



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 <https://www.cd.nm.gov/>

Family & Constituent Services email: CDFamilySrvcs@cd.nm.gov
Phone: 505-827-8710

This handbook 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.

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, Public Health Orders, State, or other laws override the contents of this handbook.*

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.

Frequently Asked Questions

Q: Where is my friend/family member being housed? How can I contact them?

A: You may find offenders within Corrections Dept. custody by utilizing the offender search on the department web page at: [Offender Search | NM Corrections Department](https://www.cd.nm.gov/offender-search/). (https://www.cd.nm.gov/offender-search/)

You may search by name, NMCD or Offender number. This feature provides information on the offender. 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 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.

However, requests may not be approved for several reasons including if the inmate is ineligible to be housed at certain facility because of custody level restrictions, security concerns or recent misconduct by the inmate.

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 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) 827-8698. Privacy laws dictate the NMCD cannot provide any offender medical and/or mental health information without current, signed, and witnessed or notarized documentation 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.

Please follow all rules of the New Mexico Corrections Department as always instructed. Security procedures are not meant to make staying connected 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:

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

1525 Morris Rd.
P.O. Drawer 1328
Los Lunas, NM 87031-1328

Main

Phone: (505) 865-2311

Level II

Phone: (505) 383-3359

Guadalupe County Correctional Facility

1039 Agua Negra Road
Santa Rosa, New Mexico 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
Clayton, NM 88415
Phone: (575) 374-4005

Otero County Prison Facility

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

Penitentiary of New Mexico

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) 888-3838

Southern New Mexico Correctional Facility

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

Springer Correctional Center

201 NM 468
Springer, NM 87747
Phone: (575) 483-3108

Western New Mexico Correctional Facility

1700 East Old Highway 66
Grants, New Mexico 87020
Phone: (505) 876-8333 Female facility
Phone: (505)287-2941 Male facility

Common Abbreviations

C-O	Corrections Officer
D&E	Diagnostic & Evaluation
LTCU	Long Term Care Unit
MHTC	Mental Health Treatment Center
NMCD	New Mexico Corrections Department
PPO	Probation/Parole Officer
PPD	Probation & Parole Division
PRD	Projected Release Date
RDAP	Residential Drug Abuse Program
RDC	Reception & Diagnostic Center

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
OCPF	Otero County Prison Facility
PNM	Penitentiary of New Mexico
RCC	Roswell Correctional Center
SCC	Springer Correctional Center
SNMCF	Southern New Mexico Correctional Facility
WNMCF	Western New Mexico Correctional Facility

Common Terms

Classification	Method for determining custody level and programming needs.
Commissary	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.
Concurrent Sentences	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.
Consecutive Sentences	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.
Contraband	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.
Convicted	Term used when a person has been found guilty of a crime in a court of law.
Custody Level	The level at which an 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.
Detainer	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.
Discharge	Occurs when an inmate completes his or her full sentence in prison and is released without community supervision.
Disciplinary Action	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.
Disciplinary Hearing	A hearing held before the Disciplinary Hearing Officer at the end of a Disciplinary Investigation to give an inmate due process before Disciplinary Action is taken.
Felony	A crime that is considered more severe for which greater punishments are imposed than for lesser crimes called misdemeanors e.g., armed robbery, aggravated assault, murder.
Field Visit	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.
General Population	Custody population consisting of levels one through four where inmates spend most of their time in the presence of other inmates rather than in segregation.
Geriatric Unit	A housing unit set aside for inmates 65 years and older, or those considered terminally ill.
Good Time	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.
Grievance	A written complaint made by an offender.

Housing Unit	Area of the prison where inmates sleep, keep their property, and spend free time; sometimes called a "pod".
Immediate Family Member	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.
Incarcerate	To put someone in prison.
In-House Parole (IHP)	Parole time served while in prison when the offender is not approved for release to the community for parole supervision.
Inmate	An individual confined to a prison.
Institutional Assignment	A paid job that an inmate is assigned to do that helps the prison facility to operate.
Institutional Rules	Rules established for the safety and order of a prison facility. These rules are not laws; however, breaking them still requires disciplinary action.
Intensive Supervision Unit	A highly structured, concentrated form of probation and parole supervision with strict reporting requirements and an increased emphasis on probationer/parolee monitoring, including afterhours field/home visits by Probation and Parole Officers.
Life Sentence	Sentence issued for severe crimes meaning the remainder of the person's life will be spent in prison. In New Mexico, a life sentence may be defined as 30 years.
Lock Down	Security protocol restricting inmate movement. All inmates must remain in their housing units, and no one is allowed to enter or leave the prison facility.
Long-Term Care Unit (LTCU)	Prison hospital unit for inmates who require long term medical care.
Lump Sum Award (LSA)	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.
Mental Health Treatment Center (MHTC)	Prison in-patient mental hospital treating inmates with severe mental disabilities or behavioral health issues.
Misdemeanor	a crime less serious than a felony and resulting in a less severe punishment.
Offender	Somebody who violates a law or code of conduct.
Parole	A conditional release from prison that allows a person to serve the rest of a 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.
Parole Board	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.
Parole Conditions	Requirements that a parolee must meet while on parole to finish his/her sentence in the community rather than in prison.
Parole Plan	A plan created before a parolee is released from prison that outlines where parolee will live, his or her connection to the community to which he or she will release, 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.

Policy	A statement that gives direction to Corrections Department administrators, staff, and inmates and sets standards and expectations. Written rules that govern Corrections Department operations.
Probation	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.
Probation/Parole Violation	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.
Processing	When an inmate first comes to prison, the first few weeks are spent determining his or her strengths, goals, risks, needs, and history. During this time custody level and housing assignment are given.
Programming Assignments	Required courses and services assigned to meet an inmate's needs such as education classes, mental health treatment, and substance abuse groups.
Projected Release Date (PRD)	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
Protective Custody (PC)	Alternate general population housing inmates with verifiable safety concerns.
Reception and Diagnostic Center (RDC)	Location for processing a person who comes to prison. Upon incarceration an offender's first few weeks are in RDC.
Residential Drug Abuse Program (RDAP)	A residential treatment/therapeutic community program within the confines of a NMCD correctional facility with a daily regimen of substance abuse and criminal behavior therapy within a structured living environment.
Restitution	Required payments that are ordered by the court to be paid by an offender to his or her victim(s).
Restrictive Housing Unit (RHU)	Designated location within a prison intended for Separation of an individual or group from the general population.
Security Risk	Any danger to the public, prison staff, or inmates.
Segregation	Separation of an individual or group from the general population to maintain safety and order as determined by security and classification staff.
Suspended Sentence	A sentence ordered by the court that is inactive if set conditions are being met. The sentence may become active at any time if conditions are not being met.
Victim	The person against whom a crime is committed. Victim can also mean a family member if the actual victim is a minor or is dead.
Victim's Services	Office within the Corrections Department that works with crime victims and their families.
Warden	The official within a prison who oversees all the prison's operations, staff, and inmates. The Warden is the final authority on most decisions.

The Level System and Good Time

The New Mexico Correctional System has a custody 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 are available, like those in *Predatory Behavior Management Program (PBMP)*; a behavioral based program for inmates requiring enhanced supervision.

When a person first reports to prison he or she is sent to the Reception and Diagnostic Center (RDC) for processing, the first six to eight weeks are spent at RDC where assessments are conducted to help place the person at the right prison facility. The RDC for men is at the Central New Mexico Correctional Facility in Los Lunas, NM. 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 begin the process for 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; fingerprinted; 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 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 a 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.

While in prison, he or she may be able to "earn good time" by observing the rules and trying toward self-improvement. 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. 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 to or visit your loved one. Please be mindful, there are a variety of restrictions in place regarding inmate correspondence, including searching mail and visitors 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 everyone's safety, 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 and/or visitors who break departmental regulations or facility rules.

In late 2019, nations across the globe saw the introduction of the novel coronavirus 2019 (COVID 19), identified as the cause of an outbreak of respiratory illness. A worldwide pandemic was declared soon after and unprecedented safety measures were implemented. The pandemic significantly impacted prison operations.

For the health and safety of the inmates in our care, the Department follows the current practices, restrictions and requirements for staff, volunteers, visitors, and others who enter the prison facilities as we transition to a post pandemic setting with more options. Currently, in-person visitation with limited contact is available. Considering these restrictions, we also offer a video visitation option at all facilities.

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.

VISITING FORMS

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. This form must be submitted for renewal every two (2) years.

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: _____

VISITING FORMS (continued)

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. This form must be submitted for renewal every two (2) years.

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: _____

Driver's 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 & Packages

Mail is a secure and 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.

As of February 1st, 2022, personal mail is no longer being accepted at state-run prison facilities. Details on how to send an inmate personal mail at state run and contracted facilities is available at: <https://www.cd.nm.gov/wp-content/uploads/2021/12/Inmate-Mail-Change-Memo.pdf>

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. 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 prohibited from being 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 if 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 the approved 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. Details regarding packages can be found at: <https://www.nminmatepackage.com/Home.aspx>

Telephone Calls

Unlike mail, telephone calls can rapidly become expensive for you and for your loved one. Inmates may purchase phone cards or phone minutes from the commissary. 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 Divorce

The divorce process during incarceration is not much different than divorce for couples where one spouse is not incarcerated. When the inmate initiates the divorce, 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.

Preparing for Release and the Homecoming

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 paroled 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.

When your 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 for 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 childcare, financial responsibilities, and family management. You may see your role in the family differently than before and you may have feelings you have not 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 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 because of attending these programs. Your loved one has had many experiences that could change the way he or she acts in certain situations.

If children are involved, they have 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 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 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 burden 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 to get into trouble.

Do not forget yourself in this process. Remember you may have needed to take 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 must 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 or herself 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

Post-Release Supervision

The Probation and Parole Department (PPD) is responsible for providing public safety by balancing supervision, enforcement, and probationer/parolee assistance. This means that Probation/Parole Officers (PO's) must 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 have 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. 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 for which your loved one may apply 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 all right. Before your loved one changes residence or travels outside the supervision area, he or she must have the PO's written permission.

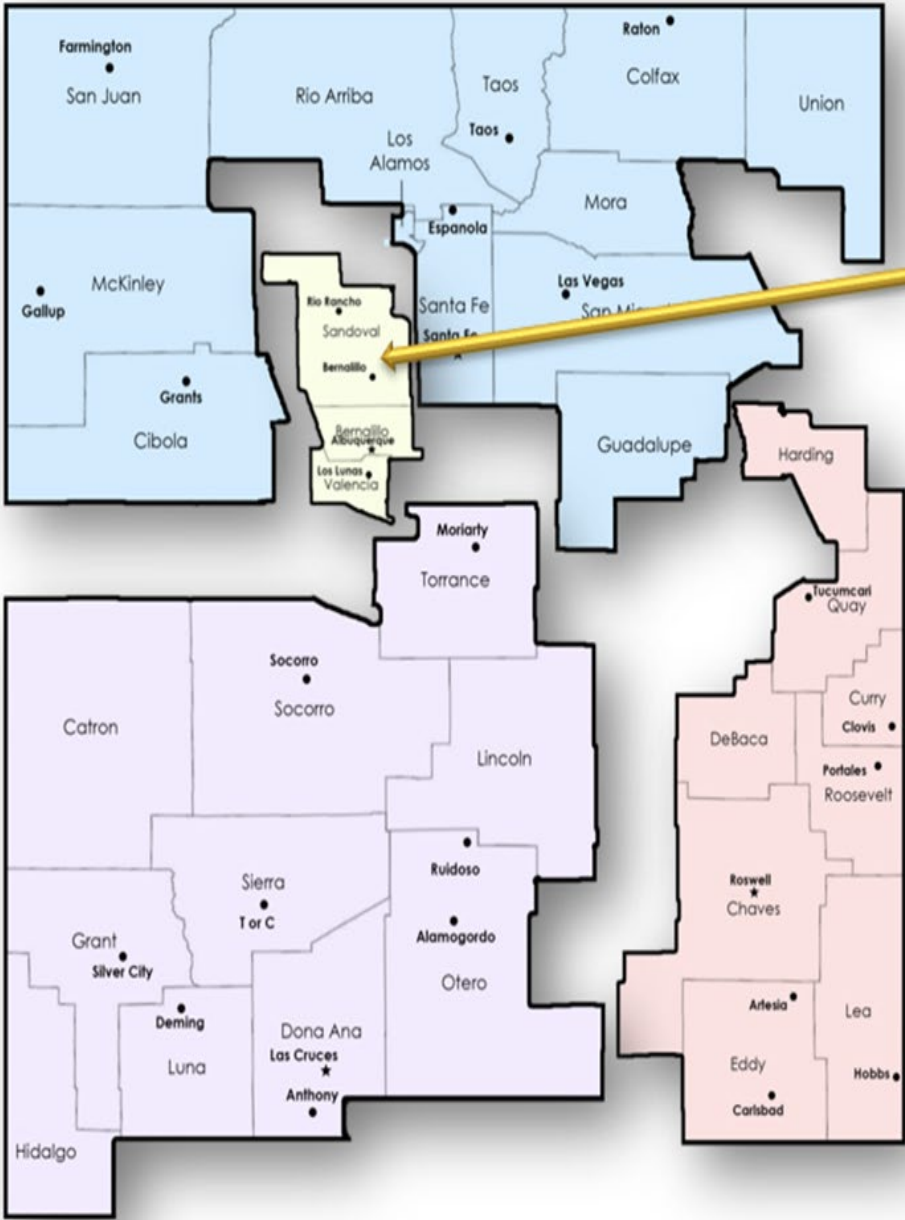
If something unusual should happen or an emergency occurs, contact the PO as soon as possible. Make every effort to do so during business hours; however, after-hours calls may be placed at 1-800-428-5686.

Region I

Region II

Region III

Region IV



PPD Regional Office Locations & Contact Information

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 field offices where your loved one will report. Addresses and telephone numbers can be accessed on the Corrections website at: <https://www.cd.nm.gov/divisions/probation-and-parole/>

National:

Prison Fellowship Angel Tree

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

PO Box 1550

Merrifield, VA 22116-1550 <https://www.prisonfellowship.org/about/angel-tree/>

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

The National Resource Center on Children and Families of the Incarcerated

(NRCCFI at Rutgers–Camden)

405-7 Cooper St.

Room 103

Camden, NJ 08102

(856) 225-2718

nrccfi@camden.rutgers.edu NRCCFI is the oldest and largest organization in the U.S. focused on children and families of the incarcerated and programs that serve them.

Because I Love You

P.O. Box 2062

Winnetka, CA 91396-2062

(818) 884-8242

E-mail: 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!

110 Broadway,

Oakland, CA, 94607, Phone: 510.486.2340

[https://www.facebook.com/CWProjectWHAT/Project WHAT!](https://www.facebook.com/CWProjectWHAT/Project%20WHAT!) 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

<https://www.sesamestreet.org/search?keyword=incarceration>

https://prod.drupal.aws.sesamestreet.org/sites/default/files/media_folders/Images/Incarceration_Guide.pdf?_ga=2.223858334.462258014.1671223877-1546155526.1671223877

Provides tools for caregivers to help explain incarceration to a child.

Project Avary

<https://www.projectavary.org>

P.O. Box 150088,

San Rafael, CA 94915

(415) 457-8799

info@projectavary.org

New Mexico:

Resources Continued...

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
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: 575-523-8000
Call to schedule a pickup.

Regional Offices:

Doña Ana/Grant Counties:

221 W. Griggs
Las Cruces, NM 88001
T. 575-523-9530
F. 575-526-7872
DAG@bbbsmountainregion.org

McKinley County:

100 E. Aztec Avenue
Gallup, NM 87301
T. 505-726-4285
F. 505-726-4276
McKinley@bbbsmountainregion.org

Santa Fe County:

1229 South St. Francis Drive,
Suite C
Santa Fe, NM 87505
505-983-8360
info@bbbsmountainregion.org

Los Alamos/Rio Arriba Counties:

Mailing Address:
PO Box 1080
Los Alamos, NM 87545
T. 505-614-4231
LosAlamosRioArriba@bbbsmountainregion.org

San Miguel/Mora Counties:

Mailing Address:
1229 South St. Francis Drive, Suite C
Santa Fe, NM 87505
T. 505-426-6572
SanMiguelMora@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

First Nations Community Healthsource
Youth Mentoring Program
(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
Therapeutic Preschool
1101 Lopez Rd. SW
Albuquerque, NM 87105
Phone: (505) 877-7060 Fax: (505) 877-7063
<https://www.pbjfamilyservices.org/programs/>

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
www.WingsFor L.I.F.E.info

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

Human Services Department
<https://www.hsd.state.nm.us/lookingforinformation/>

Parents Reaching Out
Main Office
2501 Yale Blvd SE, Suite 200
Albuquerque, NM 87106
(505) 247-0192
(800) 524-5176
<https://parentsreachingout.org/>

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
<https://www.amazon.com/Visit-Big-House-Oliver-Butterworth/dp/0395528054>

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
<https://www.amazon.com/Know-Feel-Because-This-Happened/dp/9996784398>

Visiting Day

by Jacqueline Woodson (Scholastic)

<https://www.amazon.com/Visiting-Day-Jacqueline-Woodson/dp/0147516080>

Mama Loves Me from Away

by Pat Brisson (Boyd's Mills)

<https://www.amazon.com/Mama-Loves-Away-Pat-Brisson/dp/1563979667>

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

by Janice Levy (Magination Press)

<https://www.amazon.com/Finding-Right-Spot-Their-Parents/dp/1591470749>

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

[two of every 100: Dyches Ph.D., Richard W.: 9780982920336: Amazon.com: Books](https://www.amazon.com/dp/B000000000)

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

Resources for Parents of Incarcerated People

99 Days and a Get Up: A Guide to Success Following Release for Inmates and Their Loved One

by Ned Rollo

[99 Days and a Get Up: A Guide to Success Following Release for Inmates and Their Loved Ones: Rollo, Ned: 9781878436191: Amazon.com: Books](https://www.amazon.com/dp/B000000000)

Resources for Fiancées of Incarcerated People

Considering Marriage; A Premarital Workbook for Couples Separated by Incarceration

by Mary K. Friskies-Warren

<https://www.amazon.com/Considering-Marriage-Premarital-Separated-Incarceration/dp/1569910022>

* Resources are provided as a courtesy and for informational purposes. The Corrections Department does not endorse or denounce any of the programs or products listed.



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 your feedback will be carefully considered so we can improve this guide. Your input is important!

1. What information was most useful to you?

- Introduction
- Frequently Asked Questions
- Maps
- Common Terms
- Level System and Good Time
- Visitation Keeping in Touch
- Preparing for Release
- Probation & Parole Information
- Resources

2. What information wasn't helpful?

- Introduction
- Frequently Asked Questions
- Maps
- Common Terms
- Level System and Good Time
- Visitation Keeping in Touch
- Preparing for Release
- Probation & Parole Information
- Resources

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

- More resources
- More common terms
- More visitation information
- Fewer common terms
- More on probation/parole
- I didn't understand the guide
- More tips for getting by
- An index
- Nothing. Good as is.

4. Other comments:

Please return this evaluation to:

NM Corrections Department Family Services
PO Box 27116
Santa Fe New Mexico 87502
CDfamilyrvcs@cd.nm.gov

Thank You