



ACTION ALERT! Preserve Incarcerated People's Access to Mail!

The Arizona Department of Corrections recently announced an upcoming change to how it will process mail sent to incarcerated people. The department will now go through an out-of-state third-party company that will digitally scan people's mail and then deliver the scan to their tablet. In other words, incarcerated people will never be able to hold or touch the actual letters or cards sent to them by friends and family.

For inmates without tablets or experiencing device malfunctions, prisons will provide access to digital kiosks (where available) or print mail in black and white.

This policy is set to go into effect **December 15, 2025**.

The policy is reportedly in response to incarcerated people receiving drug-soaked paper. In November of 2025, several incarcerated women had to be hospitalized due to exposure to drugs in this way.

Tell Governor Hobbs that prisoner mail is a lifeline that should not be taken away!

The department of corrections falls under the authority of the Executive Branch. Governor Hobbs should use her authority to halt this harmful policy and require ADCRR to find a better option.

Office of the Governor
1700 W. Washington St.
Phoenix, AZ 85007
602-542- 4331
engage@az.gov

Talking Points:

Gov. Hobbs, I/we have significant concerns about this policy and urge its reconsideration:

- 1. Privacy Risks** – Personal correspondence will be processed by a private out-of-state contractor, raising concerns about data misuse and lack of Arizona oversight.

2. Emotional Harm – Physical mail provides tangible connection that supports mental health and rehabilitation. Research links physical correspondence to reduced recidivism and better post-release outcomes.

3. Access Inequality – Many inmates lack functioning tablets, and not all facilities have kiosks. Device failures can leave people isolated for months with no reliable alternative access.

4. Unproven Security Claims – No transparent Arizona-specific data shows physical mail as a major contraband source. Nationwide studies indicate contraband primarily enters through staff, not family letters.

5. Scanning Quality Issues – Based on federal prison experience, digital scans are often cut off, misaligned, or incomplete. Photos become blurred, and words at page edges may not reproduce.

6. More cost effective alternatives: Prison units could be equipped with highly efficient scanners that detect the presence of drugs in paper for about \$4,000-8,000 per machine. Corrections has not publicly released the cost of the contract with the facility in Dallas, TX that will scan mail, but it is likely that the costs are comparable and would resolve the concerns expressed above.

7. Human Dignity – The right to send and receive mail is constitutionally protected and represents a fundamental human connection.

We request Arizona pause this policy, release transparent data on tablet access and contraband incidents, publish privacy policies for digitized mail, and preserve access to physical correspondence.