



Corrections and Community Supervision

HANDBOOK FOR THE FAMILIES AND FRIENDS OF NEW YORK STATE DOCCS INCARCERATED INDIVIDUALS

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KATHY HOCHUL
Governor

Daniel F. Martuscello III
Commissioner

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INTRODUCTION

Incarceration is not a sanction that is served solely by incarcerated individuals. Incarceration affects families, friends and communities throughout this State and Nation. The term incarceration is reflected negatively given its cause (crimes and victims), its portrayal in the media, and how it has been used in the past. An incarcerated individual's ability to rehabilitate, better themselves and to achieve goals can be overshadowed by society's misguided understanding of incarceration. The New York State Department of Corrections and Community Supervision is committed to ensuring that its mission is achieved; "To improve public safety by providing a continuity of appropriate treatment services in safe and secure facilities where all incarcerated individuals' needs are addressed and they are prepared for release, followed by supportive services for all releasees under community supervision to facilitate a successful completion of their sentence."

Having a family member, loved one, or friend incarcerated in state prison may present challenges and stresses to maintain one's relationship with that person. Though their incarceration may impact their ability to be present in your daily activities, the New York State Department of Corrections and Community Supervision offers several programs for incarcerated individuals to have access to their loved ones.

This handbook has been designed to help you to understand more about the New York State Department of Corrections and Community Supervision, and the services and programs that it offers incarcerated individuals and their families. Hopefully, this will guide you and offer you information to aid you in your ongoing support of your incarcerated loved one.

UNDERSTANDING NEW YORK STATE DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION

The New York State Department of Corrections and Community Supervision (DOCCS) is headed by the Commissioner. The Commissioner has final responsibility for the overall management and operation of the New York State Department of Corrections and Community Supervision to ensure the care, custody, and respectful treatment of individuals sentenced to state prison, as well as those incarcerated individuals who are released under community supervision.

The agency employs approximately 25,000 employees and houses approximately 31,000 incarcerated individuals in 42 correctional facilities.

Community Supervision is responsible for the supervision and reintegration of incarcerated individuals released from prison by action of the New York State Board of Parole, by conditional release, release to a period of post-release supervision, or those sentenced to direct parole supervision. There are currently approximately 29,000 releasees under Community Supervision.

The Department is not responsible for incarcerated individuals housed in city or county correctional facilities or local police lock-ups. For information about local facilities, please contact the specific city or county facility.

Every correctional facility has an administration. These are people who manage the correctional facility. Each facility has a Superintendent, and most facilities have Deputy Superintendents for Security, Programs, and Administration. Security staff consists of Captains, Lieutenants, Sergeants, and Correction Officers. There is also a myriad of Program and Administrative staff from the civilian ranks including Food Services Administrators, Institution Stewards, Supervising Offender Rehabilitation Coordinators, Chaplains, Education Supervisors, Grievance Supervisors, Maintenance Supervisors, Nurses, Offender Rehabilitation Coordinators, Principal Account Clerks, Plant Utilities Engineers, Teachers, Recreation Program Leaders, Store Clerks, and other support staff.

Generally, staff can be reached during weekdays, however, many Chaplains are available in the evenings and on weekends. Watch Commanders work on weekends, evenings and on holidays, and are the security personnel in charge of the prison during those periods.

Often, Chaplains and Offender Rehabilitation Coordinators are the primary contacts with family members. Chaplains and Family Services staff can be contacted in reference to family matters at DOCCS Central Office, Albany, during normal business hours.

LOCATING AN INCARCERATED INDIVIDUAL

A Department Identification Number (DIN) is assigned to each incarcerated individual admitted to the New York State Department of Corrections and Community Supervision (DOCCS). It is an internal number used as an identifier for the incarcerated individual while they are in the custody of the Department. This number can be used to locate your loved one, and you need to know this number. If you do not know this number, you may find it by using our online Incarcerated Individual Lookup service. You will need to know the incarcerated individual's complete name and birth date for a successful search. The website <https://doccs.ny.gov/lookup-info-instructions> will show you the name of the facility where the incarcerated individual currently is assigned. It is recommended that just prior to visiting the incarcerated individual you should try to find their location by utilizing this website or by contacting the facility directly. Unscheduled transfers, although infrequent, could result in you traveling a long distance only to find that the incarcerated individual is no longer at that facility. PLEASE NOTE: incarcerated individuals with Youthful Offender status are not listed on the Department's website.

Incarcerated individuals can also be located by calling the DOCCS Central Office at (518) 457-5000 during normal business hours. If an incarcerated individual is in the process of being transferred, their location will not be available until they arrive at the next destination. That information takes a few days to be updated in our system. It is the incarcerated individual's responsibility to notify you of their new location.

Telephone calls upon transfer or return to a facility: Within 24 hours of arrival at a new facility an incarcerated individual will be permitted one collect telephone call to their family. If security precautions prevent the incarcerated individual from placing this call, a staff person designated by the Superintendent, usually from the Guidance and Counseling Unit, shall make the call to a person of the incarcerated individuals' choice. This procedure does not apply to an incarcerated individual in "transit status" or temporarily housed at a transit facility overnight or for a weekend during transfer. It does apply to incarcerated individuals in transit units in Auburn and Sing Sing Correctional Facilities.

Incarcerated individuals who are "out to court" or in a hospital for a period of 5 days or more will be allowed to make a collect telephone call within 24 hours of returning to the correctional facility. Collect calls from an outside hospital, other than a secure ward, may be made only with the approval of the Superintendent or designee.

Incarcerated individuals who violate their parole, and are returned to prison, will be allowed to make one collect telephone call to a person of their choice within 24 hours of their arrival.

SENDING MAIL TO AN INCARCERATED INDIVIDUAL

Correspondence is allowed and encouraged. The sending and receiving of mail by incarcerated individuals will be restricted only to the extent necessary to prevent a threat to the safety and security of the facility, or the safety or well-being of any person, and to prevent unsolicited and unwanted mail. PLEASE NOTE: No incarcerated individual may correspond with any person who is on their negative correspondence list. No incarcerated individual may correspond with any person who is listed on a court Order of Protection which prohibits such correspondence.

People sending mail into the correctional facility are personally responsible for the contents of their mail. Incarcerated individuals and all correspondents are advised that sending obscene, threatening, or fraudulent materials through the mail may be a crime under state and federal laws. The Department will urge prosecution whenever such mail is brought to its attention. Unauthorized items shall either be returned to the sender at the expense of the incarcerated individual or otherwise disposed of. Such will be the choice of the incarcerated individual and accomplished at the incarcerated individual's expense. PLEASE NOTE: Dangerous contraband will not be returned.

All mail sent to the incarcerated individual must be clearly marked with the incarcerated individual's name, DIN, and a return address in the left top corner of the envelope. Envelopes may include your personal letters and photographs. Do NOT send nude photographs or Polaroid photos. Do NOT send postage stamps or letters from other people, except children. A limit of five pages of printed or photocopied materials (an individual newspaper clipping will be considered one page) may be received within a piece of regular correspondence. (Note the following exception in the next paragraph). In order to facilitate media review, pages or clippings must not be taped, glued, or pasted together or to other papers.

Not to exceed once every four months, an incarcerated individual may make a written request to the Superintendent to receive in excess of five pages of printed or photocopied legal papers specifically related to their current legal matter (e.g., legal brief or trial transcript relating to the incarcerated individual's active case) within a piece of regular correspondence. If approved, the piece of correspondence must be received within 30 days thereafter.

All incoming mail will be opened and inspected for printed or photocopied materials, or contraband. Checks, money orders, and cash will not be accepted via packages and mail at DOCCS facilities. Please note that printed or photocopied materials may delay the incarcerated individual receiving the letter due to Media Review procedures. Again, postage stamps are not allowed.

All mail that you receive from an incarcerated individual should be well marked with the incarcerated individual's DIN and correctional facility address with other clear indications that the letter is from a correctional facility.

EMAILING AN INCARCERATED INDIVIDUAL

The Departmental Directive #4425 – “Incarcerated Individual Tablet Program” provides each incarcerated individual with access to a tablet that contains educational materials, through a secured vendor. On these tablets, incarcerated individuals can purchase music, videos, e-books and through this secure network, a messaging system to communicate with family and friends, as approved by the Department. These tablets do NOT have access to the internet. See <https://doccs.ny.gov/secure-messaging-program>

Incarcerated individuals may only send and receive secure messaging to and from community members who have established an account with the kiosk service provider and have registered that incarcerated individual to their account. Incarcerated individuals and community members using secure messaging must adhere to all applicable provisions as outlined in Departmental Directive #4425-“Incarcerated Individual Tablet Program,” regarding mail, contraband, and incarcerated individual communication.

The Department will NOT print incoming emails or attachments for incarcerated individuals.

All incoming and outgoing messages are subject to content screening by authorized staff. Secure messages and associated attachments that violate policy will be rejected. Incarcerated individuals will receive a rejection notice in their in-box. Stamps will NOT be refunded for rejected messages. If an incarcerated individual is found to have authored a message in violation of Department policy, they may be issued a misbehavior report. The Superintendent may terminate or suspend secure messaging privileges for any community member, if the Superintendent has reasonable cause to believe that such action is necessary to maintain the safety, security, and good order of the facility. The Department is not responsible for any funds lost as a result of the suspension of accounts for actions found in violation of Department policy as outlined in section V of Directive #4425. Should your messaging privilege be terminated or suspended, you will receive a notice in writing, which you will have 60 days to appeal. You will be provided with a written decision within 45 days of the receipt of the appeal. Appeals should be sent directly to the following address:

Deputy Commissioner and Counsel
New York State Department of Corrections and Community Supervision
The Harriman State Office Campus
1220 Washington Ave
Albany, NY 12226-2050

Community members who have established an account with the kiosk service provider may also send videograms. Videograms may be sent at a higher rate (see <https://doccs.ny.gov/secure-messaging-program>) and are subject to the same review and provisions as outlined above. Community members may send videograms to the incarcerated individual, however the incarcerated individual cannot send them in return. It is your responsibility to ensure the content of your videogram meets DOCCS policy provisions.

Secure messaging stamps are purchased at the kiosk using funds in the incarcerated individual's Kiosk Media Account. Community members may purchase secure messaging stamps for incarcerated individuals through the kiosk service provider. Stamps will be available to the incarcerated individual for use in the incarcerated individual's Kiosk Media Account.

JPay is the independent vendor currently providing the secure network. Please contact them directly at 1-800-574-5729 or <https://www.jpayers.com> in order to establish your account and/or make purchases in regard to the Tablet Program. See <https://doacs.ny.gov/secure-messaging-program>

PACKAGES

This booklet was put together as a broad guideline. Each facility is different. For specific information, contact the facility in question. Generally, incarcerated individuals may receive packages directly from vendors via U.S. Postal Service, FedEx, UPS, etc. Only packages received directly from a vendor will be permitted except for up to two non-food packages per year, which may be provided by the family or friends of an incarcerated individual. Packages will no longer be allowed to be brought to the facility during visits or mailed directly to the facility from family or friends. Family and friends will also be able to order packages and articles from vendors to be delivered directly to the incarcerated individual. For a complete understanding of packages, refer to Directive #4911, "Packages & Articles Sent to Facilities" at https://doacs.ny.gov/system/files/documents/2024/06/4911_0.pdf

Incarcerated individuals will be allowed three food packages per month with a combined weight not exceeding 40 pounds. Family and/or friends will be permitted to send up to two non-food packages per year via mail. Additionally, there will be no limit on non-food items such as clothing, tobacco, etc. received from vendors, whether ordered by the incarcerated individual or family/friends. Be advised, there are limits on the amount of personal property an incarcerated individual may accumulate based on physical and/or programmatic considerations. There are also restrictions on color of clothing, please review list of allowable items.

Exceptions to the above package rules exist for incarcerated individuals in Special Housing Units (SHU), incarcerated individuals on "loss of package" sanctions, "reception", or "in-transit" status, Shock, Drug Treatment Program, CASAT, and Work Release Centers. For example, no packages may be received at any time by an incarcerated individual in SHU except books, periodicals, and legal materials. For specific information about these special populations, contact the facility in question. As stated in Section III of Directive #4911, "incarcerated individuals in reception status...will not be allowed to receive packages for 30 days from the date of reception."

TELEPHONE CALLS

The Department's "Call-Home" program allows incarcerated individuals to make phone calls as a way to maintain contact with family and friends. The incarcerated individual may only call you collect. This means you will have to pay for the call.

An incarcerated individual is only permitted to call persons on their approved telephone list and may only have up to 15 telephone numbers on their approved list at any time. Phone numbers may only be added or deleted at the request of the incarcerated individual. This is generally done on a quarterly basis when the incarcerated individual meets with their assigned Offender Rehabilitation Coordinator. If you do not wish to receive telephone calls from an incarcerated individual you need to notify the

facility, in writing, and your name will be entered on the incarcerated individual's Negative Correspondence and Telephone List. The incarcerated individual will be immediately notified in writing that you have been removed from their "Telephone List" and that disciplinary action may be taken if the telephone is used in any manner to contact you. In addition, your telephone number will be removed from the telephone system.

According to the type of facility, incarcerated individuals are permitted to make phone calls every day, including holidays, between the hours of 7:00 AM to 11:00 PM. Each Superintendent will establish a schedule for phone calls in each facility. Calls will automatically be terminated when the facility specific time limit has been reached, preceded by a warning. No call shall exceed 30 minutes. When other incarcerated individuals are waiting to place calls, a 10-minute limit may be imposed.

PROHIBITED CALLS: The following rules are some of the restrictions you should be aware of regarding calls made by incarcerated individuals. Incarcerated individuals are prohibited from placing telephone calls to the following (unless the individual called is a member of the incarcerated individual's immediate family, e.g. spouse, child, parent, grandparent, brother, sister, aunt, or uncle):

- A. Present or former employees of the Department of Corrections and Community Supervision and their families.
- B. Present or former employees of Federal, State, and local criminal justice agencies, including, but not limited to, police agencies, district attorneys, Federal and local correctional agencies, Probation departments and the families of such employees.
- C. Jurors involved in the conviction of the incarcerated individual, and their families.
- D. Judges involved in the conviction/indictment of the incarcerated individual, and their families.
- E. Crime partners who are not incarcerated.

No incarcerated individual may place a telephone call to the residence of a victim of the crime(s) for which they have been convicted, or are presently under indictment, regardless of whether immediate family members maintain the same residence, unless prior written authorization has been received from the Superintendent.

No incarcerated individual may call the phone number of any person listed on a court Order of Protection which prohibits telephone communication; unless the order specifically states that the incarcerated individual is not prohibited from communication by phone with another person at that same phone number.

Incarcerated individuals are prohibited from making telephone calls for the purpose of harassing or intimidating any person. Incarcerated individuals are advised that such telephone calls may violate Federal and/or State laws. Facility Superintendents shall report serious and/or continuing telephone calls of this nature to the proper law enforcement authorities.

Incarcerated individual telephone calls and telephone conversations are restricted to the telephone number dialed or otherwise placed by or for the incarcerated individual. Telephone call forwarding, third party phone calls, and calls to 1-800 numbers are prohibited. Incarcerated individuals will be subject to disciplinary action should they violate these rules.

"Incarcerated individuals may not use another incarcerated individual's PIN number to place calls" per Department Directive #4423, Section III, E-14.

PLEASE NOTE: All incarcerated individual telephone conversations are subject to electronic monitoring and/or recording by Department personnel.

The New York State Department of Corrections and Community Supervision has entered into an agreement with Securus Technology, who will be providing the incarcerated individual telephone system at each state operated facility at a reduced rate. Those wishing to accept calls from incarcerated individuals in NYS Correctional Facilities are required to have an account with Securus. An account can be created by visiting the website <https://securustech.net> or calling them at 1-800-844-6591. For further information please see "Telephone Program" in the Visitor section on the Department's website at <https://doccs.ny.gov>.

VISITATION

Visitation by family and friends is encouraged and can be a positive influence during an incarcerated individual's time in prison, as well as after the incarcerated individual's release. Research has shown that an incarcerated individual who receives regular visitation adjusts much better once they are released from prison when the privilege is used to maintain a positive relationship.

- In addition to enhancing the safety of our correctional facilities, DOCCS wants to ensure that visiting is family friendly and the visiting experience for incarcerated individuals and their loved ones is positive.
- Visitors who violate visitor rules may be prosecuted and/or lose visiting privileges. Rules are established to keep everyone safe and offer a positive experience.

Directions and Mileage

Correctional facilities are sometimes hard to find and may take longer to reach than you originally anticipated. Please refer to the [addresses of state correctional facilities \(Appendix A\)](#). The DOCCS website gives directions to correctional facilities from Albany, New York. Directions may also be obtained through Map Quest on the internet or by calling the correctional facility.

Who Can Visit?

With little exception, anyone can visit an incarcerated individual, as long as it is during visiting hours, the visitor has proper identification, and the incarcerated individual agrees to the visit. Visitors are required to sign a statement indicating that they have been advised of and agree to abide by the rules and regulations regarding visiting. Make sure you know how many visitors may visit at one time. Each facility is different. Sometimes special arrangements for extra visitors can be made through the Superintendent's Office, with several weeks or a month's notice. You can call the facility to find out about special arrangements.

Special Permission Visitors

The following individuals can only visit with special permission:

- A former incarcerated individual who was incarcerated at the facility where they request to visit.
- A formerly incarcerated person who has been released within the last five years.
- A person who is currently under Parole or Probation supervision.
- A Department employee.

- An active volunteer for the Department.
- A current contract employee.
- A person with pending or past criminal proceedings may be denied pending approval by the Superintendent.

If any of these conditions apply to you, permission must be sought by writing to the Superintendent. Permission from the Superintendent must be granted before a visit can take place. A Superintendent may deny visiting privileges to visitors with criminal histories if they feel that the visitor's presence could create a threat to the security and good order of the facility. Criteria to be considered shall include, but not be limited to, the purpose of the proposed visit, the former institutional adjustment of the formerly incarcerated individual, the nature of the pending criminal proceeding, and the time frame between release and the proposed visit.

NOTE: In addition to the Superintendent's approval, Probationers and Releasees also need written approval from their Probation or Parole Officer.

Visiting Days and Times

BEFORE YOU VISIT, MAKE SURE YOU KNOW THE VISITING SCHEDULE.

BE THERE ON THE CORRECT DAY!!!

Except in cases of emergency and instances of termination, suspension, or revocation of visiting privileges, the number, length, and frequency of visits by each visitor will be limited only as necessary to accommodate all visitors who arrive during the scheduled visiting time.

Visiting days and times are different for each facility. For your reference, a link to each facility is included in Appendix A of this handbook. They are influenced by the security level and population concerns of the facility. Some facilities only allow visits on certain days of the week. Examples include visits by last name (A-L) (M-Z), or by the incarcerated individual's DIN. As a rule, maximum security facilities allow visiting on a daily basis. Medium and minimum-security facilities allow visiting on weekends and holidays. Work Release facilities allow visiting for incarcerated individuals in restriction units only. Those participating in Shock Incarceration allow visiting every other weekend.

PLEASE NOTE: Incarcerated individuals designated as SHU status (Special Housing Unit) are limited to one visit per week, excluding legal visits that have been approved. Contact the facility for the specific visiting schedule and/or go to the DOCCS website. Loss of visitation privileges may be imposed as a sanction for certain misbehaviors, please contact the facility prior to your intended visit.

Visiting hours vary by facility, and some facilities include evening hours. At times, such as holidays, visiting rooms can become crowded, and on rare occasions, visitors may be asked to end their visit early to accommodate other visitors waiting to participate. As policies may vary from facility to facility, inquire from the facility specific information regarding their visitation overcrowding procedure. It is recommended that visitors learn as much as possible about the facility they are going to visit. Contact should be made with the facility prior to your initial visit to determine its visiting policy.

Visitor Processing Areas and Visiting Rooms

Visitor processing is slightly different at every correctional facility. Some facilities have a Visitor Hospitality Center where you can wait, change clothes, and relax until you are called for your visit.

Visiting rooms vary. Some visiting rooms are like high school cafeterias with chairs, tables, and vending machines. Other visiting rooms have a counter that wraps around the room where incarcerated individuals sit on one side and visitors on the other side. The incarcerated individual will sit facing the Correction Officer's desk. Often there are vending machines in the room or in a nearby room. There are restrooms in the area as well. It is always a good idea to bring change for the vending machines. Generally, once you are in the visiting room, you cannot leave without terminating your visit.

Depending on the correctional facility, activities for children vary. Most facilities have a specialized area where children can watch videos and play games. Normally, you cannot take toys or stuffed animals into the visiting room.

AN INCARCERATED INDIVIDUAL HAS A RIGHT TO REFUSE A VISIT. SHOULD THIS OCCUR, YOU WILL BE NOTIFIED BY THE OFFICER IN CHARGE OF THE VISITING ROOM.

VISITING GUIDELINES

The Superintendent may deny, limit, suspend, or revoke the visitation privileges of any incarcerated individual or visitor if the Superintendent has reasonable cause to believe that such action is necessary to maintain the safety, security, and good order of the facility.

Identification

Visitors are required to furnish proof of identification, which includes the following: all adult visitors will be required to present photo identification when being processed to visit an incarcerated individual in DOCCS. Acceptable forms of photo identification must be valid, and current (not expired) and may include:

- A driver's license with photo
- A Department of Motor Vehicles non-driver photo identification
- Government issued photo identification
- Armed Services I.D. with photo
- Employment identification with a photo

To ensure faster processing, it is recommended that you use the same identification at every visit, regardless of who you are visiting and where. Your photograph will also be taken for the visitor identification system. For minor children only, birth or baptismal certificates may be used for identification purposes. **Lawyers and other persons entering for official visits can use:**

- **Government issued employee photo identification.**
- **A court issued employee picture identification or a Unified Court System attorney secure pass identification card.**

Visitors Under 18 Years of Age

- All minors must be escorted by an adult who is approved to visit or an adult in an official capacity with proper identification and the approval of the Superintendent or their designee. The adult escort will be responsible for the behavior and conduct of the minor while on facility property, as well as identification of the minor.
- Children of incarcerated individuals will be allowed to visit without written permission. The incarcerated individual's name should appear on the child's birth certificate as verification of relationship. No visit will be permitted if a court order prohibiting such visit is on file with the facility.
- Children of incarcerated individuals who are 16 years of age and older will be admitted without adult escort.
- Unmarried minors under 18 years of age, who are not accompanied by their parent or guardian, must have written permission from the parent or guardian to visit an incarcerated individual. Written permission may be mailed to the facility in advance or presented by the accompanying adult at the time of the visit. The written permission must be signed before a witness and contain a telephone number of both the parent or guardian and the witness to permit staff to verify the permission at the time of visit.
- Married persons under 18 years of age who are related to an incarcerated individual do not need the permission of a parent, guardian, or an adult escort in order to visit an incarcerated individual. However, proof of age and marriage will be required.

Small Children

If you arrive with a small child, you will be allowed to take a diaper bag, three (3) diapers, and plastic baby bottles into the visiting room. (Milk is not always available at the facility. It is a good idea to bring your own). All articles must be searched beforehand. A suitable area within the perimeter of the visiting room is provided for the changing of diapers.

Contraband

The introduction of contraband to the facility is **ABSOLUTELY PROHIBITED**. Do not bring weapons, drugs, alcohol, cell phones, memory cards, and other posted items into the correctional facility. Contraband is defined as:

- Anything in possession that would constitute an offense under the law applicable to the public.
- Anything which could be used to cause death or serious physical injury, including, but not limited to, a handgun, shoulder gun, cartridge, knife, explosive, or dangerous drug (including marijuana).
- Anything that is introduced into a correctional facility with the intent to transfer to an incarcerated individual without the permission of the Superintendent or designee.
- Anything that is not specifically authorized to be possessed by an incarcerated individual in a state correctional facility according to the rules of the Department or local rules of the facility. (Cell phones, alcohol, and money are among items the incarcerated individuals are not permitted to possess).

If you are caught with weapons, drugs, passing drugs, or if there is reasonable suspicion that you are involved with drugs, your visits can be suspended forever, and criminal charges can be filed against you. If this happens, your loved one may have outside criminal charges pressed against them which

could lead to a new sentence and more prison time. In a correctional facility, promoting prison contraband is a felony offense. Such a situation could result in your being arrested in a town far from home, your children (if they are with you) being taken by Child Protective Services, prison time, and other serious disruptions to your life.

Searches

All persons entering a correctional facility are subject to search, as a condition of entry. Visitors who refuse to comply with search procedures will not be permitted entry into the correctional facility.

Substance Detection/Canine Presence

Visitors being processed into correctional facilities are entering a secure area. People, vehicles, and property are subject to search. DOCCS' canines are used for this purpose. Therefore, in addition to the regular security screening upon entry to the facility, a canine may be used as an additional screening tool for you and your property/vehicle.

Metal Detector

You will have to pass through a metal detector. Clothing containing metal (ex. decorative buckles, buttons, or studs) or wire, including, but not limited to underwire bras, may cause the metal detector to alert, and require further processing. If you wear clothing containing metal, you may have to go through a limited visual search, personal item search, or strip search before entry into the facility will be permitted. If you choose not to go through the additional search, your visit will be denied. Your decision to decline to be searched will not affect future visits. Special processing arrangements can be made for visitors who are the recipient of a pacemaker or defibrillator and wish not to walk through the metal detector.

Limited Visual/Personal Item

If a metal detector alerts and the visitor cannot reveal or remove the detected object due to its personal nature, staff may pursue several search options. If you do not want to be searched, you will be allowed to leave. Deciding to leave instead of being searched will not negatively impact your ability to visit in the future.

Limited Visual Search

A limited visual search is a search done in a private area where an officer or staff member of the same gender will visually inspect the area in question. The visitor will lift any clothing or under garments necessary, to show the staff that no contraband is hidden on the visitor's person in the area in question. If a staff member of the same gender is not available, a personal item search is used instead.

Personal Item Search

A search of personal items may be conducted as an alternative to a limited visual search or when a staff member of the same gender is not available. The visitor is allowed to enter a private area or room to remove items of a personal nature including braces, underwire bras, etc., and given a paper bag in which to place the personal items. The visitor is also allowed to wear a large white shirt as an outer covering during reprocessing procedures. The visitor will be reprocessed via a hand scanner or walk-through metal detector. The bag and its contents shall be discreetly inspected for contraband.

Strip Search

If a visitor to a correctional facility has complied with all of the search processes and a supervisor determines that further processing is warranted, the Superintendent or the officer of the day may authorize a consensual strip search after reviewing the matter.

- The Superintendent must have reasonable cause to believe that contraband is concealed upon the person, based upon specific and explainable facts and inferences reasonably drawn from those facts.
- The visitor has the option to submit to the requested search procedure or to refuse.
- If a visitor refuses to submit to a strip search the visit will be denied.
- Refusing to submit to a strip search is not proof of guilt and future visits cannot be denied because you refused a strip search.

If you submit to a strip search, a security supervisor must obtain your written consent on Form #2061 – “Notice of Consent to Search”. In the case of a minor child, the consent must be given by a parent, guardian, or a person in an official capacity regarding the minor. Strip searches shall be conducted in locations heated to a level of human comfort for disrobed persons.

Strip searches shall be conducted by an officer of the same gender as you. In unusual circumstances, you may be told that your child has to be strip-searched. In this case, the parent, guardian, or person in an official capacity who has escorted the minor to the facility shall be requested to be present, and, at the discretion of the officer, may participate in the strip search. If at any time during the procedure the minor objects to the strip search, the procedure shall be terminated immediately.

It may take time for the person to come to where you are to do the search. If you pass the search, you will be allowed to visit. If you do not pass the search, your visit will be denied, future visits can be denied, and the State Police may be called to arrest you if illegal contraband is found. There may be other negative consequences.

Cellular phones, pagers, personal digital assistants, cameras, recording devices, two-way radios, laptop computers, “smart” watches, or other similar electronic devices are prohibited from entering correctional facilities.

Religious Apparel

A visitor is not routinely required to remove religious headwear during search procedures. However, if staff determines, following the use of the hand scanner, that removal of the headwear or any other item of religious apparel is necessary, the item shall be removed in a private area in the presence of a security or civilian staff member of the same gender. If there is no staff member of the same gender on duty, and the visitor still refuses, or cannot remove the item due to its religious significance in the visitor processing area, the visit will be denied.

Smoking

Smoking is not allowed inside the buildings of our correctional facilities. As such, tobacco products (including matches) for personal use are not recommended to be brought by visitors. Contact should be made with the facility prior to your initial visit to determine its visiting policy.

Prescribed Routine Medications

All medications must be declared and given to the processing officer. They shall be identified and stored in a secure area. If the visitor needs the medication during the visiting period, it may be obtained as directed by security staff.

Clothing/Hair/Jewelry

Visitors should wear clothing that enhances a family atmosphere. Please wear: complete attire with appropriate undergarments; comfortable footwear (bare feet are not allowed) and weather appropriate attire when necessary. Inappropriate clothing will result in you being denied entry into the facility. Make sure you understand the dress code for visitors. It helps to have a change of clothes with you if you are not sure.

Prohibited Dress

- See-through (sheer) clothing, bare midriffs, or backs.
- Plunging necklines, short shorts or athletic shorts, low tops, backless tops, or backless dresses.
- Shorts or skirts shorter than mid-thigh length.
- Bathing suits.
- Attire displaying obscene/offensive, derogatory language or drawings; or promoting illegal activity.
- If in doubt, you should not wear a questionable item of clothing. Under no circumstances will a visitor be allowed into the facility dressed inappropriately.
- Please be advised, if your bra makes the metal detector go off, you will have to take it off and/or be searched by an officer. (See policy regarding searches).
- If you wear many hair pins and the metal detector goes off because of them, you will be told that you must take them out of your hair in order to visit. It is easier to do your hair another way.
- Be aware that some head wraps may have to come off for you to pass through the metal detector successfully.
- Many kinds of jewelry make the detector go off. It is easier to remove anything questionable, carry it with you in the processing area, then put it back on later.
- Zippers, metal studs, and decorations can make the detector go off. If this happens, you may be asked to go into the bathroom, take off the clothing, put on an alternative article of clothing provided by the Department and kept there for those purposes, and go through the detector again until you make it through successfully. It is best to wear simple clothing until you become accustomed to the procedures at the correctional facility.

Sobriety

Visitors who appear to be intoxicated or under the influence of drugs will not be admitted inside a correctional facility.

Monies

Visitors can leave cash, money orders, and checks in the conventional visitor deposit lockbox located at each DOCCS facility. Money orders and checks require the use of a facility provided JPay deposit slip, which will be sent by DOCCS directly to JPay for processing. Cash deposits are processed by DOCCS facility staff. Cash deposits are limited to \$50 per incarcerated individual per day. Please note the maximum amount you can leave for a money order/check is \$999.99.

There are no fees for depositing funds through the conventional visitor deposit lockbox located at each DOCCS facility, or by money order or check mailed to the JPay Lockbox address. See <https://doccs.ny.gov/account-deposits>.

Cross Visiting

Cross visiting is the participation of two incarcerated individuals in a visit with one or more visitors. Cross visiting is permitted with the approval of the Superintendent, and, in cases of immediate family members, is to be encouraged. Incarcerated individuals wishing to cross visit must submit requests to their respective Offender Rehabilitation Coordinator at least one month prior to the proposed visit.

- Only persons who are on both incarcerated individuals' visiting records may participate in cross visits.
- Cross visiting may be limited when necessary to accommodate all visitors.
- When a cross visit is taking place the two incarcerated individuals may participate in a common photograph.

Objectionable Behavior

Objectionable behavior may result in termination of a visit. Such behavior may include, but is not limited to the following: loud, abusive, or boisterous actions, disruptive or argumentative behavior, unacceptable physical contact or conduct. While visiting, use good judgment and discretion in dress and behavior so as not to offend others in the visiting room. You may be tempted to try to have more physical contact than what is allowed. This can be upsetting to other visitors who have children with them and can cause your relative or friend to be issued a misbehavior report, as well as your visiting privileges suspended.

Families with Special Needs

- Accommodations: Procedures for acquiring reasonable accommodations are available at each general confinement facility.
- Wheelchairs: For those visitors who require the use of a wheelchair, facilities have made provisions which allow reasonable accessibility.

Special Events Visits

Each general confinement facility schedules "Special Events Programs" designed to celebrate cultural, religious, and ethnic affiliations. Special Events Programs also recognize individual and group achievements and strengthen community and family ties. Under most circumstances, an incarcerated individual's guest will only be allowed to participate if they have visited the incarcerated individual at least twice in a New York State Department of Corrections and Community Supervision facility during the current incarceration. An exception may be made for an incarcerated individual's legal child, less than 18 years of age, who has not previously visited, provided that the child is accompanied by an adult visitor who has met the previous visiting requirement.

Video-Visiting (Select Facilities)

The Video-Visitation Program offers another opportunity for family contacts through video visiting for those individuals who meet eligibility requirements and are approved by facility staff. This program supplements face to face visits and builds and/or maintains family relationships between incarcerated individuals and their family members in selected communities across the State.

Video Visitation is offered for incarcerated individuals at the following facilities:

Adirondack Correctional Facility	Midstate Correctional Facility
Albion Correctional Facility	Greene Correctional Facility
Altona Correctional Facility	Groveland Correctional Facility
Bedford Hills Correctional Facility	Gouverneur Correctional Facility
Bare Hill Correctional Facility	Riverview Correctional Facility
Cayuga Correctional Facility	Taconic Correctional Facility
Clinton Correctional Facility	Ulster Correctional Facility
Collins Correctional Facility	Washington Correctional Facility
Elmira Correctional Facility	Wende Correctional Facility
Fishkill Correctional Facility	Wyoming Correctional Facility
Franklin Correctional Facility	

Criteria:

1. Incarcerated individuals must have positive participation in all programs and be on all required program waiting lists for mandatory programs. Incarcerated individuals who are currently refusing mandatory programs will not be eligible.
2. Incarcerated individuals must exhibit a pattern of appropriate institutional adjustment. Incarcerated individuals who have been convicted of a Tier II or Tier III infraction will be eligible upon immediate release from confinement status. Tier III convictions for violations related to visitation, telephone, or video-visitation programs will require an additional review by the Deputy Superintendent of Security.
3. "Family members" include the following:

Father/Mother	Stepmother/Stepfather	Brother/Sister
Stepbrother/Stepsister	Aunt/Uncle	Spouse*
Common law spouse**	First Cousin	Grandfather/Grandmother
In-laws	Son/Daughter	Niece/Nephew
Grandchild		Stepson/Stepdaughter***
Parent of Child in Common, and the additional children of that parent***		

*Spouses must provide documentation of a valid marriage certificate.

**A declaratory judgment stating the validity of an out of state common-law marriage must be presented by the common law spouse.

*** Written, notarized permission, from the child's other parent, who is not participating in the video visit, must be on file. The permission notice will be valid until rescinded by the issuing parent.

4. An incarcerated individual, with a history of an offense(s) that involves any of the proposed visitors (as a victim, accomplice, co-defendant, or witness) is not eligible to participate in this program with the visitor(s) that has said involvement. Crime partners will not be permitted to participate.
5. Family members must be able to travel to the approved designated community-based video visitation sites.
6. Potential visitors who have active “Stay Away Orders” will not be eligible to participate. All other orders, active and inactive, will be reviewed by DOCCS on a case-by-case basis. In instances where there are conflicting Court Orders, staff must consult with Counsel’s Office.

Other Visits

- Legal Visits: For incarcerated individuals and their legal representatives.
- Outside Hospital Visits and/or Facility Hospital Visits: If an incarcerated individual is in a facility infirmary, Regional Medical Unit, or outside hospital, the incarcerated individual may be visited for limited periods of time by persons on their Visitor Registration List, an attorney or authorized representative, or visiting clergy.

VISITING MISCONDUCT/VIOLATIONS

Visitor Suspensions

Visitor sanctions apply at all DOCCS correctional facilities and for all incarcerated individuals visited. If a visit is terminated, visiting privileges may be suspended for up to one week until the Superintendent makes a decision reinstating, limiting, suspending, or indefinitely suspending the visitor’s visiting privileges. Should the Superintendent deem that it is suitable to impose a suspension, the visitor would be notified of such decision in writing.

Many categories of serious visitor misconduct now include imposition of an “Indefinite Suspension” of visiting privileges as the maximum penalty. An indefinite suspension of visiting privileges has no predetermined end date, but instead the visitor may request that the Superintendent of the facility housing the incarcerated individual to be visited, review the matter on an annual basis for possible restoration of visiting privileges.

Incarcerated Individual Suspensions

An incarcerated individual found guilty of misconduct before, during, or after the visitation process, may have their visiting privileges suspended. Certain types of misconduct, such as smuggling contraband or sexual misconduct may result in a loss of visits with all visitors.

An incarcerated individual who is found guilty of making, possessing, selling, or exchanging any narcotic, narcotic paraphernalia, controlled substance, or marijuana into the facility shall be subject to disciplinary sanctions.

RULES SPECIFIC TO THE VISITING ROOM

- **Posted Rules:** All incarcerated individuals and visitors shall follow posted rules and directions of the visiting room officers.
- **Allowable items:** Allowable items may vary according to facility policy. No large bags or packages will be allowed in the visiting room. Lockers are available in the front gate area for such items.
- **Exchange:** Visitors will not give anything to incarcerated individuals, nor will incarcerated individuals give anything to visitors, unless it is examined and approved by the officer.
- **Kissing:** A visitor and incarcerated individual may embrace and kiss at the beginning and end of any contact visit. Brief kisses and embraces are also permitted during the contact visit. However, prolonged kissing and what is commonly considered “necking” or “petting” is not permitted.
- **Hand Holding:** A visitor and an incarcerated individual may hold hands if the hands are in plain view of others.
- **Seating:** The officer in charge of the visiting room will make the seating arrangements. Seating arrangements will not be changed by the incarcerated individuals or visitors.
- **Food:** Only food and beverages purchased in the vending machines will be allowed in the visiting room, and only visitors are allowed to use the machines.
- **Pictures:** Pictures of you and your loved one may be made available according to facility policy.
- **Visitor’s Complaint:** Visitors who wish to express a complaint against a staff member should request to see a security supervisor. Visitors who wish to lodge a complaint of unlawful discriminatory treatment shall send a written description outlining the particulars of the incident, including date, time, place, name(s) of person(s) involved, if known, and/or other documentation in support of the claim to:

Director, Office of Diversity Management
New York State Department of Correction and Community Supervision
The Harriman State Campus - Building #4
1220 Washington Avenue
Albany, NY 12226-2050

VISITOR CHECKLIST

- ✓ Confirm that the incarcerated individual has not been transferred and has visitation privileges.
- ✓ Bring valid photo Identification (ID).
- ✓ If you have made special arrangements with the facility, call before leaving to be sure that plans for your visit have been made and are in place.
- ✓ Check clothing and jewelry for compliance with visiting regulations.
- ✓ If you are bringing a child and you are not the legal guardian or parent, you must have the signed, witnessed statement from the child's parent or legal guardian with you. Written permission may be mailed to the facility in advance or presented by the accompanying adult at the time of the visit. The written permission must be signed before a witness and contain telephone numbers of both the parent or guardian and the witness to permit staff to verify the permission at the time of visit.
- ✓ Before leaving home, check your vehicle for contraband and/or hazardous items. This includes, but is not limited to, implements of escape, drug paraphernalia, intoxicants, poisons, any items that pose a danger to others, weapons, such as knives, scissors, or firearms, and any item used to show a gang affiliation. Remove these items before entering the correctional facility grounds.
- ✓ Arrive on the designated day during proper visiting hours.
- ✓ Leave purses, wallets, and electronic devices in your car - either in the glove compartment, or in the trunk. Be sure to lock your car!
- ✓ Do not leave any minor children waiting in the car or your visit will be ended.
- ✓ Remember to treat correctional staff with respect.
- ✓ Do not have any contraband on you when you enter the facility.
- ✓ Do not bring anything into the visiting room to give to the incarcerated individual. Incarcerated individuals are not permitted to take anything from the visiting area.
- ✓ Do not leave pets in your car.

TRANSPORTATION

There are privately operated bus lines that provide transportation to many correctional facilities. Seats must be reserved in advance. Transportation to facilities may vary according to facility location. Information pertaining to each facility's busing services may be obtained by calling the bus company or obtaining this information via the internet. This information is provided solely as a convenience for visitors. Neither the facility, nor the New York State Department of Corrections and Community Supervision assumes any responsibility for the quality of the transportation services provided by privately operated bus companies.

EMERGENCIES

If you are an immediate family member of the incarcerated individual, it is advised that you keep the incarcerated individual informed of any change to your address and phone number. All incarcerated individuals are given the opportunity to list and update information for an emergency contact. This is the person that will be contacted on behalf of the incarcerated individual in the event that an emergency situation does arise. Keeping this information accurate and up to date will only assist the facility in keeping you informed.

GRAVE ILLNESS OR DEATH OF A FAMILY MEMBER

One of the unfortunate realities that may occur during your loved one's incarceration may be the grave illness or death of a family member. It is the family's responsibility to notify the facility in the event of grave illness or death of an incarcerated individual's relative. All information related to the illness or death should be provided as soon as possible. You should notify the Chaplain or Supervising Offender Rehabilitation Coordinator if the event occurs during regular business hours. After hours, or on the weekend, contact the facility and ask for the Watch Commander.

If a family member is gravely ill, you may want the incarcerated individual to have a final visit with their loved one. If a family member passes away, you may want the incarcerated individual to attend the viewing or the funeral. The approval for a Funeral or Death Bed Visit rests solely with the facility Superintendent. The only persons with whom the incarcerated individual may visit for funeral or deathbed visits are: father, mother, legal guardian, or former legal guardian, child, brother, half-brother, sister, half-sister, spouse, grandparent, grandchild, ancestral uncle or ancestral aunt. All visitations of this type must be within New York State.

The relationship between the incarcerated individual and the deceased must be verified by Departmental records, and/or by furnishing documents that clearly prove the relationship (i.e., birth certificates, obituary notice, marriage certificates). These documents must be provided in a timely fashion for a favorable decision to be considered.

Please remember that final approval for an incarcerated individual to attend the funeral or deathbed visit rests solely with the facility Superintendent. PLEASE NOTE: Deathbed visits may only occur at recognized healthcare facilities and are not permitted in private homes.

INCARCERATED INDIVIDUAL MONIES/ INCARCERATED INDIVIDUAL ACCOUNTS

Incarcerated individuals are not permitted to physically possess money while they are incarcerated. This includes paper money and coins. To allow incarcerated individuals to buy things they need or want their money is held in their incarcerated individual trust fund account. Jobs, program assignments and gifts from family and friends are the usual sources for these funds. The incarcerated individual can use the money in their account to buy items from the commissary or send money home.

Please be aware that often there are court surcharges, fees, or other encumbrances that incarcerated individuals may have that are unpaid. Monies coming in from the outside will be applied to those outstanding obligations. Other than the incarcerated individual's incentive wage, funds may not be available for commissary and other items until these obligations are satisfied.

DOCCS utilizes a vendor to accept deposits from family and friends for incarcerated individual trust fund accounts. Please see <https://doccs.ny.gov/account-deposits> to fund incarcerated individual trust accounts.

Incarcerated individuals receive a monthly print-out of their account balances. Any questions that you may have regarding the incarcerated individual's account should be directed to the incarcerated individual, as they have access to that information. Facilities will not give information over the phone concerning the status of an incarcerated individual's account.

RELEASE DEBIT CARDS

At the time of release DOCCS will issue a debit card to each incarcerated individual funded with the final balance of their ICAS account.

The following are exceptions:

- Incarcerated individuals released to a warrant/ICE.
- Incarcerated individual releasing to/from psychiatric centers.
- Incarcerated individuals that are Court ordered discharged.

INCARCERATED INDIVIDUAL COMMISSARY

The facility commissary is a store located inside the facility specifically for incarcerated individuals. It may carry a wide variety of items. This includes personal care items such as shampoo, soap, and toothpaste. An incarcerated individual is entitled to a "commissary buy" every 2 weeks if they have available funds and they are not otherwise restricted by disciplinary dispositions.

PLEASE NOTE: The facility provides personal hygiene items, such as toothpaste, toothbrush, and soap, if the incarcerated individual is in need and makes a request.

INCARCERATED INDIVIDUAL MISCONDUCT

The Department has a disciplinary system in effect that identifies the standards of behavior within which it is expected that incarcerated individuals will conduct themselves while in custody at all facilities. When incarcerated individuals arrive at a reception facility, they are given a handbook of standards of incarcerated individual behavior that provides the accepted policy for incarcerated individual rules, penalties for violating these rules and outlines procedures to be followed. Incarcerated individuals are strongly encouraged to become familiar with the Standards of Incarcerated Individual Behavior.

When a violation of a rule has occurred, the incarcerated individual will be issued a misbehavior report. These misbehavior reports are classified into three categories:

- Tier I
- Tier II
- Tier III

Once a misbehavior report is issued, the incarcerated individual will attend a disciplinary hearing for a Tier II or Tier III offense. If the incarcerated individual is found guilty, they will receive a disposition appropriate to the Tier system. The nature of the incarcerated individual misbehavior, as well as any potential safety concerns and/or the potential need for alternate housing requirements as a result of the misbehavior will be evaluated and may result in the incarcerated individual being transferred to a more restrictive or alternate housing location.

Tier II and III disciplinary “tickets” (misbehavior reports) cost \$5, if an incarcerated individual is found guilty. This will come out of the incarcerated individual’s account. If applicable, and the incarcerated individual is found to be responsible for loss or intentional damage to property, they may also be sanctioned to pay restitution for that loss or damage.

At the conclusion of the disciplinary process, if the incarcerated individual disagrees with the disposition or the process, they have the right to appeal the decision. Tier II misbehavior reports are appealed directly to the facility Superintendent. Tier III misbehavior reports are appealed directly to Special Housing in Central Office.

INCARCERATED INDIVIDUAL COMPLAINTS/GRIEVANCES

Incarcerated individuals may speak to any supervisor regarding the conduct of correctional staff, unlawful discrimination, harassment, and/or concerns regarding policy/procedures. There is also a formal grievance process which provides each incarcerated individual an orderly, fair, simple, and expeditious manner, with an appeal method, as a means to resolve grievances.

GENERAL INFORMATION ABOUT PROGRAMS AND SERVICES

The Department offers an extensive array of programs and services which incarcerated individuals may utilize to re-direct their lives to becoming productive, law-abiding members of society. Programs include educational and vocational training, substance abuse treatment, parenting skills, anger management, health education, sex offender programming, religious services, and many more. Following is a general listing of programs available.

Education Programs

The Division of Education oversees all academic, college, vocational, and recreation programs. Education is also responsible for Language Access Services. The objective of education programs is to provide incarcerated individuals with the skills and credentials that will assist them to become productive members of the community upon release.

- Academic Education is provided in all general confinement correctional facilities. The core academic programs are: Adult Basic Education (ABE), High School Equivalency preparation (Pre-HSE and HSE), English as a Second Language (ESL)/Bilingual, Cell Study, and Computer Assisted Instruction. Incarcerated individuals who are 21 years of age or younger may also receive Special Education and Title 1 services. All incarcerated individuals who enter the system without a verified high school credential are determined to have an academic need and required to participate in school until attainment of a high school equivalency diploma.
- College programs are offered at many facilities in partnership with colleges, funding sources, and the correctional facility. An incarcerated individual must have a verified high school credential to participate in a college program. For a complete listing of college programs and locations, please refer to the Department's website <https://doccs.ny.gov/college-programs>. Incarcerated individuals with a high school diploma or equivalency may participate in post-secondary correspondence programs at any facility. The incarcerated individual and/or family member are responsible for the cost of correspondence courses. Correspondence courses must be from an accredited institution of higher education and approved by the Education Supervisor at the facility.
- Vocational programs are offered in 31 different trade areas. These programs are available at most general confinement facilities. Incarcerated individuals who enter the system without a verified work history or employment skills are identified as having a vocational need and required to participate in a vocational program. All vocational programs are competency based. Incarcerated individuals complete tasks and modules that lead to the earning of job titles. All job titles represent real world jobs. To satisfy the vocational need, an incarcerated individual must complete a cluster of job titles from the Employment Readiness Title Chart.

The following list are the vocational programs that are offered at select correctional facilities throughout New York State:

- Air Conditioning, Refrigeration & Heating
- Automotive Technology
- Barbering
- Braille Transcription & Large Print
- Building Maintenance
- Carpentry
- Commercial Arts
- Commercial Driver's License Training
- Computer Information Technology & Support

- Computer Operator
 - Computer Repair
 - Cosmetology
 - Culinary Arts
 - Custodial Maintenance
 - Drafting
 - Electrical Trades
 - Energy Technology
 - Floor Covering
 - General Business
 - Horse Handling and Care
 - Horticulture
 - Machine Shop
 - Masonry
 - Painting & Decorating
 - Plumbing and Heating
 - Printing
 - Puppies Behind Bars
 - Sheltered Workshop/Paint Brush & Roller Fabrication
 - Small Engine Repair
 - Upholstery
 - Welding
-
- Vocational programs offer qualified incarcerated individuals the opportunity to participate in Department of Labor Apprenticeship Training Programs. Certain programs also offer industry recognized certifications such as NCCER (construction trades), IC3 (computer skills) and Serve-Safe (food handling).
 - Recreational programs offer the incarcerated individuals the opportunity to participate in a wide variety of recreational activities, including organized sports, participation with community groups, fine arts, in-house video programs, and wellness programs.
 - Incarcerated individual organizations are intended to provide structured and meaningful leisure time activities that will assist the re-entry process by instilling teamwork, leadership skills, good sportsmanship, and wellness.
 - Hispanic and Cultural Services ensure that all limited English proficient individuals have access to all programs and services within the Department.

Guidance and Counseling Programs

The main purpose of counseling in the Department is to assist incarcerated individuals in adjusting to facility life and to establish a foundation for successful re-integration into the community upon release from custody.

Each incarcerated individual is assigned an Offender Rehabilitation Coordinator (ORC). The ORC is responsible for identifying the incarcerated individual's needs, providing program coordination and guidance throughout their incarceration, and securing appropriate services. Incarcerated individuals meet with their ORC within five business days of arrival at their facility. The ORC will seek information about family and emergency contacts at that time.

Incarcerated individuals are encouraged to communicate any facility and interpersonal concerns with their assigned ORC, who is in the best position to assist them. The incarcerated individual's assigned ORC is generally the primary person with whom they and you will have contact.

The Division of Ministerial, Family and Volunteer Services

- Ministerial Services: The facility has Chaplains who work closely with the incarcerated individual population and provide religious counseling. There are weekly services in most facilities for the major faith groups and there are a variety of other religious activities as well. Ministerial Services is also responsible for meeting the religious needs of incarcerated individuals who ascribe to lesser-known religious faiths. If you would like to speak with a Chaplain during a visit, please notify the Visiting Room Officer or call in advance to schedule an appointment.
- Family Services: Seeks to enrich and strengthen family relationships in anticipation of the incarcerated individual's eventual return to the community and their family reintegration. The Family Reunion Program provides approved incarcerated individuals and their families the opportunity to meet in a limited supervised setting for a designated time in a private home-like setting.
- Volunteer Services: Promotes the involvement of responsible community persons in the continuum of services and programs made available to the incarcerated individual and their family.

Transitional Services

The Department operates a Transitional Services Program to assist incarcerated individuals in achieving a successful transition to the community. Participation in the Transitional Services Program is mandatory for all incarcerated individuals.

Transitional Services program components include:

- Phase 1-Introductory Phase – This phase is designed to assist incarcerated individuals to begin planning for their transition to the community.
- Phase II-Thinking for a Change/Moving On - Thinking for a Change is for male designated facilities and Moving On for female designated facilities. Both programs consist of lessons designed to provide incarcerated individuals with the cognitive and behavior changing tools necessary to lead to successful and crime-free lives. Thinking for a Change has been incorporated into the Moderate Aggression Program. Moving On is offered as a separate program.
- Phase III-The Transitional Phase – This phase is designed to assist incarcerated individuals in their final preparation for release to the community. Incarcerated individuals will be placed in Phase III within 120 days of an approved release date.
- Transitional Services Resource Center – Each facility shall be responsible for the development and maintenance of a Transitional Services Resource Center which allows for community resource information to be printed, stored, and organized by release region and topic. The Resource Center shall be a designated space accessible to all incarcerated individuals where they can conduct research regarding available assistance in the communities they are returning to. Resource material is also available in the general library.
- Personal Document Procurement – Ensures eligible incarcerated individuals are provided with the opportunity to secure personal documents.

- Aggression Replacement Training (ART) - Designed to assist incarcerated individuals in identifying and controlling their aggressive behavior.
- Living Safely Without Violence – Trauma informed aggression program for incarcerated individuals at female designated facilities. This program emphasizes self-regulation practices as a coping mechanism to deal with stress and is an extension of Moving On.
- Moderate Aggression/CBT – A program delivered in a trauma informed approach which consists of Thinking for a Change integrated with Interactive Journaling. The Moderate Aggression/CBT program is mandatory for all incarcerated individuals assessed as suitable. Successful completion of the program is designed to satisfy one’s aggression program need.
- Advanced Aggression/CBT – The goal of the program is to provide an introspective look at the factors which have contributed to an individual’s violent behavior and to assist in the development of strategies for preventing future acts of violence. The Advanced Aggression/CBT program is mandatory for incarcerated individuals assessed with an Automated Reception Risk Score for high violence at select facilities. Successful completion of the program is designed to satisfy one’s aggression program need.
- Step Down to General Population (SDP): The goal of the SDP is to offer behavioral modification programming to SHU incarcerated individuals with the capacity to benefit from the SDP. The aim is to return incarcerated individuals who successfully complete the program back to general population, consistent with achieving overall success and the safety and security of participants and staff. Successful completion of SDP is designed to satisfy the aggression need.
- Step Down to Community (SDC): The goal of the SDC is to assist participants with successful preparation for release to the community. The curriculum includes development of a comprehensive release plan, relapse prevention, family reintegration, employment readiness, and behavior modification. Participants identify high-risk behaviors, engage in emotional regulation exercises, and practice social skills.
- Incarcerated Program Associate (IPA) - The purpose of the IPA program is to provide meaningful work assignments for incarcerated individuals with advanced education and training, and to assist staff in providing program services to incarcerated individuals in each facility.
- Network – This is a voluntary, therapeutic program that uses a hierarchal process to assist incarcerated individuals in learning cooperative work and leadership skills while demonstrating responsible behaviors.
- Community Lifestyles - An open ended residential therapeutic program. It provides a structured dormitory program that supports the essential correctional goals of order and safety.
- Parole Diversion Program (PDP) – Designed to provide releasees who have committed a technical violation of parole terms an opportunity to correct behaviors before it escalates to re-incarceration.
- Re-Entry Units – Designed to provide incarcerated individuals with 120 days or less to release an opportunity to finalize their release plan for an orderly transition back into society.
- Alt. Program – An open-ended program for individuals without a substance abuse need who have violated terms of parole.
- Medicaid Enrollment – Provides assistance to eligible incarcerated individuals with Medicaid enrollment.

Substance Abuse Treatment Services

Most correctional facilities offer substance abuse treatment services. These services focus on the treatment of alcoholism and addiction to drugs. Treatment services are recommended for incarcerated individuals with a history of drug and/or alcohol abuse, or present with significant risk factors for such abuse. It is important to understand that an incarcerated individual’s refusal to participate in a recommended program may affect early release. Incarcerated individuals with a history of addiction

and/or alcoholism with special needs such as mental health issues, sensorial disabilities, developmental disabilities, and long-term medical issues are provided specialized substance abuse treatment services.

- Medication for Addiction Treatment (MAT) is offered through Health Services at facilities.

Additional Treatment Programs

Trauma, Addiction, Mental Health, and Recovery (TAMAR): TAMAR is designed to assist those incarcerated individuals who identify with experiences of trauma and who voluntarily request participation. Participants meet twice per week with trained staff in a closed group format with the goal of identifying and practicing self-regulation strategies designed to alleviate the signs and symptoms of their experienced trauma. TAMAR is primarily a group intervention but may include activities such as journaling and creative expression. Offered at Albion, Bedford Hills, and Taconic Correctional Facilities (female); Gouverneur, Greene, Groveland, and Wyoming Correctional Facilities (male). Expansion anticipated.

- The Department offers Sex Offender Counseling and Treatment Programming to incarcerated individuals that have a need for such treatment.

Veteran's Services

Facility staff work with the Department of Veterans Affairs to help incarcerated veterans become aware of their entitlements, benefits, and available community resources. To assist them in verifying their Veteran status and to provide a healing and peaceful environment so they can address their military service-related problems. See hyperlink for complete listing of services for incarcerated veterans: <https://doccs.ny.gov/incarcerated-veterans-program>

MEDICAL/DENTAL/MENTAL HEALTH SERVICES

Every incarcerated individual in the custody of the New York State Department of Corrections and Community Supervision has access to medical, dental, and mental health services.

- **Medical Services:** Medical staff is on-site at all correctional facilities. Incarcerated individuals have access to medical services daily through each facility's sick call procedure. Facilities differ in the level of medical services they may be able to provide. Incarcerated individuals with special medical needs (short term or long term) may be transferred to a facility which can better meet those needs. For the chronic or terminally ill, the Department provides Regional Medical Units (RMUs) in selected facilities across the state. When medically necessary, incarcerated individuals may be transported to a community hospital for emergency treatment or other medical services.
- **Dental Services:** Incarcerated individuals receive periodic dental checkups. Follow-up or emergency treatment is provided as needed. As with medical services, incarcerated individuals may be transferred to another facility or to a community hospital for treatment when necessary.
- **Mental Health Services:** NYS DOCCS partners with the NYS Office of Mental Health (OMH) in providing special programs along a continuum of care for incarcerated individuals with a mental illness. Upon reception into the DOCCS system and throughout incarceration as necessary, incarcerated individuals can be referred and assessed by OMH staff to determine the amount of mental health services required and are then assigned to facilities where that level of service is available. Although not on site at every facility, each facility has a procedure in place for

incarcerated individuals to receive such services. Services include crisis intervention, individual short and long-term counseling, group counseling, and special programs and services for those who are eligible. OMH operates several prison-based reentry and in-reach programs and provides extensive discharge planning to assist in the transition from prison to community. In collaboration with NYS DOCCS, OMH applies for entitlements such as Social Security, Medicaid, the Medication Grant Program, and mental health housing, and arranges post-release appointments with mental health clinics. OMH works in tandem with community-based providers and the incarcerated individual to develop individualized plans to facilitate continuity of care and successful transition to the community. **If, at any time during your visit, you feel that the incarcerated individual you are visiting is experiencing thoughts of suicide or displaying signs of hopelessness, anxiety, anger or if you notice dramatic mood changes, please contact the nearest staff member immediately.**

PLEASE NOTE: Incarcerated individual health information is considered confidential, and its release is protected by the Federal HIPAA Law (Health Insurance Portability and Accountability Act), the New York State Public Health Law, and the New York State Department of Corrections and Community Supervision policies. Privacy requirements do not allow the disclosure of specific health information without incarcerated individual's authorization. All requests for incarcerated individual health information should be directed to the health services unit at the facility.

Requests for mental health information should be addressed to the facility/Satellite Mental Health Unit, to the attention of the Unit Chief. If the facility does not have a mental health presence, the request should be forwarded in writing to the below address or by phone at (315) 765-3600.

Executive Director of Central New York Psychiatric Center
9005 Old River Road
Marcy, NY 13403-0300

Separate written releases must be obtained for disclosing substance abuse treatment information in accordance with 42 CFR Part 2 and DOCCS Directive #2010 – Departmental Records. In accordance with Department Directives, an incarcerated individual must sign a Release of Drug and Alcohol Abuse Records form #1079 or #1080 to authorize release of alcohol and drug treatment records.

TRANSFERS

Questions regarding transfers should first be directed to the incarcerated individual's assigned Offender Rehabilitation Coordinator.

The Office of Classification and Movement in Central Office can also be contacted regarding transfer-related information. You may write to them at:

The Office of Classification and Movement
New York State Department of Corrections and Community Supervision
The Harriman State Campus - Building #4
1220 Washington Avenue
Albany, NY 12226-2050

RETURNING TO THE COMMUNITY - COMMUNITY SUPERVISION

Incarcerated individuals are encouraged to maintain a positive disciplinary record and participate in programs according to their individualized program plan. Incarcerated individuals can lose good time for not participating in their recommended program plan and/or not complying with the Standards of Behavior and may become ineligible for early release. Therefore, we encourage you to support them in maintaining a positive disciplinary adjustment so that they will be more apt to pursue and attend needed programs.

Generally speaking, there are four ways to be released from DOCCS custody back to the community:

- Presumptive Release/Merit Time
- Parole Board Release
- Conditional Release
- Completion of Maximum Sentence (Max-out)

Presumptive Release/Merit Time/Limited Credit Time Allowance

There are other avenues for release earlier than the court imposed minimum sentence. An incarcerated individual may be considered for presumptive release based on crime and sentence, satisfactory disciplinary and program participation, time already served, and prior criminal history. Questions should be directed to the incarcerated individual's assigned Offender Rehabilitation Coordinator.

Parole Board Release

Parole Board Commissioners may grant discretionary parole release after a minimum portion of the sentence is served.

Conditional Release

A statutory type of release that the Board of Parole does not have discretion to grant or deny.

- Indeterminate sentences, where there is a minimum and maximum sentence imposed, the incarcerated individual must serve 2/3 of their maximum sentence with no loss of good time.
- Determinate sentences, where there is a flat length of time, the incarcerated individual must serve 6/7 of their sentence, and have no loss of good time.

Completion of Maximum Sentence (Max-Out)

An incarcerated individual is released from prison after serving the maximum term of their sentence. This can occur in the following instances:

- The incarcerated individual is not paroled and lost all good time.
- The incarcerated individual is returned to prison for violating the conditions of their release with less than one year remaining on the original sentence, and a Parole Board decision that they be held to the maximum expiration (ME) of their sentence, or the incarcerated individual refuses conditional release.

Frequently Asked Questions

My loved one has been incarcerated. How do I find them?

Computerized incarcerated individual information is available on the Department's website at <https://doccs.ny.gov/lookup-info-instructions>. If you do not have access to the internet, you can call (518) 457-5000 during normal business hours.

Do I need prior approval before my first visit?

No, unless you meet any of the conditions noted under the visitation section of this handbook. Otherwise, the Watch Commander, a security supervisor in charge of a particular shift, will allow initial visits for persons not on an incarcerated individual's approved visitor record as long as you have proper identification, and the incarcerated individual agrees to the visit. As a first-time visitor, you will be required to sign a statement indicating that you have been advised of and agree to abide by the rules and regulations regarding visiting. Please note that your registration information will be entered in a database so that future visits will be much easier.

Can I send cash directly to an incarcerated individual?

No, please see DOCCS Website for options to submit funds to incarcerated individuals accounts.

Can I send an incarcerated individual an e-mail message?

Yes! Incarcerated individuals now have access to a secure network through the Incarcerated Individual Tablet Program and in accordance with Directive #4425. Please refer to "Emailing an Incarcerated Individual" beginning on page 7 of this handbook for specific instructions.

Can I place a telephone call to an incarcerated individual?

No. Incarcerated individuals cannot receive telephone calls. However, if an emergency arises, you should call the facility and speak to the incarcerated individual's Offender Rehabilitation Coordinator, a facility Chaplain, or the Watch Commander.

Can incarcerated individuals phone their family or friends?

Incarcerated individuals can make collect calls from designated pay phones located in all facilities. Incarcerated individuals can have 15 phone numbers on their approved phone list at any time. Telephone numbers are added or removed from the incarcerated individual's phone list by request of the incarcerated individual only and in accordance with Directive #4423 "Incarcerated Individual Telephone Calls." Please note that all phone calls may be monitored. Call forwarding and third-party calls are not allowed. Calls to pagers and 800 numbers are not allowed.

Will I be informed if my loved one is sick?

If the incarcerated individual is admitted to an outside hospital, notification will be made to persons designated by the incarcerated individual. **Please Note:** Incarcerated individuals have the authority to decline notification.

Can I visit a hospitalized incarcerated individual, either in the facility hospital or in an outside hospital?

Yes. Facility Hospital - Incarcerated individuals may be visited for limited periods of time by persons on their visitor record, an attorney, or authorized individual. Outside Hospital - Incarcerated individuals may receive visitors only with the permission of the doctor, and within the rules of the hospital. Visiting times are only during the regular hospital visiting hours, and will not exceed two hours, unless the incarcerated individual is on the critical list. A person can visit an incarcerated individual in the hospital if on the visiting record and with the Superintendent's permission. All persons requesting to visit an incarcerated individual in the outside hospital need to receive permission from the Superintendent. If approved, visitor will be subject to the visitor's rules and regulations.

What if someone close to my loved one dies or is very sick?

It is recommended that facility staff be contacted as soon as possible so that the incarcerated individual may be notified in an appropriate manner and provided with pastoral care and counseling. As soon as possible, contact the facility where the incarcerated individual is located and speak with the Chaplain, Supervising Offender Rehabilitation Coordinator, or the Watch Commander. **It is the family's responsibility to notify the facility as soon as possible in the event of grave illness or death of an incarcerated individual's relative.**

Is there any bus transportation that will take me directly to the prison?

Information pertaining to busing services may be obtained by calling the bus company or obtaining this information via the internet.

How can I find directions to the facility?

Directions to correctional facilities are located on the internet at <https://doccs.ny.gov/find-facility>. Additionally, you can contact the specific facility.

What do I need to bring to visit?

Proper identification and permission, if required (i.e., you are a minor). Additional information can be found in the section on **Visitation** of this handbook.

Can I visit if I am on parole or probation?

Probationers and Releasees must have the prior permission of the Superintendent and the written permission of their probation or parole officer.

What am I allowed to bring into the visiting room?

You are allowed to bring in money and one credit/debit card in your name for the vending machines, and for purchasing photos where that service is available. You will also be allowed baby supplies if you have a baby with you (See **VISITING GUIDELINES** section of this handbook).

What do I do with my prescription medication?

Visitors who have medication in their possession shall declare and relinquish it to the gate officer. Medications shall be identified and stored in a secure area. If a visitor needs the medication during the visiting period, it may be obtained as directed by the facility.

Can I bring a care package for my loved one to a visit?

No, you may not bring a package for your loved one to a visit. Please refer to the section on packages for further information. Checks, money orders and cash may be used to deposit money into incarcerated individual's account during a visit. It is best to keep your receipts for your records. Please see instructions at the facility for leaving funds during visits.

What days am I allowed to visit and for how long?

See Visiting Days and Times section of this handbook.

What is contraband?

Contraband is any article that is not to be possessed by an incarcerated individual and/or is not approved by the Superintendent. This includes, but is not limited to: weapons, alcohol, illegal drugs (including marijuana) money, cell phones, and chewing gum. Any visitor found in possession of illegal drugs or weapons will be reported to the proper authorities for prosecution. (See page 13.)

How can my loved one get a visit with their child who is currently in foster care?

Foster care visits are managed between the agency that oversees and has jurisdiction of the foster child and the facility they plan to visit. Generally, the facility contact person is the incarcerated individual's assigned Offender Rehabilitation Coordinator.

How can my loved one get transferred to a facility closer to home?

The Office of Classification and Movement in Central Office oversees transfers. Your loved one should contact their assigned Offender Rehabilitation Coordinator to address any concerns about transferring.

How can I marry a person who is incarcerated?

To begin the process, you and your loved one must send a letter requesting permission to marry to the Superintendent of the facility. The Superintendent will then inform the Guidance Unit, and if a legal marriage is approvable, the process will proceed.

How do incarcerated individuals spend their time in prison?

Incarcerated individuals participate in required treatment, educational/vocational training, work, and recreation programs unless they are physically unable or constrained by the following circumstances: intake/transfer processing, administrative segregation, or court hearings. Treatment programs minimally include Alcohol and Substance Treatment (ASAT), Residential Substance Abuse Treatment (RSAT), Comprehensive Alcohol Substance Abuse Treatment (CASAT), Aggression Modification treatment programs (ART), Sex Offender Counseling Treatment Program (SOCTP) and Prison Based Sex Offender Treatment Program (PBSTP). Educational/vocational programs include Adult Basic Education (ABE), High School Equivalency (HSE) preparation, and various vocational trainings including Custodial and Building Maintenance, Computer Repair, Horticulture, and Welding, to name a few. Examples of work assignments include food preparation, ground maintenance, as well as industry production and volunteer programs.

Families and friends are encouraged to help support their loved one to follow through with their prescribed program plan in a positive manner and motivate them to use their time constructively.

For more information regarding incarcerated individual programming, please visit the following link: <https://doccs.ny.gov/programs>

There are ongoing updates to DOCCS policies and procedures. Please refer to the website for the most accurate and up to date information.

Handbook Evaluation

We hope you found the information in this handbook helpful. We invite you to tell us what you think about this handbook so that we can make improvements. You can cut out this page or copy the questions on another sheet of paper. Please take the time to answer these three questions honestly.

1. What material was most helpful to you?

2. What material was least helpful?

3. What would you like to see included in this type of handbook?

Thank you for taking the time to answer these few questions. Please return the completed evaluation to:

New York State Department of Corrections and Community Supervision
Division of Ministerial, Family, and Volunteer Services
The Harriman State Campus – Building #4
1220 Washington Avenue
Albany, New York 12226-2050

APPENDIX A

ADDRESSES, PHONE NUMBERS AND WEBSITE ADDRESSES FOR VISITING SCHEDULE FOR NEW YORK STATE CORRECTIONAL FACILITIES

Facility	Security Level
Adirondack Correctional PO Box 110 196 Ray Brook Road Ray Brook, NY 12977-0110 (518) 891-1343 (Essex County) https://doccs.ny.gov/location/adirondack-correctional-facility	Medium Male
Albion Correctional 3595 State School Road Albion, NY 14411-9399 (585) 589-5511 (Orleans County) https://doccs.ny.gov/location/albion-correctional-facility	Medium Female
Altona Correctional PO Box 3000 555 Devils Den Road Altona, NY 12910-2090 (518) 236-7841 (Clinton County) https://doccs.ny.gov/location/altona-correctional-facility	Medium Male
Attica Correctional 639 Exchange Street Attica, NY 14011-0149 (585) 591-2000 (Wyoming County) https://doccs.ny.gov/location/attica-correctional-facility	Maximum Male

Facility	Security Level
Auburn Correctional 135 State Street Auburn, NY 13024-9000 (315) 253-8401 (Cayuga County) Incarcerated individual Mail: PO Box 618, Zip 13021 https://doccs.ny.gov/location/auburn-correctional-facility	Maximum Male
Bare Hill Correctional 181 Brand Road Caller Box #20 Malone, NY 12953-0020 (518) 483-8411 (Franklin County) https://doccs.ny.gov/location/bare-hill-correctional-facility	Medium Male
Bedford Hills Correctional 247 Harris Road Bedford Hills, NY 10507-2400 (914) 241-3100 (Westchester Co.) https://doccs.ny.gov/location/bedford-hills-correctional-facility	Maximum Female
Cape Vincent Correctional PO Box 599 36560 State Route 12E Cape Vincent, NY 13618-0599 (315) 654-4100 (Jefferson County) https://doccs.ny.gov/location/cape-vincent-correctional-facility	Medium Male

Facility	Security Level
<p>Cayuga Correctional PO Box 1150 2202 State Route 38A Moravia, NY 13118-1150 (315) 497-1110 (Cayuga County) Incarcerated individual Mail: PO Box 1186, Zip 13118</p> <p>https://doccs.ny.gov/location/cayuga-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Clinton Correctional PO Box 2000 1156 Route 374 Dannemora, NY 12929-2000 (518) 492-2511 (Clinton County) Incarcerated individual Mail - PO Box 2001, Zip 12929</p> <p>https://doccs.ny.gov/location/clinton-correctional-facility</p>	<p>Maximum</p> <p>Male</p>
<p>Collins Correctional PO Box 490 - Middle Road Collins, NY 14034-0490 (716) 532-4588 (Erie County) Incarcerated individual Mail: PO Box 340, Zip 14034-0340</p> <p>https://doccs.ny.gov/location/collins-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Coxsackie Correctional PO Box 200 11260 Route 9W Coxsackie, NY 12051-0200 (518) 731-2781 (Greene County) Incarcerated individual Mail: PO Box 999, Zip 12051-0999</p> <p>https://doccs.ny.gov/location/coxsackie-correctional-facility</p>	<p>Maximum</p> <p>Male</p>

Facility	Security Level
<p>Eastern NY Correctional PO Box 338 30 Institution Road Napanoch, NY 12458-0338 (845) 647-7400 (Ulster County)</p> <p>https://doccs.ny.gov/location/eastern-ny-correctional-facility</p>	<p>Maximum</p> <p>Male</p>
<p>Edgecombe Residential Treatment Facility 611 Edgecombe Avenue New York, NY 10032-4398 (212) 923-2575 (New York County)</p> <p>https://doccs.ny.gov/location/edgecombe-residential-treatment-facility</p>	<p>Minimum</p> <p>Male</p>
<p>Elmira Correctional PO Box 500 1879 Davis Street Elmira, NY 14901-0500 (607) 734-3901 (Chemung County)</p> <p>https://doccs.ny.gov/location/elmira-correctional-facility</p>	<p>Maximum</p> <p>Male</p>
<p>Fishkill Correctional Facility 18 Strack Road Beacon, NY 12508-0307 (845) 831-4800 (Dutchess County) Incarcerated individual Mail: 271 Matteawan Road PO Box 1245, Zip 12508</p> <p>https://doccs.ny.gov/location/fishkill-correctional-facility</p>	<p>Medium</p> <p>Male</p>

Facility	Security Level
<p>Five Points Correctional Caller Box 400 6600 State Route 96 Romulus, New York 14541 (607) 869-5111 (Seneca County) <u>Incarcerated individual Mail:</u> Caller Box 119, Zip 14541</p> <p>https://doccs.ny.gov/location/five-points-correctional-facility</p>	<p>Maximum</p> <p>Male</p>
<p>Franklin Correctional PO Box 10 62 Bare Hill Road Malone, NY 12953-0010 (518) 483-6040 (Franklin County)</p> <p>https://doccs.ny.gov/location/franklin-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Gouverneur Correctional PO Box 370 112 Scotch Settlement Road Gouverneur, NY 13642-0370 (315) 287-7351 (Saint Lawrence County)</p> <p>https://doccs.ny.gov/location/gouverneur-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Greene Correctional PO Box 8 165 Plank Road Coxsackie, NY 12051-0008 (518) 731-2741 (Greene County) <u>Incarcerated individual Mail:</u> PO Box 975, Zip 12051-0975</p> <p>https://doccs.ny.gov/location/greene-correctional-facility</p>	<p>Medium</p> <p>Male</p>

Facility	Security Level
<p>Green Haven Correctional Facility 594 Rt. 216 Stormville, NY 12582-0010 (845) 221-2711 (Dutchess County)</p> <p>https://doccs.ny.gov/location/green-haven-correctional-facility</p>	<p>Maximum</p> <p>Male</p>
<p>Groveland Correctional PO Box 50 7000 Sonyea Road Sonyea, NY 14556-0050 (585) 658-2871 (Livingston County)</p> <p>https://doccs.ny.gov/location/groveland-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Hale Creek ASACTC 279 Maloney Road Johnstown, NY 12095-3769 (518) 736-2094 (Fulton County) <u>Incarcerated individual Mail:</u> PO Box 950, Zip 12095</p> <p>https://doccs.ny.gov/location/hale-creek-asactc</p>	<p>Medium</p> <p>Male</p>
<p>Hudson Correctional PO Box 576 50 East Court Street Hudson, NY 12534-0576 (518) 828-4311 (Columbia County)</p> <p>https://doccs.ny.gov/location/hudson-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Lakeview Shock Incarceration PO Box T 9300 Lake Avenue Brocton, NY 14716-9798 (716) 792-7100 (Chautauqua County)</p> <p>https://doccs.ny.gov/location/lakeview-shock-incarceration-correctional-facility</p>	<p>Medium</p> <p>Male and Female</p>

Facility	Security Level
<p>Marcy Correctional PO Box 5000 9000 Old River Road Marcy, NY 13403-5000 (315) 768-1400 (Oneida County) Incarcerated individual Mail: PO Box 3600, Zip 13403</p> <p>https://doccs.ny.gov/location/marcy-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Mid-State Correctional PO Box 216 9005 Old River Road Marcy, NY 13403-0216 (315) 768-8581 (Oneida County) Incarcerated individual Mail: PO Box 2500, 13403</p> <p>https://doccs.ny.gov/location/mid-state-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Mohawk Correctional PO Box 8450 6514 Route 26 Rome, NY 13442 (315) 339-5232 (Oneida County) Incarcerated individual Mail: PO Box 8451, Zip 13440</p> <p>https://doccs.ny.gov/location/mohawk-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Orleans Correctional 3531 Gaines Basin Road Albion, NY 14411-9199 (585) 589-6820 (Orleans County)</p> <p>https://doccs.ny.gov/location/orleans-correctional-facility</p>	<p>Medium</p> <p>Male</p>

Facility	Security Level
<p>Otisville Correctional Facility P.O. Box 8 57 Sanitorium Road Otisville, New York 10963-0008 (845) 386-1490 (Orange County)</p> <p>https://doccs.ny.gov/location/otisville-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Queensboro Correctional 47-04 Van Dam Street Long Island City, NY 11101-3081 (718) 361-8920 (Queens County)</p> <p>https://doccs.ny.gov/location/queensboro-correctional-facility</p>	<p>Minimum</p> <p>Male</p>
<p>Riverview Correctional PO Box 158 1110 Tibbits Drive Ogdensburg, NY 13669-0158 (315) 393-8400 (St. Lawrence County)</p> <p>https://doccs.ny.gov/location/riverview-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Shawangunk Correctional PO Box 750 200 Quick Road Wallkill, NY 12589-0750 (845) 895-2081 (Ulster County) Incarcerated individual Mail: PO Box 700, Zip 12589</p> <p>https://doccs.ny.gov/location/shawangunk-correctional-facility</p>	<p>Maximum</p> <p>Male</p>
<p>Sing Sing Correctional 354 Hunter Street Ossining, NY 10562-5442 (914) 941-0108 (Westchester County)</p> <p>https://doccs.ny.gov/location/sing-sing-correctional-facility</p>	<p>Maximum</p> <p>Male</p>

Facility	Security Level
<p>Taconic Correctional 250 Harris Road Bedford Hills, NY 10507-2498 (914) 241-3010 (Westchester County)</p> <p>https://doccs.ny.gov/location/taconic-correctional-facility</p>	<p>Medium</p> <p>Female</p>
<p>Ulster Correctional PO Box 800 750 Berme Road Napanoch, NY 12458-0800 (845) 647-1670 (Ulster County)</p> <p>https://doccs.ny.gov/location/ulster-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Upstate Correctional PO Box 2000 309 Bare Hill Road Malone, NY 12953 (518) 483-6997 (Franklin County) Incarcerated individual Mail: PO Box 2001, Zip 12953</p> <p>https://doccs.ny.gov/location/upstate-correctional-facility</p>	<p>Maximum</p> <p>Male</p>
<p>Wallkill Correctional PO Box G 50 McKenderick Road Wallkill, NY 12589-0286 (845) 895-2021 (Ulster County)</p> <p>https://doccs.ny.gov/location/wallkill-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Washington Correctional PO Box 180 72 Lock Eleven Lane Comstock, NY 12821-0180 (518) 639-4486 (Washington County)</p> <p>https://doccs.ny.gov/location/washington-correctional-facility</p>	<p>Medium</p> <p>Male</p>

Facility	Security Level
<p>Wende Correctional 3040 Wende Road Alden, NY 14004-1187 (716) 937-4000 (Erie County)</p> <p>https://doccs.ny.gov/location/wende-correctional-facility</p>	<p>Maximum</p> <p>Male</p>
<p>Woodbourne Correctional PO Box 1000 99 Prison Road Woodbourne, NY 12788-1000 (845) 434-7730 (Sullivan County)</p> <p>https://doccs.ny.gov/location/woodbourne-correctional-facility</p>	<p>Medium</p> <p>Male</p>
<p>Wyoming Correctional PO Box 501 3203 Dunbar Road Attica, NY 14011-0501 (585) 591-1010 (Wyoming County)</p> <p>https://doccs.ny.gov/location/wyoming-correctional-facility</p>	<p>Medium</p> <p>Male</p>

APPENDIX B

MILEAGE CHART

Facility	New York City, NY	Albany, NY	Buffalo, NY
Adirondack	292 miles - 4½ hrs.	165 miles - 2¾ hrs.	329 miles - 5½ hrs.
Albion	350 miles - 5½ hrs.	260 miles - 4¼ hrs.	55 miles - 1 hr.
Altona	336 miles - 5½ hrs.	205 miles - 3½ hrs.	356 miles - 6 hrs.
Attica	330 miles - 5¾ hrs.	265 miles - 4½ hrs.	37 miles - ¾ hr.
Auburn	250 miles - 4 hrs.	176 miles - 3¼ hrs.	128 miles - 2¼ hrs.
Bare Hill	340 miles - 5¾ hrs.	230 miles - 4 hrs.	322 miles - 5½ hrs.
Bedford Hills	45 miles - 1 hr.	130 miles - 2¼ hrs.	369 miles - 6¼ hrs.
Cape Vincent	338 miles - 5½ hrs.	197 miles - 3½ hrs.	237 miles - 4 hrs.
Cayuga	234 miles - 4 hrs.	200 miles - 3½ hrs.	145 miles - 2½ hrs.
Clinton	319 miles - 5¼ hrs.	185 miles - 3¼ hrs.	382 miles - 6½ hrs.
Collins	259 miles - 6¼ hrs.	315 miles - 5½ hrs.	31 miles - ½ hr.
Coxsackie	128 miles - 2¼ hrs.	25 miles - ½ hr.	310 miles - 5 hrs.
Eastern	94 miles - 1¾ hrs.	90 miles - 1¾ hrs.	306 miles - 5¼ hrs.
Edgecombe RTF	---	155 miles - 2¾ hrs.	354 miles - 6¼ hrs.
Elmira	215 miles – 3¾ hrs.	205 miles - 3½ hrs.	140 miles - 2½ hrs.
Fishkill	66 miles - 1¼ hrs.	95 miles - 1¾ hr.	338 miles - 5¾ hrs.
Five Points	252 miles – 4¼ hrs.	191 miles - 3 hrs.	121 miles - 2 hrs.
Franklin	340 miles – 5¾ hrs.	230 miles - 4 hrs.	322 miles - 5½ hrs.
Gouverneur	338 miles – 5¾ hrs.	190 miles - 3½ hrs.	250 miles - 4 hrs.
Green Haven	71 miles - 1¼ hrs.	95 miles - 1¾ hrs.	352 miles - 6 hrs.
Greene	128 miles – 2¼ hrs.	25 miles - ½ hr.	310 miles - 5 hrs.
Groveland	292 miles – 5 hrs.	260 miles - 4¼ hrs.	64 miles – 1¼ hrs.

Facility	New York City, NY	Albany, NY	Buffalo, NY
Hale Creek	190 miles – 3¼ hrs.	45 miles - 1 hr.	250 miles - 4 hrs.
Hudson	125 miles – 2¼ hrs.	38 miles - ¾ hr.	322 miles - 5 hrs.
Lakeview Shock	393 miles – 6¾ hrs.	335 miles - 5½ hrs.	53 miles – 1 hr.
Marcy	244 miles – 4 hrs.	100 miles - 1¾ hrs.	195 miles - 3 hrs.
Mid-State	244 miles - 4 hrs.	100 miles - 1¾ hrs.	195 miles - 3 hrs.
Mohawk	244 miles - 4 hrs.	120 miles - 2 hrs.	195 miles - 3 hrs.
Orleans	350 miles - 5½ hrs.	260 miles - 4¼ hrs.	55 miles - 1 hr.
Otisville	81 miles - 1½ hrs.	120 miles - 2 hrs.	316 miles - 5¼ hrs.
Queensboro	- - -	175 miles - 3 hrs.	354 miles - 6¼ hrs.
Riverview	375 miles - 6¼ hrs.	245 miles - 4 hrs.	271 miles - 4½ hrs.
Shawangunk	76 miles - 1½ hrs.	90 miles - 1¾ hrs.	323 miles - 5½ hrs.
Sing Sing	40 miles - 1 hr.	120 miles - 2 hrs.	363 miles - 6 hrs.
Taconic	45 miles - 1 hr.	130 miles - 2½ hrs.	369 miles - 6¼ hrs.
Ulster	94 miles - 1¾ hrs.	90 miles - 1¼ hrs.	306 miles - 5¼ hrs.
Upstate	340 miles - 5¾ hrs.	230 miles - 3¾ hrs.	322 miles - 5½ hrs.
Wallkill	76 miles - 1½ hrs.	90 miles - 1¼ hrs.	323 miles - 5½ hrs.
Washington	216 miles - 3¼ hrs.	70 miles - 1¼ hr.	316 miles - 5¼ hrs.
Wende	338 miles - 6 hrs.	280 miles - 5 hrs.	- - -
Woodbourne	102 miles - 2 hrs.	105 miles - 2 hrs.	294 miles - 5 hrs.
Wyoming	330 miles - 5½ hrs.	265 miles - 4½ hrs.	37 miles - ¾ hr.

APPENDIX C

PROGRAMS SERVING FAMILIES OF ADULT INCARCERATED INDIVIDUALS IN NEW YORK STATE

Abraham House

Telephone: (718) 292-9321

Address: 340 Willis Avenue
Bronx, NY 10454

Website: <http://abrahamhouse.org/home.aspx>

- The Abraham House works with incarcerated people, formerly incarcerated people, and their relatives to break the cycle of crime within families. Abraham House's services include an alternative-to-incarceration program, a family center offering social services and a religious community of formerly incarcerated people, after-school programming for all children, college preparation, and mentoring.

Al Anon Family Group Headquarters, Inc.

Telephone: (212) 941-0094

Address: 4 West 43rd Street, Suite 308
New York, New York 10036

Website: <https://www.nycalanon.org>

- Information on 12-Step meetings for family and friends of people suffering with Alcoholism.

Angel Tree/Prison Fellowship

Telephone: (800) 552-6435

Address: Prison Fellowship
PO Box 1550
Merrifield, VA 22116-1550

Website: <https://www.prisonfellowship.org>

- Provides religious ministry and support to the children and families of prisoners by distributing holiday gifts to children of prisoners.

Catholic Charities of the Diocese of Brooklyn and Queens, Inc.

Telephone: (718) 722- 6001

Address: 191 Joralemon Street
Brooklyn, NY 11201

Website: <https://www.ccbq.org>

- Catholic Charities of Brooklyn and Queens sees its mission as promoting unity among all persons seeking to develop caring communities and to fulfill their commitment in providing humane social services to all their neighbors. Catholic Charities sponsors 180 programs and services throughout the boroughs of Brooklyn and Queens.

Child Center of N.Y. (CCNY)

Telephone: 718-651-7770
Address: 118-35 queens Boulevard, Sixth Floor
Forest Hills, NY 11375
Website: <https://childcenterny.org>

- The Child Center of NY began in 1953 as a children's counseling center in Queens. Today, we are a powerful community presence throughout NYC, reaching nearly 30,000 children and their families each year. Our mission is to strengthen children and families with skills,

Children of Promise, NYC

Address: 54 MacDonough Street
Brooklyn, NY 11216
Telephone: (718) 483-9290
Website: <https://www.cpnyc.org>

- Children of Promise, NYC (CPNYC) is a nonprofit organization whose mission is to embrace children of incarcerated parents and empower them to break the cycle of intergenerational involvement in the criminal justice system. To meet the distinct need of this forgotten population, CPNYC offer comprehensive services through its after-school program, summer day camp, mentoring initiative, and licensed mental health clinic.

Hour Children

Telephone: (718) 433-4724
Address: 36-11 12th Street
Long Island City, New York 11106
E-mail: <https://hourchildren.org>

- Provides services to mothers inside and outside correctional facilities. Community-based programs such as: transitional and permanent supportive housing, a comprehensive employment training and placement program, case management and therapeutic services, pre- and post-release mentoring, mentoring for children with incarcerated parents, child-care that includes fully licensed day care center, an after-school program, and a summer camp that enables mothers to go to work or school, thrift shop and a community food pantry.

Legal Action Center

Telephone: (212) 243-1313
Address: 225 Varick Street, 4th Floor
New York, New York 10014
Website: <https://www.lac.org>

- Provides legal information for people with criminal records, HIV/AIDS, as well as drug and alcohol problems.

New York State Kinship Navigator Program

Telephone: (877) 454-6463
Website: <https://www.nysnavigator.org>

- Statewide resource for information and referral for grandparents and other relatives who are caring for children with incarcerated parents. Provides information on the state and federal laws governing kinship care, schooling, special needs, medical decision-making, custody, guardianship, adoption, and much more.

Osborne Association

Address: 175 Remsen Street
Brooklyn, New York 11201
Telephone: (718) 637-6560
Address: 809 Westchester Avenue
Bronx, NY 10455
Telephone: (718) 707-2600
Website: www.osborneny.org

- Provides multiple services and programs for incarcerated individuals and their families such as a) the Family Resource Center Hotline (800) 344-3314; b) Family Ties, a program assisting children to visit their mothers incarcerated at Albion Correctional Facility; c) Family Works, a program for incarcerated fathers at three New York prisons.

Prison Families Anonymous

Telephone: (631) 943-0441
Address: 1324 Motor Parkway
Hauppauge, NY 11749
E-mail: ballanpfa@aol.com

- A support system for families who now have, or ever had, a loved one involved in the juvenile or criminal justice system. Meetings are held in Long Island, New York.

Prison Families of New York, Inc.

Telephone: (518) 453-6659
Address: 40 North Main Avenue
Albany, NY 12203
E-mail: Alison.Coleman@rcda.org

- Provides information, referrals, reunification support, self-help support groups, public information, and advocacy.

Women's Prison Association

Telephone: (646) 292-7710

Address: 347 East 10th Street
New York, NY 10009

Website: www.wpaonline.org

- Provides comprehensive services to incarcerated and formerly incarcerated women. Services include parent education, self-help support groups, information, referrals, case management, mentoring, group activities and gifts for children, nursery, family reunification support, family therapy, community residential services, as well as legal services and information.

NATIONAL PROGRAMS SERVING FAMILIES OF ADULT INCARCERATED INDIVIDUALS IN THE USA

Aleph Institute

Telephone: (305) 864-5553
Address: 9540 Collins Avenue
Surfside, Florida 33154
E-mail: info@aleph-institute.org
Website: www.aleph-institute.org

- Provides Jewish religious education, counseling, emergency assistance, and referrals for Jewish prisoners and their families.

Bethesda Family Services Foundation

Telephone: (570) 523-0605
Address: 260 Reitz Boulevard, Suite #6
Lewisburg, PA 17837
E-mail: staff@bfsf.org
Website: www.bfsf.org

- Provides parent education, self-help support groups, information and referrals, religious ministry (if requested), family reunification support, and family therapy.

Big Brothers / Big Sisters of America

Telephone: (813) 720-8778
Website: <https://www.bbbs.org>

- Provides a mentoring program for children. Call the above number and you will be asked to enter your zip code which will direct you to your local office.

Child Welfare League of America (CWLA)

Telephone: (202) 688-4200
Address: 727 15th Street, NW, 12th Floor
Washington, DC 20005
E-mail: cwla@cwla.org
Website: www.cwla.org

- Provides information and referrals, technical assistance to child welfare agencies, and public information and advocacy.

National Resource Center on Children and Families of the Incarcerated

Telephone: 856-225-2718

Address: NRCCFI at Rutgers-Camden
405-7 Cooper St. Room 103
Camden, NJ 08102

Email: neccfi@camden.rutgers.edu

Website: <http://nrccfi.camden.rutgers.edu>

- The Rutgers University National Resource Center on Children and Families of the incarcerated website is a resource that addresses children of incarcerated parents. There is a directory of programs for children of the incarcerated, their parents, and their families. Visitors can browse a library of helpful material, fact sheets, and research resources for service providers and families.

CONCLUSION

*We hope you found this booklet to be useful,
and that it helped contribute to an informed and pleasant experience
with NYS DOCCS.*