

# ***NEW MEXICO CORRECTIONS DEPARTMENT***



## ***OFFENDER FAMILY GUIDEBOOK***



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## STATE OF NEW MEXICO CORRECTIONS DEPARTMENT

The New Mexico Corrections Department staff created this guide as an aide to families and friends of those involved in the state's criminal justice system.

The Mission of the New Mexico Corrections Department is to provide a balanced system approach to corrections from incarceration to community-based supervision with training, education, programs and services that provide opportunities for incarcerated people to transition to communities.

Department Web Page <http://cd.nm.gov/index.html>

Family & Constituent Services [CDFamilySrvcs@state.nm.us](mailto:CDFamilySrvcs@state.nm.us)

Phone: 505-827-8710

This hand book was developed as a collaborative effort with input from prison, parole, and administrative staff. Our friends at **Family Justice** in New York City and the **Reentry is Relational Diagonal Work Group** were fundamental to the development of this publication. The information in this handbook does not override New Mexico Corrections Department Policies and Procedures or the laws of the State of New Mexico. Any opinions, findings, and recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the New Mexico Corrections Department.

The revisions contained in this book update information that has changed since the original version.

This handbook was developed to give families and friends of offenders a general understanding of the Adult Corrections system in New Mexico. The New Mexico Corrections Department realizes incarceration is a life changing event, not only for the offender but also for their family and friends separated by incarceration. For the families and friends of inmates this time of separation is sometimes referred to as “doing time on the out- side.” To those unfamiliar with the correctional system, prison may seem like a different world with a new language and new customs to learn. At times the different vocabulary and strict security regulations may seem overwhelming. We hope this handbook will answer as many of your questions as possible and serve as a guide to make this difficult time easier.

Please remember that our highest priority is the safety and success of your loved one. During his or her time in prison and on probation or parole we are working very hard to help them find the best way to succeed. We hope that you will partner with us as we strive to help each offender return home successfully.

***Please Note:*** *This handbook is provided for informational purposes only and is subject to change without notice at any time. Any changes in the Department’s policies and procedures, prison rules, State or other laws override the contents of this handbook.*

# Frequently Asked Questions

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***Q: Where is my friend/family member being housed? How can I get in touch with them?***

A: You can look up your friend/family member on the Corrections Department database by visiting our website (<http://cd.nm.gov/index.html>). On the right hand side of the screen you will see a link for Offender Search. You may search by name, offender number, or NMCD number. Abbreviations for prison facilities are listed on page 3 of this guide. You may also contact the Family and Constituent Services at (505) 827-8710.

***Q: How can I get my friend/family member transferred to a different prison?***

A: It is difficult to transfer inmates based solely on being closer to their families because space is limited. Inmates are assigned to facilities based on their custody level, safety and security issues, and space availability. Some inmates find it easier to separate from their families while they are in prison. Inmates can request transfer through a committee hearing; however, the request may not be approved for a number of reasons including; if the inmate has recently broken prison rules or received a disciplinary report. Transfer requests will only be granted based on documented hardships and space availability.

Women can only be housed at Grants or Springer, the only adult female prisons in New Mexico.

***Q: When will my friend/family member be released?***

A: Your friend or family member usually knows what this date is, but if you feel sufficient information is not being provided you may contact the Family and Constituent Services at (505) 827-8710.

***Q: My friend/family member is not receiving proper medical care; what can I do?***

You may contact the Health Services Bureau at (505) 827-8628. Please know in compliance with privacy laws, NMCD is unable provide any offender health and/or mental health information without a current, signed, and witnessed or notarized release from the offender authorizing the release of the information.

***Q: My visits have been suspended. How do I get them back?***

A: You may appeal the decision following the procedure set forth in policy CD-100201.

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Please follow all rules of the New Mexico Corrections Department as instructed at all times. Security procedures are not meant to make keeping in touch with your loved one more difficult or to invade your privacy; they are intended to keep prisons safe for inmates, visitors and staff.

Certain rules and regulations may vary from prison to prison because of the different security levels within the corrections system. Please contact the prison facility where your loved one is housed for specific information. The addresses and telephone numbers for each prison facility are listed on the next page.

If you do not have access to the internet and need further assistance, you may call the New Mexico Corrections Department's Constituent & Family Services at 505-827-8710.

# Prison Locations & Contact Information:

New Mexico Corrections Department  
Central Administration Office  
P.O. Box 27116  
Santa Fe, NM 87502-0116  
Phone: (505) 827-8645  
Fax: (505) 827-8801

## Prison Facilities

### **Central New Mexico Correctional Facility**

Level I  
3201 Highway 314 SW Los Lunas, NM 87031  
Phone: (505) 865-2728

Level II  
1525 Morris Rd.  
P.O. Drawer 1328  
Los Lunas, NM 87031-1328  
Phone: (505) 383-3359

Main  
1525 Morris Rd.  
P.O. Drawer 1328  
Los Lunas, NM 87031-1328  
Phone: (505) 383-3325 RDC  
1525 Morris Rd.  
P.O. Drawer 1328  
Los Lunas, NM 87031-1328  
Phone: (505) 866-8508

### **Guadalupe County Correctional Facility**

South Highway 54, Exit 3B  
P.O. Box 520  
Santa Rosa, NM 88435  
Phone: (575) 472-1001

### **Lea County Correctional Facility**

6900 W. Millen Drive Hobbs, NM 88244  
Phone: (575) 392-4055

### **Northeast New Mexico Detention Facility**

185 Dr. Michael Jenkins Rd  
P.O. Box 626 Clayton, NM 88415  
Phone: (575) 374-4005

### **Northwest New Mexico Correctional Facility**

1700 East Old Highway 66  
P.O. Box 800 Grants, NM 87020  
Phone: (505) 287-2941

### **Otero County Prison Facility**

10 McGregor Range Road  
Chaparral, NM 88081  
Phone: (575) 824-4884

### **Penitentiary of New Mexico**

4311 State Highway 14  
Santa Fe, NM 87508-1530  
P.O. Box 1059  
Santa Fe, NM 87504-1059  
Phone: (505) 827-8201

### **Roswell Correctional Center**

578 W. Chickasaw Rd. Hagerman, NM 88232  
Phone (575) 625-3100

### **Southern New Mexico Correctional Facility**

1983 Joe R. Silva Blvd.  
Las Cruces, NM 88004-0639  
Phone: (575) 523-3200

### **Springer Women's Facility**

201 Highway 468  
P.O. Box 10 Springer, NM 87747  
Phone: (575) 483-3100

### **Western New Mexico Correctional Facility**

(Women's)  
2111 North Lobo Canyon Rd.  
PO Drawer 250 Grants, NM 87020  
Phone: (505) 876-8300

## Common Abbreviations

CO	Corrections Officer
D&E	Diagnostic & Evaluation
LTCU	Long Term Care Unit
MHTC	Mental Health Treatment Center
NMCD	New Mexico Corrections Department
PO	Probation or Parole Officer
PPD	Probation & Parole Department
PRD	Projected Release Date
RDC	Reception & Diagnostic Center
TCU	Therapeutic Community Unit

## Prison Facility Abbreviations

CNMCF	Central New Mexico Correctional Facility
GCCF	Guadalupe County Correctional Facility
LCCF	Lea County Correctional Facility
NENMDF	Northeast New Mexico Detention Facility
NNMCF	Northwest New Mexico Correctional Facility
OCPF	Otero County Prison Facility
PNM	Penitentiary of New Mexico
RCC	Roswell Correctional Center
SWF	Springer Women's Facility
SNMCF	Southern New Mexico Correctional Facility
WNMCF	Western New Mexico Correctional Facility

<b>Classification</b>	Method for determining custody level and programming needs.
<b>Commissary</b>	Items an inmate can purchase through an ordering process including food, other consumables and items not regularly provided, stationery supplies, clothing, phone time, postage etc.
<b>Concurrent Sentences</b>	If an offender has committed more than one crime and/or has more than one sentence, the court may decide that the sentences can be served at the same time. For example a person sentenced to serve two sentences of two years each concurrently will only serve two years.
<b>Consecutive Sentences</b>	If an offender has committed more than one crime and/or has more than one sentence, the court may decide that the sentences will be served separately, meaning that one sentence must end before the other can begin. For example, a person sentenced to serve two sentences of two years each consecutively must serve four years.
<b>Contraband</b>	Items not approved by the prison facility or by the terms and conditions of probation/parole. Also refers to approved items that have been altered or exceed the allowed limit.
<b>Convicted</b>	Term used when a person has been found guilty of a crime in a court of law.
<b>Custody Level</b>	The level in which inmate is housed based on the crime committed, length of sentence, criminal history, and behavior. These levels are assigned to maintain public and prison safety. Lower levels receive more privileges than higher levels. Privileges include visitation, phone time, commissary, and recreation time.
<b>Detainer</b>	A warrant issued against a person already in prison that notifies the holding authority of the intention of another jurisdiction to take custody of the individual when he or she is released.
<b>Discharge</b>	Occurs when an inmate completes his or her full sentence in prison and is released without community supervision.
<b>Disciplinary Action</b>	Action taken against an inmate who has been found guilty of breaking Institutional Rules. Actions taken can include change in custody, loss of privileges, loss of good time, and/or segregation.
<b>Disciplinary Hearing</b>	A hearing held before the Disciplinary Hearing Officer at the end of a Disciplinary Investigation in order to give an inmate due process before Disciplinary Action is taken.
<b>Felony</b>	A crime that is considered more severe for which greater punishments are imposed than for lesser crimes called misdemeanors i.e., armed robbery, aggravated assault, murder.
<b>Field Visit</b>	A visit made to a probationer/parolee's home by the Probation/Parole Officer to ensure that the individual lives at that address and the living conditions are acceptable.
<b>General Population</b>	Custody population consisting of levels one through four where inmates spend the majority of their time in the presence of other inmates rather than in segregation.
<b>Geriatric Unit</b>	A housing unit set aside for inmates 65 years and older, especially those sentenced to life in prison.
<b>Good Time</b>	System of sentence calculation in which an individual is credited a set amount of time toward the completion of his or her sentence for participation in approved programs, performing acts of heroism, or good conduct.
<b>Grievance</b>	A written complaint made by an offender or an appeal regarding a decision or action

<b>Housing Unit</b>	Area of the prison where inmates sleep, keep their property, and spend free time; sometimes called a "pod".
<b>Immediate Family Member</b>	An inmate's legal spouse, natural parents, adoptive parents, stepparents, Foster parents, grandparents, brothers, sisters, natural children, adopted children, stepchildren, or grandchildren. Does not include aunts, uncles, cousins, or common-law relations.
<b>Incarcerate</b>	To put someone in prison.
<b>In-House Parole (IHP)</b>	Probation or parole time served inside the prison when the parole plan is not approved for release to probation or parole supervision.
<b>Inmate</b>	Somebody who is confined to a prison
<b>Institutional Assignment</b>	A paid job that an inmate is assigned to do that helps the prison facility to operate.
<b>Institutional Rules</b>	Rules established for the safety and order of a prison facility. These rules are not laws; however, breaking them still requires disciplinary action.
<b>Intensive Supervision Unit</b>	A highly structured, concentrated form of probation and parole supervision with strict reporting requirements and an increased emphasis on probationer/parolee monitoring, including after hours field/home visits by Probation and Parole Officers.
<b>Life Sentence</b>	Sentence issued for severe crimes meaning the remainder of the person's life will be spent in prison. In New Mexico, a life sentence is 30 years.
<b>Lock Down</b>	Occurs when the security of a prison is compromised. All inmates must remain in their housing units and no one is allowed to enter or leave the prison facility.
<b>Long-Term Care Unit (LTCU)</b>	28 bed hospital for inmates who require long term medical care.
<b>Lump Sum Award (LSA)</b>	A portion of good time given for extraordinary acts and/or conduct. Inmates can earn this time through heroic acts to save life or property or completing a lump sum approved program.
<b>Mental Health Treatment Center (MHTC)</b>	104 bed in-patient mental hospital for the treatment of inmates with severe mental disabilities.
<b>Misdemeanor</b>	a crime less serious than a felony and resulting in a less severe punishment
<b>Offender</b>	Somebody who violate a law or code of conduct
<b>Parole</b>	A conditional release from prison that allows a person to serve the rest of his or her sentence in the community after serving a portion of the sentence in prison. If conditions of parole are not met the person may be returned to prison to complete his or her sentence.
<b>Parole Board</b>	An independent board of professionals appointed by the Governor, who review parole plans, holds parole hearings, and parole revocation hearings. This board sets parole conditions.
<b>Parole Conditions</b>	Requirements that a parolee must meet while on parole in order to finish his/her sentence in the community rather than in prison.
<b>Parole Plan</b>	A plan created before a parolee is released from prison that outlines where parolee will live, his or her connection to the community he or she will release to, what conditions must be met to remain on parole, and what treatment or services the parolee may need in the community. The plan is created by Corrections Department staff and the parolee during a Reentry Committee meeting, reviewed and then approved or disapproved by the Parole Board.

<b>Policy</b>	A statement that gives direction to Corrections Department administrators, staff, and inmates and sets standards and expectations. Written rules that govern Corrections Department operations.
<b>Probation</b>	A sentence ordered by the court allowing the offender to remain in the community under the supervision of the Court through the guidance of a Probation Officer. Conditions are set by the court that the person must meet. If he or she does not follow the conditions he or she may be sent to prison or jail to finish the sentence.
<b>Probation/Parole Violation</b>	Occurs when probationer/parolee does not follow the conditions set by the court or the Parole Board and the Probation/Parole Officer recommends that the individual be sent to jail and/or prison.
<b>Processing</b>	When an inmate first comes to prison, the first few weeks are spent determining his or her strengths, goals, risks, needs, and history. A custody level and housing assignment are given at this time.
<b>Programming Assignments</b>	Required courses and services assigned to meet an inmate's needs such as education classes, mental health treatment, and substance abuse groups.
<b>Projected Release Date (PRD)</b>	The estimated date of release based on how much time the inmate has earned or will earn. This date is subject to change based on the inmate's behavior and completion of institutional and programming assignments
<b>Protective Custody (PC)</b>	When inmate is assigned to a high custody level and isolated from other inmates for his or her own protection. Protective custody is used to separate and protect inmates with enemies and/or inmates who act as informants.
<b>Reception and Diagnostic Center (RDC)</b>	Location for processing a person who comes to prison. Upon incarceration an offenders first few weeks are in RDC.
<b>Inmate</b>	Term used to refer to any person who is housed at a prison facility.
<b>Restitution</b>	Required payments that are ordered by the court to be paid by an offender to his or her victim(s).
<b>Restrictive Housing Unit (RHU)</b>	Designated location within a prison intended for Separation of an individual or group from the general population.
<b>Security Risk</b>	Any possible danger to the general public, prison staff, or inmates.
<b>Segregation</b>	Separation of an individual or group from the general population in order to maintain safety and order as determined by security and classification staff.
<b>Suspended Sentence</b>	A sentence ordered by the court that is inactive as long as set conditions are being met. The sentence may become active at any time if conditions are not being met.
<b>Therapeutic Community Unit (TCU)</b>	An in-patient addiction treatment program available to inmates in New Mexico prisons.
<b>Victim</b>	The person a crime is committed against. Victim can also mean a family member if the actual victim is a minor or is dead.
<b>Victim's Services</b>	Office of the Corrections Department that works with crime victims and their families.
<b>Warden</b>	The official within a prison who is in charge of all the prison's operations, staff and inmates. The Warden is the final authority on most decisions.

## The Level System And Good Time

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The New Mexico Correctional System has a multi-level classification structure with minimum security custody at Level 1 to medium security custody at levels 3 and 4. Higher custody programs for inmates requiring special management like those in *Predatory Behavior Management Program (PBMP)*; a behavioral based program for inmates requiring enhanced supervision are also available.

When a person first reports to prison he or she is sent to the Reception and Diagnostic Center (RDC) for processing, approximately the first three to six weeks are spent at RDC where assessments are conducted to help place the person at the right prison facility. The RDC for men is in Los Lunas, NM at the Central New Mexico Correctional Facility. The RDC unit for women is located within the New Mexico Women's Correctional Facility in Grants, NM. Incoming inmates are isolated from the general population and are issued uniforms that distinguish them as new arrivals.

Once the new arrival's identification has been verified, the intake process begins. Inmates are evaluated for strengths, medical, mental health, and substance abuse issues; given an educational assessment; finger printed; and photographed. Classification staff completes an initial custody scoring form based on violence, current conviction, escape history, prior felony convictions, and severity of prior convictions, alcohol/drug abuse, current age and gang membership in the past ten years. All of the information is reviewed and points are given that determine the custody level and facility assignment.

Once new arrivals are classified they are sent to the prison facility that has space and matches their custody level. Inmates may be transferred at any time during their prison term to any location based on their conduct, rehabilitation or treatment needs, or the department's needs.

The time your loved one spends in prison will only be applied to his or her sentence if he or she is actively participating in available programming. While in prison, he or she must "earn good time" by observing the rules and making an effort toward self-improvement. Depending on when your loved one was convicted, the law that governs how much good time he or she can earn will vary from 4 to 30 days per month.

Inmates earn their good time by participating in institutional and program assignments. They are compensated a small amount for their time in addition to the good time that they earn. Institutional assignments involve prison facility upkeep and cleanliness while programming assignments deal with self-improvement in such areas as education, mental health, substance abuse treatment, and faith.

Inmate's wages are placed in an account assigned to the inmate after restitution, ordered fees, child support, and savings have been deducted. Funds sent to the inmate (money orders only by approved visitors) are also deposited in this account. Each inmate may access his or her account to purchase items from the commissary or take care of other needs. Money cannot be transferred to another inmate.

All inmates have access to medical and mental health care. Staff is also expected to treat inmates fairly, with courtesy and respect. If an inmate feels he or she has been treated unfairly by department staff, he or she may file a grievance.

Inmates are required to follow a set of rules for personal conduct. If they violate the rules, a disciplinary report is filed and an investigation is conducted. If the inmate is found guilty in a disciplinary hearing, he or she will have to answer for misconduct. Consequences range from loss of privileges to further criminal charges.

Your loved one needs your support and love during this trying time in his or her life. He or she also needs to give as much support as possible to you. The Corrections Department understands how important it is for you to see your loved one and to maintain strong ties. We encourage you to write letters or visit to your loved one. Please be mindful, there are a variety of restrictions in place regarding inmate correspondence, including searching mail for contraband or prohibited items. This is done to ensure the safety of prisons for inmates, staff and visitors. We want your visit to be as comfortable and safe as possible.

To ensure your safety, your loved one's safety, and the safety of staff, there are rules and procedures that must be followed. It is important to remember that visitation is a privilege and can be restricted for inmates who break prison rules and/or visitors who break visitation rules. Rules for visitors are posted in all reception areas and are included in this book.

## **What do I need to do to visit my loved one?**

In order for you to visit, your loved one must request that you be added to his or her approved visitor list. When the request is made a Visitor Application for Visiting Privileges Form (CD-100201.1) will be mailed to you. The questionnaire must be filled out completely and accurately for every person requested, regardless of age or relationship. You will also receive a copy of the visitation rules. Once returned, the application will be reviewed and approved or denied based on visiting guidelines. These forms are also available on our website under the Policies /Programs.

Depending on your loved one's security level, he or she may have visiting limitations such as the type of visit and the number of visitors allowed. Visitation is a privilege that may be taken away if rules are broken by your loved one or by you. It is important to follow rules and avoid bringing in items that are not allowed in the prison.

## **Visitor Rules**

When you come to visit please bring a picture ID. This applies to anyone 16 years or older who is coming to visit. The following can be used as ID:

- **Driver's license from any state**
- **Immigration card picture ID**
- **State issued ID card from any state**
- **Passport**
- **Military ID**
- **Senior Citizen ID**
- **Honor Citizens ID**
- **High School ID card**

When you enter or leave the prison grounds, your vehicle may be searched. All vehicles require current registration and insurance.

## ***The Corrections Department follows these procedures to keep our prisons safe for everyone involved.***

Before you enter the visiting room you will pass through a metal detector and be scanned with a drug detection device. All New Mexico prisons are drug free zones and bringing drugs to an inmate is against the law. If the officers feel that a more in-depth search is needed you will be asked to submit to a pat search or strip search. A search will never be conducted without your consent. We do not conduct searches without cause and you should be treated respectfully at all times; however, if you do not participate in requested searches, you may be limited to a non-contact visit or denied visits. Though children are never subjected to physical search procedures of any kind, they can be denied visits if drugs are detected during the scan.

When you come to visit you will not be able to bring most of your personal property into the visiting room, so it is best if you leave it in your car. All items that you take into the visiting room will be searched by an officer. You may bring:

- **\$20 in loose change for vending machines**
- **If you have a baby:**
- **2 bottles**
- **1 sip cup**
- **3 diapers**
- **1 blanket**
- **Baby wipes**
- **Factory sealed baby food**
- **1 baby spoon (not metal)**
- **1 pacifier**
- **1 baby carrier**
- **Additional items may be approved by the shift commander**

Please do not bring your cell phone. In some prisons, small lockers are available for less than a dollar. When the locker key is returned the money is refunded.

All visitors must follow the visitor dress codes listed below. Visitors will not be allowed into the prison if their clothing would make it difficult to distinguish the visitor from an inmate. If the shift commander decides your clothing does not meet the dress code, you may not be allowed to visit.

## **Visitor Dress Code**

### **Male Visitors:**

- Trousers and a shirt with sleeves must be worn at all times. Plain white undershirts or muscle shirts are not allowed when used as an outer garment
- Restricted clothing colors will depend on the facility inmate uniform code. This information is available by calling the prison facility.
- The following are not allowed:
- Shorts, beach-type shorts or cut-offs
- Tank-Tops
- Hats, scarves, bandanas or other types of headbands
- Skintight clothing or spandex
- Undergarments shall be worn, but not visible through outer clothing
- Footwear must be worn at all times, beach type thongs and slippers are not permitted.
- Open toed shoes are allowed
- Sweat clothes or athletic (warm-up) clothes may be worn, with the exception of shorts.

### **Female Visitors:**

- Dresses, skirts or pants must be worn
- Skirts or dresses cannot be more than 3 inches above the knee or have a slit higher than mid-thigh
- The following are not allowed:
- Shorts, cut-offs and beach-type shorts
- Skintight clothing or spandex
- Tank top blouses, spaghetti straps, tube tops, halter-tops, spandex or spandex-like pants
- See-through clothing, clothing that shows cleavage, the midriff, shoulders or any part of the breast or upper thigh
- Hats, scarves, bandanas or other types of headbands
- Bathing suits worn as outer garment

Female Visitors (continued...):

- Sweat clothes or athletic (warm-up) clothes may be worn, with the exception of shorts
- Undergarments must be worn, including brassieres, but must not be visible through outer clothing
- Footwear must be worn at all times, beach type thongs and slippers are not permitted. Open toed shoes are allowed

**Children:**

All children the age of 8 years old or above will be required to adhere to the adult dress code, according to gender. Children that are 7 and younger shall be limited to the following exceptions:

- Short pants that are not shorter than three inches above the knee
- All children including infants will be fully clothed at all times. Infants will not be permitted to wear only a diaper

Miscellaneous: (Regardless of Age)-The following are not allowed for any visitor:

- Clothing expressing profanity, derogatory statements or remarks
- Clothing which promotes drugs, alcohol or sex
- Clothing that in the opinion of facility staff is promoting gangs or that has gang symbols
- Clothing worn in a baggy or sagging fashion, normally identified with gang dress
- Headwear of any sort (including head bands)
- No sunglasses, unless they are prescription

**Types of Visits:**

When you visit your loved one, you may encounter more than one kind of visiting circumstance. The most common type of visiting is called a contact visit. Your loved one is brought to an open visiting room where limited physical contact is allowed. You may briefly kiss and/or hug your loved one at the beginning and end of the visit. He or she may hold his or her own children.

You may also encounter non-contact visiting, meaning that you would speak to your loved one through Plexiglas or a screen and in some instances you may need to use a phone or intercom.

Visits may also take place through the use of video equipment at the prison or as long distance televisits. Through our partner Peanut Butter and Jelly we provide long distance video visiting in some of our prisons. We also use video equipment inside the prison when an inmate is not allowed to visit face-to-face.

For more information on the rules governing family visits, you may view policy CD- 100200 on our website under the programs link at: <http://cd.nm.gov/policies/policies.html>.

## Hospitality Centers

The Corrections Department knows that you may have to travel a long distance to visit your loved one. We are also aware that, as hard as you try, you may not always be fully prepared for your visit. Hospitality centers provide a comfortable place for visitors, especially children, to rest after a long trip. Refreshments and snacks *may* be available. Visitors who arrive for a visit and learn that they do not appear on the inmate's visiting list or do not meet the required dress code may make use of these centers while other family members visit. Clothing alternatives may be provided to help visitors meet the dress code. Adults wanting to visit without children may also leave them at the center for two or three hours. Hospitality centers are located at the following facilities:

<b>Facility</b>	<b>Current Hospitality Center schedule</b>
<ul style="list-style-type: none"><li>• Central New Mexico Correctional Facility</li><li>• Penitentiary of New Mexico</li><li>• Southern New Mexico Correctional Facility</li><li>• Western New Mexico Correctional Facility</li></ul>	Wed, Thurs 12:00 PM-7:00 PM/ Fri-8:30 AM-3:30 PM Fri-Sun 8:00 AM-3:00 PM Wed –Sun 8:00 AM-3:00 PM Tues-Thurs 8:30 AM – 3:30 PM

## What happens on the day of the visit?

***BEFORE*** leaving your home, please call the prison facility you will be visiting to ensure that the facility is not locked down. If a facility is locked down, all visits are cancelled.

When you arrive at the prison, you must be admitted to the grounds by security staff and they may search your vehicle. You will be directed to the parking area and enter the prison. (All prisons in New Mexico are tobacco free. Please leave cigarettes and other tobacco products in your car.) The front desk officer will make note of who you are visiting and check the inmate's visiting list to confirm that you are approved to visit. You will then have to wait until your loved one is called out to come to the visiting room. This may take a long time depending on the time of day and the size of the prison.

While your loved one is on the way, you will be called to clear the detectors. Your belongings will be searched and you will be scanned for metal and drugs. Once you clear the security check point, you will be taken into the visiting room to visit with your loved one.

A visit may be denied or suspended under the following circumstances:

- If you or the person you are visiting appears to be under the influence of alcohol or drugs
- If you are found in possession of any contraband or prohibited items
- If you or the person you are visiting refuses to submit to search procedures
- If you do not have proper identification, or if you lie on the visitor application
- If you or your loved one breaks visiting rules
- If you or those visiting with you create a nuisance for staff or other visitors
- If you break the rules involving contact with your loved one
- If there is not enough space for you to visit
- If your behavior or your loved ones behavior threatens the security of the institution or the safety of staff or other inmates or visitors

## What happens if I break visitor rules?

If you break visiting rules the following may occur:

- The first minor violation may lead to a suspension of visitation privileges for a period of up to (30) thirty calendar days to be determined by the Warden.
- A second minor violation within a six-month period may lead to a suspension of visitation privileges for a period of up to (6) six months to be determined by the Warden.
- A third minor violation within a one-year period or a major violation may result in an indefinite suspension or permanent termination of visiting privileges from any and all New Mexico Correctional Facilities, whether State or privately operated.
- Suspension and termination of visits are guided by procedure CD-100203. If your visits are suspended you will receive a Visitor Notification of Action Form (CD-100203.1). A copy of this form will also be sent to your loved one.
- Any visitor who has received a suspension or permanent termination from visiting will also receive a Visiting Suspension Appeal Form (CD-100203.7) and may appeal his/her suspension or permanent termination to the Director of Adult Prisons by completing the form and forwarding it through the Warden's office (for tracking and processing). Any such appeal may be renewed annually.
- Visitors, who use, possess, distribute or attempt to introduce alcohol, controlled substances or other contraband, while visiting will be reported to the appropriate local law enforcement agency and will be removed from the prison.
- Local law enforcement will be notified of any criminal offense committed by a visitor and the Department will request that the visitor committing the offense be prosecuted.

Any visitor who has received a suspension or termination of visiting privileges may appeal his or her suspension or termination in writing to:

New Mexico Corrections Department  
Director of Adult Prisons  
P.O. Box 27116 Santa Fe, NM 87505

Each prison has a different visiting schedule. Make sure that you plan your visits during visiting hours. If you need to make a visiting appointment at another time, make sure you schedule the visit in advance. All visiting schedules are available on the Corrections Department website, which is continually updated at <http://cd.nm.gov/apd/facilities.html> Click on the facility on the map and access visiting hours under the Visitation Hours tab.

***On the following pages, you will find a sample of the paperwork required to apply for visitation privileges. When applying for visitation privileges, please ensure all forms are properly completed according to the instructions for each.***

Form CD-100201.1  
Revised 04/09/15

## NEW MEXICO CORRECTIONS DEPARTMENT VISITOR APPLICATION FOR VISITING PRIVILEGES

*Read carefully. Please type or print with black ink. All questions must be answered. Any omissions or falsifications will be considered sufficient reason for denial of all privileges.*

Facility: \_\_\_\_\_

1. Name of inmate you wish to visit: \_\_\_\_\_ NMCD #: \_\_\_\_\_

2. Visitor Name: \_\_\_\_\_  
Last First Middle

3. Social Security #: \_\_\_\_\_ (Sex): Male: \_\_\_\_\_ Female: \_\_\_\_\_

4. Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Age: \_\_\_\_\_ Place of Birth: \_\_\_\_\_  
Mo. Day Yr. City State

5. Mailing Address: \_\_\_\_\_  
P.O. Box/Street City State Zip Code

6. Phone Number: (\_\_\_\_) \_\_\_\_-\_\_\_\_ Maiden Name: \_\_\_\_\_

7. Relationship to inmate: \_\_\_\_\_ I have known this inmate for: \_\_\_\_\_  
(Length of time)

8. Marital Status:  Married  Single  Widow  Divorced

9. I am currently on the visiting list for the following inmate(s): (This will not disqualify your visiting)

Inmate Name	NMCD #	Relationship
_____	_____	_____
_____	_____	_____
_____	_____	_____

10. I have / have not (circle one) been employed by the NMCD or any Department contractors (i.e. Food Service, Medical, etc.) If so where: \_\_\_\_\_ When: \_\_\_\_\_

11. Have you ever been charged with or arrested for a felony/misdemeanor and/or convicted of a felony/misdemeanor?  
 Yes  No

If so where: \_\_\_\_\_ Offense(s): \_\_\_\_\_

When: \_\_\_\_\_ Final Disposition: (Circle one) Dismissal Probation Parole Incarceration

12. I am now on probation/parole (circle one if applicable). If you are currently on probation you must have approval of your Probation or Parole Officer and present a travel permit signed by your Probation or Parole Officer in order to visit any NMCD Facility.

Probation/Parole Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

13. I am currently employed / unemployed / retired / disabled (circle one). If employed, please list employer below.

Occupation/Business: \_\_\_\_\_

Address of Employer/Business: \_\_\_\_\_

14. **READ CAREFULLY!** If you are under 18 years of age, you must have the signature of your parent or guardian sign on the signature line. If over 18, please sign as applicant.

Signature of Parent or Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**NEW MEXICO CORRECTIONS DEPARTMENT**  
**VISITOR STATEMENT OF UNDERSTANDING**

It is a violation of New Mexico State law for any person to introduce, or attempt to introduce, any article of contraband including deadly or explosive materials, currency, weapons, ammunition, alcohol or controlled substances into a correctional facility.

All visitors will be questioned upon their arrival at point of entry, to determine whether they possess any of the above items. Detection devices used at this facility may include the use of the New Mexico Corrections Department Canine Unit (dogs trained in the detection of controlled substances) and/or mechanical drug detection devices. Search regulations may be enforced at any time while you are on institutional grounds; refusal to submit to a strip search will result in the cancellation or suspension of the visit. Major violations of visiting regulations including the use, possession, distribution or attempts to introduce or introduction of alcohol, controlled substances or other contraband will result in the loss of visiting privileges. Minor violations may result in suspension or even a termination of visiting privileges.

Vehicle/Visitor searches shall include:

1. Search of all vehicle contents, including, but not limited to, purses, coats, briefcases, diaper bags, loose articles of clothing, children's toys, etc.
2. Hair shall be visually inspected, including requiring the visitor to shake out and/or run their fingers, comb or hair pick through their hair.
3. All persons in the vehicle will allow the traffic control officer to look into their mouths to ensure that it is free of contraband.
4. A thorough pat search may be conducted of all persons, including children. If alcohol, controlled substances or contraband is detected on any visitor, including an infant or a child, visiting will not be allowed.
5. Pedestrians entering for the purpose of visiting with inmates are subject to the same search regulations as persons in vehicles.
6. Parents/Guardians will be required to change an infant's diaper prior to the visit in the presence of a correctional officer of the same sex as the parent.

All persons entering the correctional facility will be required to pass through a metal detector and/or controlled substance detection equipment or screened by dogs trained in the detection of controlled substances. All packages and items carried into the institution are subject to search by correctional employees and/or State or County law enforcement officials.

**NEW MEXICO CORRECTIONS DEPARTMENT**  
**VISITOR STATEMENT OF UNDERSTANDING**

You are hereby informed prior to entering the institution that you may be subject to search and must sign a statement to that effect. If you choose not to enter, you will not be subjected to a search, and will be escorted from institutional grounds immediately. Where there is a reasonable suspicion that a particular visitor is attempting to introduce contraband into the institution, the Warden on duty at the facility may order that the visitor be subjected to a more thorough search. A visitor may be requested to remove his or her clothing to submit to a strip search only where the Warden of the institution determines that there is probable cause to believe that the particular visitor possesses contraband. In such an instance, the search may be conducted only by an employee of the same sex as the visitor in an area that provides the visitor the greatest possible privacy.

**ACKNOWLEDGEMENT OF VISITING RULES**

In order to be approved for visiting, you are required to print or type and then sign your name in the designated spaces, attesting that you have read and understand the Visitor Statement of Understanding. The completed acknowledgement must be returned with your completed visitor application questionnaire. Failure to complete these forms may cause your application to be disapproved.

**I HAVE READ, OR HAVE HAD READ TO ME, THE VISITOR STATEMENT OF UNDERSTANDING AND I UNDERSTAND ALL OF THE INFORMATION.**

Signature of Parent or Guardian (if under 18): \_\_\_\_\_

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Printed/Typed Name of Applicant: \_\_\_\_\_

Drivers License / I.D. #: \_\_\_\_\_

(For those without a Driver's License or ID, applicant may provide two alternate forms of ID verification, one of which must contain applicant's picture.)

Vehicle Type: \_\_\_\_\_ Plate #: \_\_\_\_\_

Inmate to be visited:

_____	_____	_____
NAME	NMCD #	Facility

Final Disposition: \_\_\_\_\_ Date received by the facility: \_\_\_\_\_

( ) Approved for Visit ( ) Denied Visiting Privileges ( ) Returned for Completion

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Mail, Telephone Calls And Relationships

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Mail is a secure and relatively inexpensive way to stay in touch with your loved one. Letters offer inmates and their loved ones the opportunity to communicate important information and carry on long discussions on relevant topics. Children especially have an opportunity to ask questions, express feelings, and update incarcerated parents on their lives. When sending mail to an inmate, use the inmate's legal name and NMCD number. Address mail to the prison facility where your loved one is currently located. Facility addresses are located on page 4 of this guide.

## **Mail & Packages**

Inmates may receive unlimited personal mail; however, they can only have a certain number of mail items in their property at one time. This means that your loved one may need to send letters home that he or she wants to keep or throw those letters away. Inmates are also allowed to receive books, magazines, and newspapers from the publisher as long as they don't exceed the number allowed. Nudity, pornography, and gang related materials are not allowed under any circumstances.

All mail, coming into or going out of a prison is inspected. Mail may not be sent or received if it contains criminal information or contraband. If an item of mail is not sent or received, the inmate is given written notice that the mail has been withheld. Mail that an inmate receives from his or her attorney, the courts, and/or government officials is considered privileged and is not inspected before being delivered.

The Corrections Department provides some postage free of charge to most inmates. The amount varies based on security level and economic circumstances of the inmate. Inmates can receive packages as long as they are sent directly from the commissary vendor and contain items that inmates are normally allowed to have and they do not exceed the allowed quantity. All packages are searched for contraband. Inmates can also receive holiday packages from an approved holiday vendor depending on security level and health concerns. The person sending the package must be on the approved visiting list. The sender provides the vendor with a list of items and the payment. The vendor ships the requested package to the inmate. The package(s) must be postmarked between December 1st and December 31st of the current year in order to be delivered. Package value may not exceed \$70.00 and inmates may receive only 2 packages per year.

## **Telephone Calls**

Unlike mail, telephone calls can rapidly become expensive for you and for your loved one. Male inmates are no longer allowed to make collect phone calls from the prison. They may purchase phone cards or phone minutes from the commissary. Phone calls are \$0.65 per domestic call with a time limit of 20 minutes per call. International calls are \$5.00 per call for a 20 minute call. There are no limits on the amount of telephone time an inmate may purchase. You may also set up an account to purchase phone time through Securus Correctional Billing Services online at securustech.net, by phone at 1-800-844-6591, or by email at customerservice@securustech.net.

## **Sending Money**

Inmates can only receive money from approved visitors in the form of a money order. Money orders should be sent to the prison where the inmate is located with the inmate's name and number on them. The money order is then deposited in the inmate's account by the facility.

### **Inmate Marriages**

In order for an incarcerated person to get married, he or she must be eligible to marry in accordance with the laws of the state of New Mexico. The inmate must request to marry at least sixty days (60) prior to the proposed marriage date. The application submitted to the caseworker, must include:

- The name of the proposed spouse
- The proposed date of the marriage
- The name of the individual who will perform the ceremony
- Names of witnesses, (must be over 18 and on the inmate's visiting list)

The inmate and the proposed spouse are responsible for securing the marriage license and arranging for the individual to perform the ceremony. The inmate and the proposed spouse and or family members shall pay all expenses in connection with marriage. Marriage ceremonies differ depending on the inmate's security level; therefore, inmates must discuss these details with their caseworker at the facility. Inmates under the sentence of death are not eligible to marry.

### **Inmate Divorce**

The divorce process during incarceration is not much different than divorce for couples where one spouse is not incarcerated. When the divorce is initiated by the inmate, through the Legal Access program, there is usually no charge for the process. When it is initiated by the spouse on the outside, papers should be sent through the attorney as privileged information for the inmate's signature.

### **Helping Your Loved One on Probation or Parole**

Before your loved one is released from prison, there is a lot of preparation for you, your family, and your loved one. There are different kinds of release depending on what the court has ordered and how the time was served. Some inmates complete their full sentence inside the prison. When these inmates are released they do not have to report to anyone and no plans are made for their time after prison.

Some inmates are court ordered to complete a term of post-release supervision, also known as probation or parole. When one of these inmates is nearing release, they will work with the Reentry Coordinator and a committee of Corrections staff to develop a parole plan. The plan is reviewed by the Probation and Parole Department district office where the individual will be paroling and by the Parole Board. After the review process, the plan is approved or denied. Those with approved plans are paroled according to the plan's outline. Those whose parole plans are denied may have to serve their parole sentence in prison (see Common Terms "In-House Parole").

Parole plans are designed to help your loved one be successful while on post-release supervision (probation or parole). The Reentry Committee and Probation and Parole staff work with your loved one to determine medical, mental health, substance abuse, employment, and educational needs. Success for your loved one is also success for the Corrections Department.

# Preparing for Release and the Homecoming

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## When you're Loved One Comes Home

If your loved one's parole plan is approved and they receive a parole date, you still have a few months before he or she returns to your home. You both have been anxiously waiting this time and it is not unusual to expect that everything will be perfect. However, these expectations may not be realistic. Even if your loved one has only been gone a short time, both of you have experienced many changes since you were last together. You may have taken on extra responsibility for your loved one including child care, financial responsibilities, and family management. You may see your role in the family differently than before and you may have feelings you haven't discussed.

For your loved one, the prison experience was a big change from his or her previous life. The prison environment is made up of very strict rules, and the incarcerated person must be aware of his or her behavior all the time. On the positive side, your loved one received treatment and education to address problems that limited his or her ability to get along in society. He or she may have grown both emotionally and intellectually as a result of attending these programs. Your love one has had many experiences that could change the way he or she acts in certain situations.

If children are involved, they have probably grown up and changed. They have adapted to the rules and affections of their current care giver. With all the changes that have taken place, it may take a while after the release before your family settles back into a comfortable routine.

Meeting the obligations of parole, getting the family financially stable and dealing with mandatory treatment can be overwhelming. It can be very much like a shaky balancing act. If you have difficulty in dealing with some of these issues, you might want to seek some support or counseling to help you through this period. Although counseling can be expensive, many agencies have sliding fees to make help available for anyone who needs it. Services that offer sliding fees charge based on your ability to pay. If you go to an agency that has sliding fees you may have to document your income to receive the discounted fees, but you may receive reduced fees or even free services.

Some agencies have transition groups that are specifically designed to help you and your loved one to adjust. These are run by professionals and can assist a former inmate in his or her adjustment to life outside of the criminal justice system.

Support is offered in order to help a parolee avoid returning to the criminal justice system and to develop other skills necessary to "make it" in society. These groups also provide support for the family of an incarcerated person in order to help them adjust to the difficulties that result from a loved one's return to society. The resource section contains information on groups and service providers in New Mexico.

## Relationships outside the home

Your loved one's association with old friends can cause you some anxiety about how things will work out when he or she begins to re-enter the social world. You may have fears that reconnecting with people from the past will cause problems again. You may fear your loved one will get involved with the wrong crowd, commit another crime and get sent back to prison. However the person may feel he or she needs to "catch up" with everyone after being away for so long. Realize that getting back into the mainstream of life will be challenging for your loved one. The person may need space to make choices and encouragement to make productive decisions. A positive attitude and trust might help. Hopefully, your positive attitude will help your loved one to make the right decisions.

Realistically, you cannot control what any person feels or does. The only person you can control is you. Trying to keep track of someone every minute will only imprison you and hurt the relationship. It is not your fault or responsibility if the person you care about does something wrong and goes back to prison. You can be supportive and caring, but in the end they will make the choice whether or not to get into trouble.

Don't forget yourself in this process. Remember that you took on a lot of responsibility while your loved one was in prison, and he or she needs to respect your efforts and your new role in the home. Just because your loved one has returned home does not mean that your routine has to adjust to his or her desires, especially when children are involved.

Your feelings of having to start all over are justified. Many parts of your life will be different and may be difficult. Your friend or family member will have to find a job, which can take some time. Sometimes employers are not willing to hire someone who has been in prison. Be patient and have confidence that he or she will find work. They can use your encouragement at this critical time. It can help to remember that starting over can mean a fresh start as well. Your loved one has had the opportunity to get the tools to make a better life for him/her and your family.

For more information about negotiating "The Homecoming", see Ann Edenfield's book, ***Family Arrested: How to Survive the Incarceration of a Loved One***. For information on obtaining a copy of this book, contact Wings Ministry (contact information listed in the resource section).

# Probation and Parole: General Information

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## Post-Release Supervision

The Probation and Parole Department (PPD) is responsible to provide for public safety by balancing supervision, enforcement, and probationer/parolee assistance. This means that Probation/Parole Officers (PO's) have to enforce the conditions of supervision and provide services to help your loved one become a law abiding citizen. PPD will use the plan developed before your loved one's release to design a supervision plan. If your loved one follows the conditions of that plan, he or she will successfully complete probation/parole. Your loved one's PO can be a big help to you and you should call on him or her if you have concerns or questions.

Just like prison has different levels of security, probation and parole has different levels of supervision that are based on many of the same factors. The level of supervision affects how many conditions need to be met, how often your loved one must report in person or by phone to his or her PO, and how much freedom he or she will have to travel. Details about all of this are included in the paperwork that the PO will provide to your loved one. If your loved one does not voluntarily share this information with you after you have spoken with him or her, you may contact the PO or the Family and Constituent Services Coordinator to obtain a copy.

## Basic Rules to Know

Because your loved one committed a felony and is on post-release supervision, he or she has temporarily lost certain rights like the right to vote or hold public office<sup>1</sup>. Some, if not all these rights may return when he or she completes probation/parole. In addition, the State of New Mexico can refuse or not renew any professional licenses your loved one may apply for or hold. However, the licensing boards consider each application on a case by case basis, so it never hurts to apply. While your loved one is under supervision he or she is NOT allowed to consume alcohol and/or any illegal substances. He or she will be regularly tested for these substances and could be returned to prison if the test comes up positive.

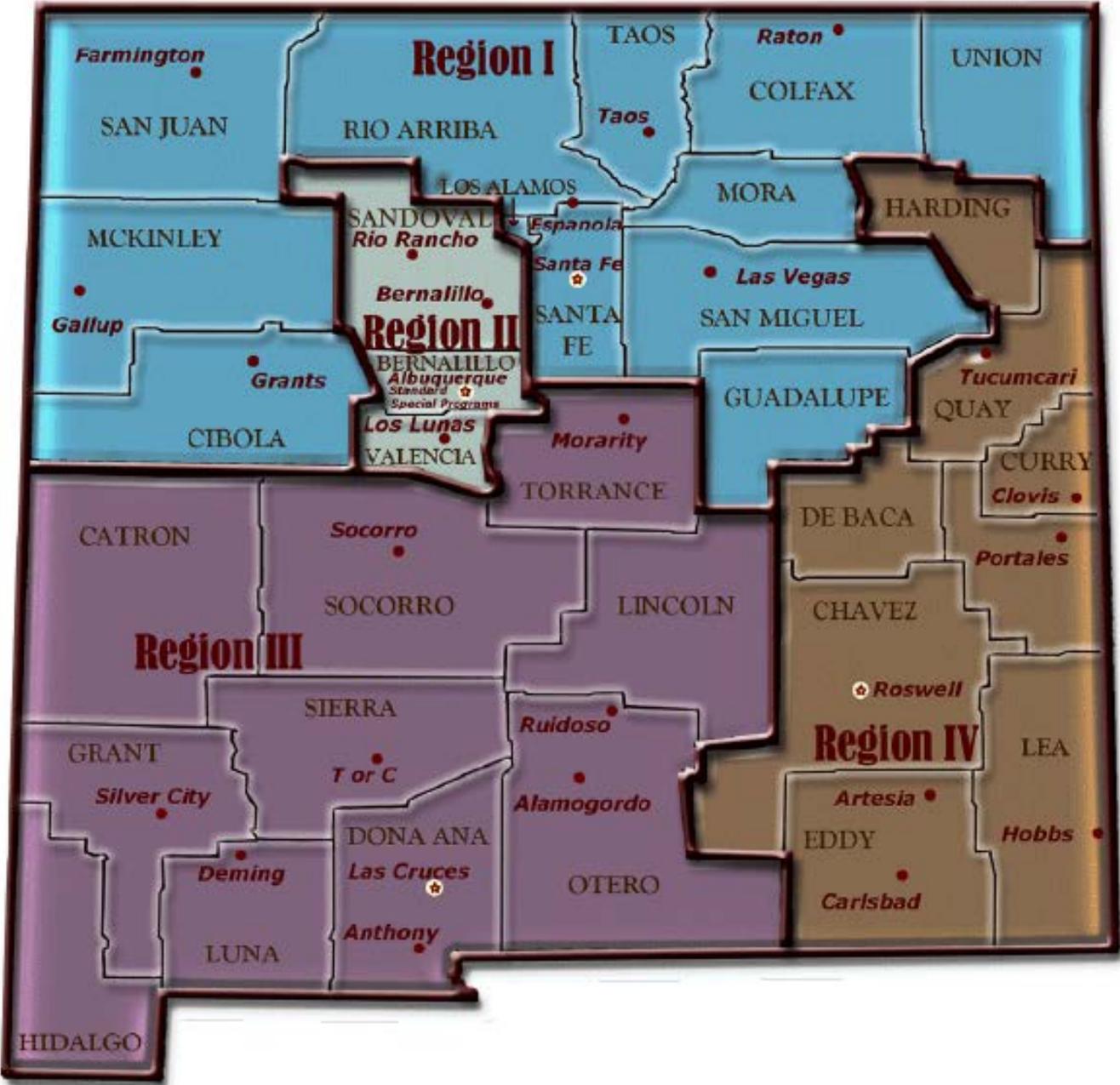
Your loved one will be required to pay fees and/or restitution associated with probation/parole. You will also receive home visits from the PO to ensure that everything is alright. Before your loved one changes residence or travels outside the supervision area, he or she must have the PO's written permission.

If anything unusual should happen or an emergency occurs, contact the PO as soon as possible. Make every effort to do so during business hours; however, after hours calls may be placed at 1-800-428-5686.

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<sup>1</sup> New Mexico Statutes Annotated 31-13-1

# PPD Region Map



## PPD Office Locations & Contact Information

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REGION I - SANTA FE  
2000 St. Michael's Drive  
Santa Fe, NM 87505  
Phone :( 505) 476-2360

REGION II – ALBUQUERQUE  
615 1st Street NW  
Albuquerque, NM 87102  
Phone: (505)383-2973

REGION III – LAS CRUCES  
2635 West Picacho  
Las Cruces, NM 88007  
Phone: (575) 647-9934

REGION IV - ROSWELL  
400 N. Pennsylvania, Suite 1250  
Roswell, NM 88201  
Phone: (575)624-6032

Each region has several local offices where your loved one will report. Addresses and telephone numbers can be accessed on the Corrections website at: <http://cd.nm.gov/ppd/ppd.html>

### National:

#### **Angel Tree/Angel Tree Camping**

(800)55-ANGEL (1-800-552-6435)

PO Box 1550

Merrifield, VA 22116-1550 [www.angeltree.org](http://www.angeltree.org)

Provides religious ministry and support to the children and families of incarcerated people by distributing holiday gifts and providing a children's camping program.

#### **Center for Children of Incarcerated Parents**

(626)449-8796

P.O. Box 41-286 Eagle Rock, CA 90041

[ccipdj@aol.com](mailto:ccipdj@aol.com), [www.e-ccip.org](http://www.e-ccip.org)

Provides parent education, self-help support groups, information, referrals, mentoring, family reunification support, family therapy, public education, legal assistance and advocacy. Provides technical assistance, training, policy development and research services in a variety of areas related to children of incarcerated parents.

#### **Family and Corrections Network**

(434)589-3036

32 Oak Grove Road Palmyra, VA 22963 [fcn@fcnetwork.org](mailto:fcn@fcnetwork.org) [www.fcnetwork.org](http://www.fcnetwork.org)

Provides information, technical assistance and training on families of incarcerated people, children of incarcerated parents, parenting programs for incarcerated people, prison visiting, and the impact of the justice system on families. FCN's web site has over 100 articles, an e-mail list, a directory of programs and links to family web sites.

#### **Children of Prisoners Library**

<http://www.fcnetwork.org/cpl/cplindex.html>

Federal Resource Center for Children of Prisoners

(202)639-4939

440 First Street, NW Washington, DC 20001 [Childrenofprisoners@cwla.org](mailto:Childrenofprisoners@cwla.org), [www.childrenofprisoners.org](http://www.childrenofprisoners.org)

Provides support and evaluation services to 10 demonstration sites around the United States.

#### **Children and Family Networks**

(770)939-2417

2034 Henderson Mill Road Atlanta, GA 30341

[www.childrenandfamilynetworks.com](http://www.childrenandfamilynetworks.com)

A recent initiative on behalf of children of incarcerated parents and their families.

#### **Because I Love You**

P.O. Box 2062

Winnetka, CA 91396-2062

(818) 884-8242

E-mail [bily1982@aol.com](mailto:bily1982@aol.com) <http://www.becauseiloveyou.org/>

A non-profit organization dedicated to supporting parents with troubled children of any age. They promote structure, consequences and consistency in raising kids and have helped thousands of families over the past 25 years.

**Project WHAT!**

1605 Bonita Avenue  
Berkeley, CA 94709  
Phone: 510.486.2340  
Fax: 510.649.8239

<http://www.community-works-ca.org/programs/projectwhat.html>

Project WHAT! raises awareness about the impacts of parental incarceration on children, with the long-term goal of improving services and policies that affect these children. WHAT! stands for We're Here And Talking.

**Sesame Street Special, Little Children Big Challenges: Incarceration**

<http://www.sesamestreet.org/parents/topicsandactivities/toolkits/incarceration#1>  
Provides tools for caregivers to help explain incarceration to a child.

**New Mexico:**

**A New Awakening (Un Nuevo Amanecer)**

Counseling Program (505) 224-9124

**Big Brothers Big Sisters Mountain Region Central Office**

1229 S St. Francis Drive, Suite C  
Santa Fe, NM 87505  
[info@bbbsmountainregion.org](mailto:info@bbbsmountainregion.org)

505-983-8360 (phone)  
505-983-1280 (fax)  
1-866-983-8360 (Toll Free)

Santa Fe Donation Center: 505-438-9000  
Las Cruces Donation Centers: call 575-523-8000 to schedule a pick up.

**Regional Offices:**

Doña Ana/Grant Counties:  
221 W. Griggs  
Las Cruces, NM 88001  
T. 575-523-9530  
F. 575-526-7872  
[DAG@bbbsmountainregion.org](mailto:DAG@bbbsmountainregion.org)

Los Alamos/Rio Arriba Counties:  
Mailing Address:  
PO Box 1080  
Los Alamos, NM 87545  
T. 505-614-4231  
[LosAlamosRioArriba@bbbsmountainregion.org](mailto:LosAlamosRioArriba@bbbsmountainregion.org)

McKinley County:  
100 E. Aztec Avenue  
Gallup, NM 87301  
T. 505-726-4285  
F. 505-726-4276  
[McKinley@bbbsmountainregion.org](mailto:McKinley@bbbsmountainregion.org)

San Miguel/Mora Counties:  
Mailing Address:  
1229 South St. Francis Drive, Suite C  
T. 505-426-6572  
[SanMiguelMora@bbbsmountainregion.org](mailto:SanMiguelMora@bbbsmountainregion.org)

Santa Fe County:  
1229 South St. Francis Drive,  
Suite C  
Santa Fe, NM 87505  
505-983-8360  
[info@bbbsmountainregion.org](mailto:info@bbbsmountainregion.org)

Taos/Colfax Counties:  
Mailing Address:  
P.O. Box 1755  
Taos, NM 87571  
T. 575-779-0003 or 575-770-5751  
[TaosColfax@bbbsmountainregion.org](mailto:TaosColfax@bbbsmountainregion.org)

Building Bridges Youth Mentoring Program  
First Nations Community Healthsource (505) 262-2481

Child Support Enforcement Division  
In State: (800) 288-7207  
Out of State: (800) 585-7631  
Quick Payment Answers 24/7: (800) 759-KIDS (5437)

Eagles Unlimited Offender Services (505) 254-7600

Kairos  
<http://www.kairosnm.org/index.html>  
Peanut Butter and Jelly  
PB&J Family Services, Inc. Administrative Offices and  
Peanut Butter & Jelly Therapeutic Preschool 1101 Lopez Rd. SW  
Albuquerque, NM 87105  
Phone: (505) 877-7060  
Fax: (505) 877-7063  
PB&J Family Services, Inc. Satellite Office and  
Peanut Butter & Jelly Therapeutic Preschool 255-A Camino Del Pueblo  
Bernalillo, NM 87004  
Phone: (505) 867-2356  
Fax: (505) 867-2357  
<http://www.pbjfamilyservices.org/therapeutic.html>

Mentoring Children of Promise Program  
Youth Development, Inc.  
(505) 271-2066, extension 16  
Strengthening Families Initiative  
New Mexico State University  
Department of Family and Consumer Sciences (505) 332-3765

Wings Ministry  
2270 D Wyoming Blvd. NE #130  
Albuquerque, NM 87112  
(505) 291-6412  
[www.WingsMinistry.org](http://www.WingsMinistry.org)  
[www.WingsForL.I.F.E.info](http://www.WingsForL.I.F.E.info)

Wings For L.I.F.E. Roswell  
PO Box 640  
Roswell, NM 88202-0640  
(505) 317-2042

New Mexico Social Services Online Directory  
<https://www.nmresourcedirectory.org/SitePages/Home.aspx#/>

Parents Reaching Out  
1920 B Columbia Dr. SE Albuquerque, NM, 87106  
1 (800) 524-5176 or (505) 247-0192  
<http://www.parentsreachingout.org/index.php>

## Literature:

Family Arrested: How To Survive The Incarceration Of A Loved One

By Ann Edenfield

Wings Publishing

2270 D Wyoming Blvd. NE #130

Albuquerque, NM 87112

(505) 291-6412

ISBN #1-58943-060-3

Resources for Children of an Incarcerated Parent-Here are some books and booklets for parents and caregivers to read with children:

A Visit to the Big House

by Oliver Butterworth

Houghton Mifflin Co. Boston, MA

ISBN #0-395-52805-4

I Know How You Feel Because this Happened to Me

Center for Children with Incarcerated Parents Pacific

Oaks College and Children's Programs

714 West California Blvd.

Pasadena, CA 91105

Joey's Visit

by Donna Jones

Cornell Cooperative Extension of Onondaga County

1050 West Genessee Street

Syracuse, NY 13204

Just For You—Children with Incarcerated Parents

Center for Children with Incarcerated Parents

Pacific Oaks College and Children's Programs

714 West California Blvd.

Pasadena, CA 91105

My Mother and I Are Growing Stronger

by Inez Maury New Seed Press

PO Box 9488

Berkeley, CA 947099

ISBN # 0-938678-06-X

Two in Every Hundred: A special workbook  
for children with a parent in prison

Reconciliation

702 51st Avenue North Nashville, TN 37209

(615) 292-6371

When Andy's Father Went to Prison

by Martha Whitmore Hickman

Albert Whitman and Co.

5747 Howard Street

Niles, IL 60648-4012

ISBN #0-8075-8874-1

Visiting Day

by Jacqueline Woodson (Scholastic)

Mama Loves Me from Away

by Pat Brisson (Boyd's Mills)

Let's Talk About When Your Parent Is in Jail

by Maureen K. Wittbold (Rosen Publishing Group)

Finding the Right Spot: When Kids Can't Live with  
Their Parents

by Janice Levy (Magination Press)

## **Resources for Parents of Incarcerated People**

As Free as an Eagle: A Survival Guide for Inmates and Families  
Waiting on the Outside  
by Kathy Royer Herald Press

99 Days and a Get Up: A Guide to Success Following Release for Inmates and Their Loved One  
by Ned Rollo  
American Correctional Association

Resources for Fiancées of Incarcerated People  
Considering Marriage; A Premarital Workbook for Couples Separated by Incarceration  
by Mary K. Friskics-Warren

# Guide Evaluation Form

As we strive to better serve your needs, we would like to invite you to tell us what you think about this guide. You can tear out this page or copy the questions on another sheet of paper. All of your feedback will be carefully considered so we can improve this guide.

## 1. What information was most useful to you?

- |  |   |  |
|--|---|--|
| <input type="radio"/> Introduction               | <input type="radio"/> Level System and Good Time    | <input type="radio"/> Probation & Parole Information |
| <input type="radio"/> Frequently Asked Questions | <input type="radio"/> Visitation                    | <input type="radio"/> Resources                      |
| <input type="radio"/> Maps                       | <input type="radio"/> Mail, Packages, and Telephone |  |
| <input type="radio"/> Common Terms               | <input type="radio"/> Preparing for Release         |  |

## 2. What information wasn't very helpful at all?

- |  |   |  |
|--|---|--|
| <input type="radio"/> Introduction               | <input type="radio"/> Level System and Good Time    | <input type="radio"/> Probation & Parole Information |
| <input type="radio"/> Frequently Asked Questions | <input type="radio"/> Visitation                    | <input type="radio"/> Resources                      |
| <input type="radio"/> Maps                       | <input type="radio"/> Mail, Packages, and Telephone |  |
| <input type="radio"/> Common Terms               | <input type="radio"/> Preparing for Release         |  |

## 3. What else would you like to see in the guide?

- |   |   |
|---|---|
| <input type="radio"/> More resources              | <input type="radio"/> More on probation/parole      |
| <input type="radio"/> More common terms           | <input type="radio"/> I didn't understand the guide |
| <input type="radio"/> More visitation information | <input type="radio"/> More tips for getting by      |
| <input type="radio"/> Fewer common terms          | <input type="radio"/> An index                      |

## 4. Other comments:

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Please return this evaluation to:

NM Corrections Department Family Services  
PO Box 27116  
Santa Fe New Mexico 87502

Thank You.

**Your input is important!**