

OUR MISSION:

To foster higher levels of communication and transparency to local, state, and federal external stakeholders, providing adequate resources and referrals to inmate families or advocates, delivered by team members who are committed to addressing individual and systemic concerns (trends) through positive resolution while advising and highlighting agency needs for improvement and desired outcomes.

Support Coordinators serve as a liaison among Central Office, Regional Office, institution employees, and families, or the organizations that advocate for them. We aim to address inquiries, refer allegations of misconduct for investigation, and resolve concerns. We believe it is necessary to keep families, advocacy organizations, and the general public informed of agency announcements, updates, and reentry opportunities.

EMPLOYEE WELLNESS:

Support Coordinators support and promote employee wellness, as we believe a supportive workplace culture is the first step in providing safe, secure, and humane environments for staff and inmates. Support Coordinators collaborate with employees, their families, and stakeholders to enhance trust, provide support, and promote integrity.

SUPPORT COORDINATOR PROGRAM

Reentry Services Division

CONTACT US

Federal Bureau of Prisons
www.BOP.gov
BOP-RSD-SupportAndAdvocacy-S@bop.gov

WHAT WE DO:



PROVIDE INFORMATION.

PROVIDE TECHNICAL
ASSISTANCE

MAINTAIN A CONFIDENTIAL REPORTING
SYSTEM.

REFER ALLEGATIONS OF MISCONDUCT.

WHAT WE DON'T DO:



INVESTIGATE.

REPLACE INSTITUTION
STAFF.

DEMONSTRATE BIAS.

REPLACE THE ADMINISTRATIVE
REMEDY PROCESS.

INCARCERATED INDIVIDUALS:

Support Coordinators (SCs) provide an impartial means for those in our custody to express concerns regarding the fair, safe, and rehabilitative environment of the Bureau of Prisons (Bureau). SCs provide support to the offender population via information and technical assistance, maintaining a secure electronic mailbox, receipt and forwarding complaints/allegations of employee misconduct, and promoting a positive culture within the Bureau.

FAMILIES:

Support Coordinators are a communication liaison between the Bureau of Prisons and family members/loved ones of incarcerated individuals. Support Coordinators will respond to concerns raised by family members/loved ones regarding the health, safety, and well-being of inmates. Communication with family members will be accomplished through email (bop.gov public webpage), telephone calls, and U.S. Mail.

EXTERNAL STAKEHOLDERS:

Support Coordinators actively pursue relationships with public and private stakeholders to develop resource networks. These networks in turn support the seamless reintegration of those in our care and custody. We engage in and build external stakeholder relationships with local, regional, and central office employees.

TRANSPARENCY:

Support Coordinators assist in building transparency within the Bureau of Prisons, leveraging our incarcerated population, families, advocacy groups, external stakeholders, and employees.

Support Coordinators are generalists, who compile and collect data and identify trends from internal/external resources. We provide recommendations, technical or direct assistance, and referrals regarding critical concerns to all levels within the Bureau.