

# Nevada Department of Corrections Family Services Resource Guide



# **NDOC TABLE OF CONTENTS**

**What to expect when your loved one is  
incarcerated at NDOC-----3**

**Connecting with loved ones-----4**

**Mail-----5**

**Visitation-----7**

**FAQ's-----13**

# **What to expect when your loved one is incarcerated at NDOC:**

## **What to expect when your loved one is incarcerated?**

The sentencing of a loved one for incarceration is a very difficult time for a family. NDOC and Family Services hope this guide will help you navigate the process in more detail.

## **Where are they now?**

The first place the offender is placed is inside an intake facility. NDOC has 3 intake facilities, one in the North and two in the South. During this process your loved one will receive an NDOC ID #, this number will always belong to that one offender. Often this is referred to a “back number”. This process is often referred to as “the fishtank” and may take two to four weeks. During the intake process many things are considered, for example physical and mental health, educational backgrounds as well as treatment needs, including several other variables. This is how NDOC identifies our offenders. This allows the placement of your loved one to go to the facility that will best meet the needs they have.

During the intake process the offender will have limited phone access so please keep that in mind.

## • **How do I connect with my loved ones?**

NDOC wants you and your offender to maintain healthy, positive relationships. Did you know offenders who have more support with friends and family are less likely to reoffend and adjust to the community better? Here are the ways you can reach your loved one:

**CorrLinks** – Use the link provided and create an account to add money and send one-way emails to your loved one.

**ViaPath- (800)483-8314**

**App- ConnectNetwork**

**1-866-345-1884**

\*Please note that NDOC uses 3<sup>rd</sup> parties for contact and if you have technical issues, please contact the above vendor directly.

- **MAIL**

**Please add your offender's ID# to everything you mail in-to the facility**

Make sure when you are mailing letters to offenders you are adhering to the mail regulations, or your loved one may never get the comforting words to encourage them.

Below are the regulations for mail:

**[AR 750 - 121713.pdf \(nv.gov\)](#)**

| <b>South</b>   | <b>North</b>   |
|--|--|
| <b>High Desert State Prison</b><br>P.O. Box 650<br>Indian Springs, NV 89070            | <b>Northern Nevada Correctional Center</b><br>P.O. Box 7000<br>Carson City, NV 89702   |
| <b>Southern Desert Correctional Center</b><br>P.O. Box 208<br>Indian Springs, NV 89070 | <b>Stewart Conservation Camp</b><br>P.O. Box 5005<br>Carson City, NV 89702             |
| <b>Casa Grande Transitional Housing</b><br>3955 W. Russell Rd<br>Las Vegas, NV 89118   | <b>Lovelock Correctional Center</b><br>1200 Prison Rd<br>Lovelock, NV 89419            |
| <b>Pioche Conservation Camp</b><br>P.O. Box 509<br>Pioche, NV 89043                    | <b>Wells Conservation Camp</b><br>-HC 67-50<br>Wells, NV 89835                         |
| <b>Ely State Prison</b><br>P.O. Box 1989<br>Ely, NV 89301                              | <b>Northern Nevada Transitional Housing</b><br>225 Sunshine Lane<br>Reno, Nevada 89502 |

|  |  |
|--|--|
| <p><b>Three Lakes Valley Conservation Camp</b><br/> 21055 Cold Creek Rd<br/> Indian Spring, NV 89018</p> | <p><b>Jean Conservation Camp</b><br/> 3 Prison Rd.<br/> P.O. Box 19859<br/> Jean, Nevada 89019</p> |
| <p><b>Florence McClure Women’s Correctional Center</b><br/> 4370 Smiley Rd<br/> Las Vegas, NV 89115</p>  |  |

**How do I send food and books to my loved ones?**

Please refer to **AR 711 Inmate Personal Property** for specific information about books

**Book Vendors for NDOC:**

Barnes & Noble

Amazon

**Package Vendor:**

**Access Securepak (accesscatalog.com)**

1-855-768-0788

Packages can take 4- 6 weeks from date of delivery status to reach offender.

## How do I visit my loved one?

**NDOC's visitation manual is provided in:**

AR 719.1 Manual to AR 719, Inmate Visitation  
AR 719.1 Manual to AR 719, Inmate Visitation

This process will need to start with the offender.

They will need to add you to the authorized visitor list, an application for visitation will then be sent to you.

Please complete and return the application from the facility it was sent to you at.

After the facility receives the application, it can take about 4-6 weeks for the approval process. If approved a letter will be mailed out to confirm your approval.

If a person who has been denied for visitation wishes to appeal the decision, the person must write a letter of appeal addressed to the Warden of the facility where the inmate is being housed and attach any

document(s) necessary for reconsideration. All non-immediate family members must re-apply for visiting privileges every three (3) years and submit them to a background check.

### **SPECIAL VISITS – AR719**

A. Special visits are an exception. The Warden or Associate Warden may approve of the following types of special visits; however, these visits must be approved no less than 24 hours in advance. Additionally, all special visits prior to the background check may be subject to NON-CONTACT ONLY VISIT, as determined by the Warden:

- (1) Verified immediate family members may be approved for a one-time/non-contact visit prior to the visiting application being approved.
- (2) Prospective employers, sponsors, parole advisors or private therapists (recognized professionals).
- (3) Official visitors.



|  |                           |                            |
|--|---------------------------|----------------------------|
| High Desert State Prison (HDSP)                      | 725-216-6774              | hdspvisitation@doc.nv.gov  |
| Casa Grande Transitional Housing                     | 725-216-6000              | cgthvisitation@doc.nv.gov  |
| Northern Nevada Correctional Center (NNCC)           | 775-977-5023              | nnccvisitation@doc.nv.gov  |
| Lovelock Correctional Center (LCC)                   | 775-977-5350              | lccvisitation@doc.nv.gov   |
| Southern Desert Correctional Center (SDCC)           | 725-216-6501              | sdccvisitation@doc.nv.gov  |
| Northern Nevada Transitional Housing (NNTH)          | 775-977-5900              | nnthvisitation@doc.nv.gov  |
| Ely State Prison (ESP)                               | 775-289-8800<br>prompt #7 | espvisitation@doc.nv.gov   |
| Florence McClure Women's Correctional Center (FMWCC) | 725-216-6189              | fmwccvisitation@doc.nv.gov |
| Stewart Conservation Camp (SCC )                     | 775-977-5023              | sccvisitation@doc.nv.gov   |
| Three Lakes Valley Conservation Camp (TLVCC)         | 725-216-6501              | tlvccvisitation@doc.nv.gov |
| Jean Conservation Camp (JCC)                         | 725-216-6330              | jccvisitation@doc.nv.gov   |
| Carlin Conservation Camp (CCC)                       | 775-977-5915              | cccvisitation@doc.nv.gov   |
| Pioche Conservation Camp (PCC)                       | 775-977-5986              | pccvisitation@doc.nv.gov   |

(4) Approved visitors arriving at the facility to visit on a day other than regular scheduled visiting days.

B., If necessary, special visits may be arranged for hours other than the normal scheduled visiting hours, or for longer durations than a regular visiting schedule would allow.

C. All other circumstances for Special Visits are at the discretion of the Warden.

\*For additional information on this process please refer to AR 719.1

To schedule your visit please email the facility with your loved ones' ID #, first and last name:

When filling out visitation applications always provide true and accurate information, or you may be denied.

**Denials and why visiting applications may be denied could include but not limited to the following:**

- You provided false information on your application
- You are a convicted felon
- You have served time in a correctional institution, or have worked in the department of corrections
- You have outstanding warrants
- You have a protective order against you or the inmate/offender

- You are deemed a security risk by the facility
- You are on PTI, probation, or parole (some exceptions can be made to this)  
You are on another inmate/offender visitation list at the same institution already

## **Contraband:**

### **NRS 212.160 Furnishing weapon, facsimile, intoxicant or controlled substance to state prisoner; possession of controlled substance, marijuana or marijuana paraphernalia by state prisoner.**

1. A person, who is not authorized by law, who knowingly furnishes, attempts to furnish, or aids or assists in furnishing or attempting to furnish to a prisoner confined in an institution of the Department of Corrections, or any other place where prisoners are authorized to be or are assigned by the Director of the Department, any deadly weapon, explosive, a facsimile of a firearm or an explosive, any controlled substance or intoxicating liquor, shall be punished:

(a) Where a deadly weapon, controlled substance, explosive or a facsimile of a firearm or explosive is involved, for category B felony by imprisonment in the state prison for a minimum term of not less than 1 year and a maximum term of not more than 6 years and may be further punished by a fine of not more than \$5,000.

## **Cell phones or Telecommunication Devices:**

### **NRS 212.165 Prohibition on furnishing portable telecommunications device to prisoners and on possession of such devices in jail or institution or facility of Department of Corrections; penalties; petition for modification of sentence.**

1. A person shall not, without lawful authorization, knowingly furnish, attempt to furnish, or aid or assist in furnishing or attempting to furnish to a prisoner confined in an institution or a facility of the Department of Corrections, or any other place where prisoners are authorized to be or are assigned by the Director of the Department, a portable telecommunications device. A person who violates this subsection is guilty of a category E felony and shall be punished as provided in **NRS 193.130**.

### **NRS 193.153 Punishment for attempts.**

1. An act done with the intent to commit a crime, and tending but failing to accomplish it, is an attempt to commit that crime. A person who attempts to commit

a crime, unless a different penalty is prescribed by statute, shall be punished as follows:

**CONTRBAND-** (2) Attempt to commit a category B felony for which the maximum term of imprisonment authorized by statute is greater than 10 years, for a category B felony by imprisonment in the state prison for a minimum term of not less than 1 year and a maximum term of not more than 10 years.

(3) Attempt to commit a category B felony for which the maximum term of imprisonment authorized by statute is 10 years or less, for a category C felony as provided in **NRS 193.130**.

**CELL PHONES-**(6) Attempt to commit a category E felony, for a category E felony as provided in **NRS 193.130**, or for a gross misdemeanor by imprisonment in the county jail for not more than 364 days, or by a fine of not more than \$2,000, or by both fine and imprisonment.

## FAQs

### How can I send money to a loved one?

- **Access Corrections**- create an account and add money to the offender's books. (Commissary)

866-345-1884

ViaPath-800-483-8314

- **What are the guidelines for sending mail?**

#### **AR 750 - 121713.pdf (nv.gov)**

- **How can I check my loved one's status?**  
NDOC inmate/offender search will tell you where they are.
- **How do I find out where my loved one is housed?**

NDOC offender is searching for the facility the unit will need to be disclosed by the offender.

- **My loved one is having issues with a Judgement of Conviction (JOC), who can I speak with?**

Please have your offender speak with the case worker they are assigned in the housing unit about JOC related issues.

- **Who do I contact if my loved on is not receiving medical attention or prescribed medication?**

Please verify your loved one has completed a kite and allowed for the appropriate amount of time for medical to resolve the concern. More urgent needs will be addressed first.

Each night the kites are placed in order of priority of worst first to get addressed appropriately

- **Where can I obtain a release of records form for information about my loved one?**

There are a few different types of releases, and any release needs to be signed by the offender prior to anything being disclosed. Please speak with you loved on and have them ask their assigned case worker.

- **Why are offenders placed on lockdown?**

Lockdown is typically the first action taken to assist with handling safety and security situations. There are a few reasons that can account for why a facility is placed on lockdown.

- **What is the “fishtank” and how is an inmate/offender processed for housing?**

- Fishtank and intake are used interchangeably. Fishtank is a slang term for the unit the offenders start in when they arrive at NDOC. How an inmate/offender is processed is a process that can take some time. Anywhere from 2-4 weeks depending on how many new offenders are received. Several different things are reviewed when an offender is brought into custody: safety, health, mental health are a few of the things that are discussed during intake.

- **How do I get a visitation application and where do I submit it?**

The visitation process must be started by the offender. They will need to add you to their authorized visitors list, the next step is an application will be sent to you. Please provide accurate information and then send it back to the facility your offender is housed at.

- **How long does it take to process visitation applications?**

Applications can take between 2-8 weeks to process then the determination will be sent out. If it has been longer than that please email the facility using the email addresses listed in the Family Services Guide.

- **How do I find my loved one's release and parole eligibility requirements?**

The dates listed on the NDOC website will be a good guide for you. The PEXD date is subject to change moving forward or backward due to behavior and other factors.

PED is the Parole eligibility date if parole is granted. This date is the soonest the offender will be released after having the parole plane signed off by P-& P. Any specific questions regarding P&P should be directed to the office.

- **How are credits toward early release earned?**

Please refer to AR 803 & AR 563

These questions are better answered by your offender's assigned caseworker. Please note that in case workers only speak with offenders.

- **What steps can I take to help my loved one prepare for a parole hearing and where the character letters should be sent?**

Please refer to all parole and probation questions to the P & P board directly.

775-687-5046

- **What programs are available to support my loved one?**

Each facility offers a few different programs according to the eligibility of the offender. Please have your offender speak with the assigned caseworker to determine the available options.

- **Do all facilities offer programs and what is eligibility?**

Each facility is so different with the options available to offenders and eligibility is based on different criteria for different programs so please have your offender discuss this with the assigned caseworker.

- **What is appropriate attire for a visitation?**

Please refer to AR 719.1 pages 16-19 for guidance.

**AR 719.1 Manual to AR 719, Inmate Visitation**

- What facilities have lockers for personal items:

| <b><u>YES</u></b> | <b><u>NO</u></b> |
|-------------------|------------------|
| FMWCC some        | ESP              |
| HDSP              | NNCC             |
| CGTH              | SCC              |
| LCC               |                  |
| TLVCC             |                  |

- **Why don't inmate/offenders receive handbooks with rules and regulations?**

Offenders are provided with handbooks during the intake process as soon as they are received at an NDOC facility. This books details policies for NDOC and repercussions as well as chain of command. Inmate/offender orientation handbooks include AR's, specific facility guidelines and operational procedures.



- **Are inmate/offenders sharing cells with others?**

Housing is determined during classification. If an offender is sharing a cell with other offenders, this has been determined prior to them being housed together. If an offender feels unsafe in the assigned cell, please ask them to reach out to any staff.

- **Yard levels are better described in AR-516.**

### AR 516 Level System

- **How is an inmate/offender's classification score calculated.**

This information is available in AR-503, AR-504 & AR-506

- **What should I do if my loved one needs compassionate release?**

Please have your loved one reach out to the assigned caseworker, to discuss the process in detail.

- **What organizations provide support for families?**

Prison Families Alliance

Return Strong

Nevada 211

Prison: The Hidden Sentence

