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Nevada Department of Corrections
Report on Free Phone Call Pilot Program
at Florence McClure Women's Correctional Center
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The 82nd Session of the Nevada Legislature passed SB 234 directing the Nevada Department of Corrections (NDOC) to establish a pilot program providing one free telephone call per day between offenders in custody at Florence McClure Women's Correctional Center (FMWCC) and their family members beginning July 1, 2023. The average population at FMWCC during the first 6 months of the pilot program was 691. In January of 2024, the Department conducted a voluntary survey of participating offenders to assess how the program impacted mental health, behavior, and daily functioning.

Fifty voluntary surveys were issued to offenders and forty-one surveys were returned. The data demonstrated a consistent theme of gratitude, especially from the indigent offenders, for being able to connect with friends and family they had not spoken to in years. It was reported that the population in general felt happier, less stressed, and with a greater sense of well-being. Having daily interaction with loved ones improved daily functioning, quality of life, and stability for everyone at the facility.

Indigent Offender Usage

Of the 93,394 free calls complete, 6,254 calls (roughly 7%) were made by indigent offenders.

Call Volume

The total number of calls, both free and billable, during the pilot period increased communication with family and friends by 23%.

Program Costs

The cost of the pilot program for the first six months was \$20,396 dollars in lost revenue to NDOC and a reduction in payments from the vendor for their loss of \$ 91,782. The combined revenue reduction for NDOC was \$112,178 in 6 months with a projected annual cost of roughly \$224,357.

Offender and Family Impact Surveys

The survey responses demonstrated significant impact for offenders and family members. One offender explained to her children that she was responding to a survey about the free calls and the children themselves asked her to tell the department they said, “thank you.” Another responded that her 73-year-old husband was struggling with memory and bi-polar issues, unable to resolve an insurance claim. She used a free call to contact the insurance company and they cut her husband a check immediately. This program empowered her. For once she was able to feel useful and supportive to someone else instead of always being the one in need of support. Another offender had not seen or spoken to her 3-year-old daughter since birth. She described the precious moment when her daughter exclaimed, “Wait, you’re my mom?!” For a 3-year-old little girl, this program has been life-changing.

Program Extension

Given the overwhelmingly positive impact the program has had for FMWCC’s offenders and their families, the Department has opted to extend the program. Usage and cost detail is illustrated within the tables on the following page.

6 Months Prior To and 6 Months After Implementation

Nevada Department of Corrections - Florence McClure Women's Correctional Center
 Free Call Pilot Program Initiated 7/1/2023, State Fiscal Fiscal Year 24
 Billed Call Usage Based on Vendor Call Volume Report
 Free Call Usage Based on Vendor Call Volume Report
 Commission Data Based on Vendor Commission Reports and Free Call Reports

SFY24 Actuals Deductions From Vendor for FMWCC Loss (.11 at .09 and .02)

FY	Month	Total # - All Calls	# of Billed Calls	# of Free Calls	% of Free Calls to All Calls	# of Billed Indigent Calls	% Billed Indigent Usage	% Billed Non-Indigent	# of Free Indigent Calls	% Free Indigent Usage	% Free Non-Indigent	Call cost reduced from Commission	NDOC Commission Loss	Total NDOC Cost
23	Jan	34,090	34,090			580	1.70%	98.30%						
23	Feb	31,856	31,856			520	1.63%	98.37%						
23	Mar	38,636	38,636			836	2.16%	97.84%						
23	Apr	34,492	34,492			574	1.66%	98.34%						
23	May	35,230	35,230			684	1.94%	98.06%						
23	Jun	35,190	35,190			560	1.59%	98.41%						
24	Jul	38,582	24,078	14,504	38%	264	1.10%	98.90%	854	5.89%	94.11%	(\$14,465.79)	(\$3,214.62)	(\$17,680.41)
24	Aug	39,131	23,988	15,143	39%	293	1.22%	98.78%	865	5.71%	94.29%	(\$15,406.29)	(\$3,423.62)	(\$18,829.91)
24	Sep	37,796	22,938	14,858	39%	220	0.96%	99.04%	958	6.45%	93.55%	(\$15,220.26)	(\$3,382.28)	(\$18,602.54)
24	Oct	45,889	29,897	15,992	35%	415	1.39%	98.61%	1244	7.78%	92.22%	(\$15,079.41)	(\$3,350.98)	(\$18,430.39)
24	Nov	46,386	30,207	16,179	35%	420	1.39%	98.61%	1233	7.62%	92.38%	(\$15,321.06)	(\$3,404.68)	(\$18,725.74)
24	Dec	49,121	32,403	16,718	34%	406	1.25%	98.75%	1100	6.58%	93.42%	(\$16,289.64)	(\$3,619.92)	(\$19,909.56)
												(\$91,782.45)	(\$20,396.10)	(\$112,178.55)

Calls of Billed, "Free", and Indigent

