Box 190
Cadwell, GA 31009
(478) 689-4750

Colwell PDC
797 Beasley Street
Blairsville, GA 30512
(706) 745-3610

I. W. Davis PDC
P. O. Box 730
Jefferson, GA 30549
(706) 367-1732

Davissboro Women's PDC
P. O. Box 128
Davisboro, GA 31018
(478) 348-2348

Emanuel Co. PDC
P. O. Box 1430
Twin City, GA 30471
(478) 763-2400

Emanuel PDC-Swainsboro Unit
714 Gumlog Rd.
Swainsboro, GA 30401
(478) 289-2746
J. C. Larmore PDC
P. O. Box 491419
College Park, GA 30349
(770) 306-6942

Virgil W. McEver, Jr. PDC
P. O. Box 1480
2100 King's Chapel Rd.
Perry, GA 31069
(478) 988-7024

Northwest PDC
1030 W. GIRRARD STREET
CEDARTOWN, GA 30125
(770) 749-2300

Patten PDC
P. O. Box 278
Lakeland, GA 31635
(229) 482-8241

Paulding Co. PDC
1295 Industrial Blvd. N.
DALLAS, GA 30132
(770) 443-7807

Rockdale-DeKalb PDC
2165 Chambers Drive
CONYERS, GA 30012
(770) 388-5777

Scott PDC
P.O. Box 417
HARDWICK, GA 31034
(478) 445-1920

Smith PDC
P.O. Box 726
GLENVILE, GA 31034
(912) 654-5000

Southeast PDC
P. O. Box 869
CLAXTON, GA 30417
(229) 739-1911

Southwest PDC
P. O. Box 3188
MOULTRIE, GA 31776
(912) 891-7180

Terrell Co. PDC
P. O. Box 779
DAWSON, GA.
(229) 995-6701

Treutlon PDC
P.O. Box 707
SOPERTON, GA 30457
(912) 529-6760

West Central PDC
P.O.Box 589
ZEBULON, GA 30295
(770) 567-0531

Western PDC
P. O. Box 2250
BUTLER, GA 31006
(478) 862-5851

Whitworth PDC
P. O. Box 769
HARTWELL, GA 30643
(706) 856-2601

Women's PDC
P. O. Box 920
CLAXTON, GA 30417
(912) 739-0716

Field Probation Centers

Adel PO
208 N. Parrish Avenue
ADEL, GA 31620
(229) 896-7525

Albany PO
P. O. Box 822
ALBANY, GA 31702
(229) 430-4182

Americus PO
P. O. Box 226
AMERICUS, GA 31709
(229) 931-2537

Appling PO
P. O. Box 344
APPLING, GA 30802
(706) 541-0033

Athens PO
P. O. Box 1146
ATHENS, GA 30605
(706) 369-6000

Atlanta-Central PO
353 Parkway Dr.
ATLANTA, GA 30312
(404) 463-4333

Atlanta PO
160 Pryor Street
Room JG-54
Atlanta, GA 30335
(404) 656-4600

Atlanta North PO
7741 Roswell Road
North Annex Bldg.
Suite 213
Atlanta, GA 30350
(404) 656-4600

Atlanta PO
(Court Services)
160 Pryor Street, JG-54
Atlanta, GA 30335
(404) 656-4600

Atlanta PO (Trnsfr.)
160 Pryor Street, JG-54
Atlanta, GA 30335
(404) 656-4315

Atlanta PO
(Pgms/IPS)
Atlanta West Business Ctr
Bldg. 100 - Suite 107
3201 Atlanta Industrial Pkwy.
Atlanta, GA 30331
(404) 505-0133

Atlanta South PO1
2565 Jolly Road
Suite 200
College Park, GA 30349
(404) 559-6661

Atlanta South PO2
(Annex)
5600 Stonewall Tell Rd.
Suite 224
College Park, GA 30349
(404) 306-6933

Atlanta West PO
2001 MLK Jr. Dr., Ste. 412
Atlanta, GA 30310
(404) 756-4432

Augusta PO
901 Greene Street
Augusta, GA 30901
(706) 721-8002
Bainbridge PO
P. O. Box 1044
Bainbridge, GA 31718
(229) 248-2671

Baxley PO
P. O. Box 898
Baxley, GA 31513
(912) 366-1063

Blairsville PO
Box 7
185 Wellborne St.
Blairsville, GA 30512
(706) 745-2824

Blakely PO
P. O. Box 772
Blakely, GA 31723
(229) 723-4277

Blue Ridge PO
990 E. Main St., Ste. 9
Blue Ridge, GA 30513
(706) 632-2149

Brunswick PO
P. O. Box 178
Brunswick, GA 31521
(912) 262-3065

Buchanan PO
P. O. Box 156
Buchanan, GA 30113
(770) 646-3810

Cairo PO
P. O. Box 149
Cairo, GA 31728
(229) 377-5347

Calhoun PO
P. O. Box 294
Calhoun, GA 30703
(229) 624-1414

Camilla PO
P. O. Box 342
Camilla, GA 31730
(912) 522-3572

Canton PO
P. O. Box 448
Canton, GA 30114
(770) 479-2602

Carnesville PO
P. O. Box 371
Carnesville, GA 30521
(706) 384-4343

Carrollton PO
205 Tanner Street, Ste. B
Carrollton, GA 30117
(770) 836-6704

Cartersville PO
P. O. Box 771
Cartersville, GA 30120
(770) 387-3780

Cedartown PO
P. O. Box 1771
Cedartown, GA 30125
(770) 749-2206

Clarkesville PO
P. O. Box 2556
Clarkesville, GA 30523
(706) 754-9315

Claxton PO
P. O. Box 26
Claxton, GA 30417
(912) 739-9612

Clayton PO
25 Courthouse Square,
Suite 109
Clayton, GA 30525
(706) 782-4727

Cleveland PO
59 South Main St., Ste. J
Cleveland, GA 30528
(706) 865-7361

Columbus PO
P. O. Box 2337
Columbus, GA 31902
(706) 649-7484

Conyers PO
P. O. Box 473
Conyers, GA 30012
(770) 388-5011

Cordele PO
1304 South Seventh St.
Cordele, GA 31015
(229) 276-2346

Covington PO
P. O. Box 348
Covington, GA 30015
(770) 784-2110

Cumming PO
310 Tribble Gap Road
Cumming, GA 30040
(770) 781-2170

Cuthbert PO
P. O. Box 365
Cuthbert, GA 31740
(229) 732-2123

Dahlonega PO
163 Tipton Drive
Dahlonega, GA 30533
(706) 867-2929

Dallas PO
P. O. Box 82
Dallas, GA 30132
(770) 443-7861

Dalton PO
P. O. Box 747
Dalton, GA 30722-
(706) 272-2306

Danielsville PO
P. O. Box 392
Danielsville, GA 30633
(706) 795-3845

Darien PO
P. O. Box 1238
Darien, GA 31305
(912) 437-6669

Dawson PO
P. O. Box 387
Dawson, GA 31742
(229) 995-6459

DeKalb Central PO
(Admin. & Court
Services)
547 Church St., 1st Fl.
Decatur, GA 30030
(404) 370-5113

DeKalb North PO
LaVista Office Park
2187 Northlake Parkway
Bldg. 9, Room 23
Tucker, GA 30084
(770) 414-3670

DeKalb Central Case
Management
(Programs)
547 Church St.
2nd Floor
Decatur, GA 30030
(404) 370-5114
Donalsonville PO
P. O. Box 245
Donalsonville, GA 31745
(229) 524-2836

Douglas PO
P. O. Box 1051
Douglas, GA 31534
(912) 389-4431

Douglasville PO
8723 Hospital Dr., Ste. 1
Douglasville, GA 30134
(770) 489-3070

Dublin PO
P. O. Box 2012, CSS
Dublin, GA 31040
(478) 275-6637

Eastman PO
P. O. Box 4234
Eastman, GA 31023
(478) 374-6501

Eatonton PO
P. O. Box 4223
Eatonton, GA 31024
(706) 485-5304

Elberton PO
P.O. Drawer 725
Elberton, GA 30635
(706) 213-2032

Ellijay PO
368 Craig St., Ste. 103
East Ellijay, GA 30539
(706) 635-5125

Fayetteville PO
135-A Bradford Square
Fayetteville, GA 30215
(770) 460-2730

Fitzgerald PO
P. O. Box 1168
Fitzgerald, GA 31750
(229) 426-5234

Fort Valley PO
P. O. Box 754
Fort Valley, GA 31030
(478) 825-3136

Gainesville PO
P. O. Box 2436
Gainesville, GA 30503
(770) 535-5710

Gray PO
P. O. Box 753
Gray, GA 31032
(478) 986-6611

Greensboro PO
P. O. Box 282
Greensboro, GA 30642
(706) 453-7131

Greenville PO
P. O. Box 582
Greenville, GA 30222
(706) 672-4971

Griffin PO
1435 N. Expressway
Spalding Corners
Suite 302
Griffin, GA 30223
(770) 229-3132

Hartwell PO
P. O. Box 715
Hartwell, GA 30643
(706) 856-2711

Hazelhurst PO
P. O. Box 1066
Hazelhurst, GA 31539
(912) 375-4441

Hinesville PO
P. O. Box 94
Hinesville, GA 31310
(912) 370-2571

Homer PO
P. O. Box 426
Homer, GA 30547
(706) 677-6228

Homerville PO
110 Court Square
Homerville, GA 31634
(912) 487-2777

Jackson PO
45 Keys Ferry Street
McDonough, GA 30253
(770) 954-2004

Jasper PO
37 Court Street
Jasper, GA 30143
(706) 692-4805

Jesup PO
P. O. Box 272
Jesup, GA 31598
(912) 427-5894

LaFayette PO
114 East Patton Street
LaFayette, GA 30728
(706) 638-5531

LaGrange PO
Rear 206 Ridley Avenue
LaGrange, GA 30240
(706) 845-4125

Lakeland PO
P. O. Box 366
Lakeland, GA 31635
(229) 482-3303

Lawrenceville PO
P. O. Box 1305
Lawrenceville, GA 30046
(770) 339-2222

Lawrenceville PO
595 Old Norcross Road
Suite D
Lawrenceville, GA 30045
(770) 339-5120

Louisville PO
P. O. Box 706
Louisville, GA 30434
(478) 625-3648

Lyons PO
P. O. Box 658
Lyons, GA 30436
(912) 526-8311

Macon PO
200 Third Street
Macon, GA 31201
(478) 751-6092

Marietta PO
P. O. Box 910
Marietta, GA 30061
(770) 528-7950

Marietta PO
(suboffice)
2275 Northwest Pkwy.
Suite 170
Marietta, GA 30067
(770) 916-2115

Marietta PO
(North)
130 South Park Square
Marietta, GA 30061
(770) 528-4923

McDonough PO
45 Keys Ferry Street
McDonough, GA 30253
(770) 954-2004

Moultrie PO
P. O. Box 1214
Moultrie, GA 31776
(229) 891-7270

Nashville PO
111 South Davis Street
Berrien Co. Building
Nashville, GA 31639
(229) 686-9329

Newnan PO
51-B Perry Street
Newnan, GA 30263
(770) 254-7204

Millen PO
P. O. Box 486
Millen, GA 30442
(478) 982-2050

Morrow PO
1331 Citizens Pkwy.
Suite 201
Morrow, GA 30260
(770) 960-4100

Oglethorpe PO
P. O. Box 372
Oglethorpe, GA 31068
(478) 472-3591

Perry PO
1010 Ball Street
Perry, GA 31069
(478) 988-6750

Soperton PO
P. O. Box 262
Soperton, GA 30457
(912) 529-6283
Springfield PO
P. O. Box 820
Springfield, GA 31329
(912) 754-3257

Statesboro PO
P. O. Box 238
Statesboro, GA 30459
(912) 871-1119

Savannah PO
P. O. Box 9504
Savannah, GA 31412
(912) 651-2204

Thomson PO
P. O. Box 337
Thomson, GA 30824
(706) 595-7404

Watkinsville PO
P. O. Box 92
Watkinsville, GA 30677
(706) 769-3959

Swainsboro PO
P. O. Drawer S
Swainsboro, GA 30401
(478) 289-2602

Tifton PO
P. O. Box 2006
Tifton, GA 31793
(229) 386-3503

Waycross PO
P. O. Box 819
Waycross, GA 31502
(912) 287-6536

Sylvania PO
655 Frontage Rd. East
Sylvania, GA 30467
(229) 564-7382

Toccoa PO
115-B West Doyle St.
Toccoa, GA 30577
(706) 282-4570

Waynesboro PO
P. O. Box 89
Waynesboro, GA 30830
(912) 437-6849

Sylvester PO
P. O. Box 876
Sylvester, GA 31791
(229) 777-2183

Valdosta PO
P. O. Box 6
Valdosta, GA 31603
(229) 333-5274

Winder PO
22 Lee Street
Winder, GA 30680
(770) 307-3065

Thomaston PO
113-B East County Road
Thomaston, GA 30286
(706) 646-6000

Warner Robins PO
281-D Carl Vinson Pkwy.
Warner Robins, GA 31088
(478) 929-6832

Woodbine PO
P. O. Box 400
Woodbine, Ga. 31569
(912) 576-5998

Thomasville PO
P. O. Box 1602
Thomasville, GA 31792
(229) 225-4021

Washington PO
P. O. Box 867
Washington, GA 30673
(706) 678-2373

Private Prisons

Coffee Correctional Institution
(Corrections Corp. of America)
1153 North Liberty St.
Nichols, GA 31554
(912) 345-5058

D. Ray James State Prison
(Cornell Corrections)
Highway 252
Folkston, GA 31537
(912) 496-6242

Wheeler Correctional Institute
(Corrections Corp. of America)
1100 North Broad St.
Alamo, GA 30411
(912) 568-1731

State Prisons

Lee Arrendale
State Prison
P. O. Box 709
Alto, GA 30510
(706) 776-4700

Augusta State
Medical Prison
3001 Gordon Highway
Grovetown, GA 30813
(706) 855-4700

Autry State Prison
P. O. Box 648
Pelham, GA 31779
(229) 294-2940

Baldwin State Prison
P. O. Box 218
Hardwick, GA 31034
(478) 445-5218

Bostick State Prison
P. O. Box 1700
Hardwick, GA 31034
(478) 445-4623

Burruss CTC
P. O. Box 5849
Forsyth, GA 31029
(478) 994-7511

Calhoun State Prison
P. O. Box 249
Morgan, GA 31766
(229) 849-5000

Central State Prison
4600 Fulton Mill Road
Macon, GA 31208
(478) 471-2906
Coastal State Prison
P. O. Box 7150
Garden City, GA 31418
(912) 965-6330

Dodge State Prison
P. O. Box 276
Chester, GA 31012
(478) 358-7200

Dooly State Prison
P. O. Box 750
Unadilla, GA 31091
(478) 627-2000

Georgia Diagnostic and Classification Prison
P. O. Box 3877
Jackson, GA 30233
(770) 504-2000

Georgia State Prison
200 GA Hwy. 147
Reidsville, GA 30453
(912) 557-7301

Hancock State Prison
P. O. Box 339
Sparta, GA 31087
(706) 444-1000

Hays State Prison
P. O. Box 668
Trion, GA 30753
(706) 857-0400

Homerville State Prison
P. O. Box 337
Homerville, GA 31634
(912) 487-3052

Johnson State Prison
P. O. Box 344
Wrightsville, Ga. 31096
(478) 864-4100

Lee State Prison
153 Pinewood Dr.
Leesburg, GA 31763
(229) 759-6453

Macon State Prison
P. O. Box 426
Oglethorpe, GA 31068
(478) 472-3400

Men's State Prison
P. O. Box 396
Hardwick, GA 31034
(478) 445-4702

Metro State Prison
1301 Constitution Road
Atlanta, GA 30316
(404) 624-2200

Milan State Prison
P. O. Box 410
Milan, GA 31060
(229) 362-4900

Montgomery State Prison
P. O. Box 256
Mt. Vernon, GA 30445
(912) 583-3600

Phillips State Prison
2989 W. Rock Quarry Rd
Buford, GA 30519
(770) 932-4500

Pulaski State Prison
P. O. Box 839
Hawkinsville, GA 31036
(478) 783-6000

Putnam State Prison
P. O. Box 3970
Eatonton, GA 31024
(706) 484-2900

Rivers State Prison
P. O. Box 1500
Hardwick, GA 31034
(478) 445-4591

Rogers State Prison
200 Rogers Road
Reidsville, GA 30453
(912) 557-7771

Rutledge State Prison
P. O. Box 8409
Columbus, GA 31908
(706) 568-2340

Scott State Prison
P. O. Box 417
Hardwick, GA 31034
(478) 445-5375

Smith State Prison
P. O. Box 726
Glennville, GA 30427
(912) 654-5000

Telfair State Prison
P. O. Box 549
Helena, GA 31037
(229) 868-7721

Valdosta State Prison
P. O. Box 310
Valdosta, GA 31603
(229) 333-7900

Walker State Prison
P. O. Box 98
Rock Springs, GA 30739
(706) 764-3600

Ware State Prison
3620 Harris Road
Waycross, GA 31501
(912) 285-6400

Washington State Prison
P. O. Box 206
13262 Hwy. 24E
Davisboro, GA 31018
(478) 348-5814

Wayne State Prison
1007 Shed Road
Odum, GA 31555
(912) 586-2244

West Central State Prison
P. O. Box 589
Zebulon, GA 30295
(770) 567-0531

Wilcox State Prison
P. O. Box 397
Abbeville, GA 31001
(229) 4

Transitional Centers

Albany TC
304 N. Washington St.
Albany, GA 31701
(229) 430-3888

Atlanta TC
332 Ponce de Leon Ave., NE
Atlanta, GA 30308
(404) 206-5075

Augusta TC
601 Taylor Street
Augusta, GA 30901
(706) 721-1650

Coastal TC
309 Styles Avenue
Savannah, GA 31415
(912) 651-0900

Clayton TC
242 Falcon Drive
Forest Park, GA 30297
(404) 675-1528

LaGrange TC
P.O. Box 1309
LaGrange, GA 30210
(706) 845-4018

Macon TC
1100 Second Street
Macon, GA 31201
(478) 751-6090

Metro Women's TC
1303 Constitution Road
Atlanta, GA 30316
(404) 624-2380

Savannah Men's TC
1250 E. Presidents Street
Savannah, GA 31404
(912) 651-6372

Savannah Women's TC
439 East Broad Street
Savannah, GA 31401
(912) 651-2268