

# Handbook for Family and Friends of Inmates



**NORTH CAROLINA  
DEPARTMENT OF CORRECTION**

**DIVISION OF PRISONS**

February 2006

## Helpful things to remember

- ◆ For general information, you can call the prison where your friend or relative is housed.
- ◆ For specific information about a certain inmate, contact the inmate's case manager at the prison facility.
- ◆ The prison chaplain can help you.
- ◆ Always ask about and follow the prison rules where your friend or relative is housed.
- ◆ You can find more information on the Department of Correction website at **[www.doc.state.nc.us](http://www.doc.state.nc.us)**.
- ◆ If you still need help call the Department of Correction at **1-800-368-1985** or **919-838-4000**.

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## Introduction

Every offender is a part of a family. Incarceration is often a difficult time not only for the offenders, but also for their family and friends. Separation from a loved one due to incarceration can be emotionally, spiritually, and economically overwhelming.

This handbook has been developed for you as a guide in understanding the rules and regulations that govern the North Carolina prison facilities. Although this handbook may not answer all of your questions, it will provide general information about the North Carolina prison system to hopefully assist you during this difficult time.

Please take the time to read this handbook carefully. It is important to know that this handbook is for **informational purposes only**, and the regulations outlined herein are **subject to change**. It is important to remember that if changes occur in the Department of Correction's policies and procedures, prison rules, and in state laws, those changes override this handbook.

Additionally, rules and procedures can vary among prison facilities. It is the North Carolina Department of Correction's goal that this handbook will provide support to you and give you a general understanding of the prison system.

We encourage you to maintain regular contact with your relative or friend who is in prison so you may be able to provide emotional support and stay informed of his or her progress.

## Mission of the Department of Correction

The mission of the North Carolina Department of Correction is to promote public safety by the administration of a fair and humane system, which provides reasonable opportunities for adjudicated offenders to develop progressively responsible behavior.

## Organization of the Department of Correction

The Department of Correction is a state government agency headed by the Secretary of Correction, a cabinet officer appointed by the governor. The Department of Correction consists of these five divisions:

Administration

Division of Prisons

Division of Community Corrections

Division of Alcohol and Chemical Dependency Programs

Correction Enterprises

The Inmate Grievance and Resolution Board and the Post-Release Supervision and Parole Commission are independent bodies attached to the Department of Correction whose members are appointed by the governor.

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## Division of Prisons

The Division of Prisons consists of more than 75 correctional facilities located throughout the state.

It is headed by the Director of Prisons, who is appointed by the Secretary of Correction. The Director of Prisons oversees sections where management staff provide various support services to all of the prison facilities.

Support sections provide the following services: health, diagnostic, classification, transfers, housing, facility, security, records, administrative, religious, education, food, and rehabilitation.

The Division of Prisons is organized into five geographic regions: Western, Piedmont, Central, South Central, and Eastern. A region director heads each region. A prison facility superintendent, warden or correctional administrator heads each prison facility.



## Diagnostic Process

### **What happens when an individual first enters prison?**

Arrival to prison to begin serving a sentence often presents a very difficult time for new inmates and their families and friends.

When a person enters prison, he or she will spend the first three or four weeks in a prison facility that operates a **diagnostic center**.

Staff at the diagnostic center will gather information about family history, educational background, work history, medical history, and criminal history. The inmate will be screened for medical, dental, and mental health problems and if any are found, services for these problems will be provided, as appropriate or necessary.

The inmate will be tested and interviewed to determine interests and abilities to be used to make recommendations for future job and program assignments. Counseling is provided to assist the inmate in making an adequate adjustment to prison.

Additionally, an orientation is provided to the inmate that explains rules, penalties, disciplinary procedures, and how to obtain health services. New inmates can receive orientation in a group, individually, or a combination of both. A description of the inmate's current situation, diagnostic process, custody levels, and a summary of available programs and work is also provided.

The inmates' case will be reviewed and a decision will be made based on the information gathered as to which prison facility he or she will be transferred to when they leave the diagnostic facility.

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## Can contact be made with the inmate at the diagnostic center?

While the inmate is in the diagnostic center, questions about visitation, telephone calls, sending/receiving letters, and sending money can be answered by contacting the prison facility staff where the inmate is housed.

## Where are the diagnostic centers located?

There are several diagnostic centers in the Division of Prisons. Listed below are the addresses to assist you in receiving information about your relative or friend:

### Male Diagnostic Centers

Central Prison  
1300 Western Boulevard  
Raleigh, NC 27699-4285  
Telephone: (919) 733-0800

Piedmont Corr. Institution  
1245 Camp Road  
Salisbury, NC 28147  
Telephone: (704) 639-7540

Craven Correctional Institution  
600 Alligator Road  
P.O. Box 839  
Vanceboro, NC 28586  
Telephone: (252) 244-3337

Western Youth Institution  
Western Avenue  
P.O. Drawer 1439  
Morganton, NC 28680  
Telephone: (828) 438-6037

Neuse Correctional Institution  
701 Stevens Mill Road  
Goldsboro, NC 27533-8009  
Telephone: (919) 731-2023

Polk Correctional Institution  
1001 Veazey Road  
Butner, NC 27509-2500  
Telephone: (919) 575-3070

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## Female Diagnostic Centers

Fountain Correctional Center for Women  
827 Fountain Road  
P.O. Box 1435  
Rocky Mount, NC 27802  
Telephone: (252) 442-9712

North Carolina Correctional Institution for Women  
1034 Bragg Street  
4287 MSC  
Raleigh, NC 27699-4287  
Telephone (919) 733-4340



Inmates are tested at a diagnostic center to determine appropriate custody, housing and program assignments.

## Classification

When an individual comes to prison, the Division of Prisons is concerned about the placement of that person in one of the many facilities throughout the state.

The purpose of the classification process is to assign the inmate to a facility that can best meet the educational, vocational, physical health, mental health, and other treatment needs. Additionally, classification is necessary to ensure the safety of the general public and the needs of the Division.

### **How is it determined where an inmate will be housed?**

Inmates are initially classified based on conduct, types of criminal offenses (misdemeanor or felon), sentence length, and other factors. Many factors are looked at during classification reviews, including an inmates's current and past criminal behavior, their adjustment to prison, including institutional violence, escapes, and other rule violations, as well as job or program performance, current age, and amount of time served versus time remaining to be served.

All inmates convicted of misdemeanor crimes are in minimum custody only. Inmates convicted of felony crimes may be promoted to minimum custody once they are within 60 months of release or within 60 months of their parole eligibility date.

All inmates undergo routine custody reviews at which time their current custody is looked at to determine if they are appropriately assigned. Progression to a less restrictive custody grade is a privilege granted to inmates and is awarded by them obeying rules and meeting other mandatory requirements.

Other factors are also taken into consideration including pending charges, physical and mental health needs, risk to the community, risk to other inmates and staff, number and nature of infractions, and time since last infraction. **Simple eligibility for promotion is no guarantee of promotion.**

## **What is custody classification and what are the custody levels?**

Custody classification refers to inmates being placed into a custody level. Each prison facility is operated on one or more custody levels. Those custody levels are **minimum, medium, and close.**

**Minimum Custody** – This custody is the least restrictive and has the most privileges of the custody grades. All inmates with misdemeanor criminal offenses are in minimum custody. Felons may be promoted to minimum custody during routine reviews if considered appropriate. There are **three levels** of minimum custody:

**Minimum Custody Level I** – Inmates in this level may work on the grounds or away from the prison facility as long as a correctional officer or agent of the Department of Correction is with them.

**Minimum Custody Level II** – Inmates may work on the grounds or away from the prison facility with an assigned supervisor from another government agency. They can also be eligible to go out on a short-term community pass with a person from the community who has volunteered and is certified to work with inmates.

**Minimum Custody Level III** – Inmates in this level may be away from the prison facility for specific programs, such as work release, home leaves, jobs, school, or other kinds of training.

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**Medium Custody** – This custody is more restrictive than minimum custody and inmates are under armed supervision. Inmates are generally restricted to working within the boundaries of the prison facility but may work on a road squad outside of the prison supervised by armed custody staff. Inmates are usually assigned to dormitory housing in medium custody.

**Close Custody** – This custody is more restrictive than medium and is for those who must be closely watched because they are an escape risk, have been convicted of very serious crimes, or their actions in prison have shown they will not follow the rules. Close custody housing is generally made up of single cells and divided into cellblocks, which may be in one building or multiple buildings. Inmates in this custody are also under constant supervision.



Minimum custody dormitory

Close custody cellblock



## Are there other types of classification assignments?

Most inmates are assigned to regular population, which means they may move about the prison facility as needed due to their job or program assignment, for recreation, and mealtime with other inmates. In addition to the various custody levels, inmates may also be assigned to a **control status or segregation**, where inmates are separated from the regular population. These assignments include:

**Disciplinary Segregation** – The classification status of inmates who are subject to punishment after being found guilty of a rule violation. It is commonly referred to as “lock-up.”

**Administrative Segregation** – The classification status that temporarily removes an inmate from the regular population and places them in a single cell on a short-term basis to protect staff and other inmates, preserve order, provide control or protection of the inmate pending final classification or disciplinary action, or to remove the inmate from regular population as a “cooling off” period.

**Protective Control** – The classification status where the inmate is separated from the regular population when their lives or well being may be threatened by staying in the regular population.

**Intensive Control** - The classification status for inmates who have shown disruptive behavior through disciplinary offenses, assaultive actions, or those who are so continuously a disruptive influence on the operation of the facility to the extent that additional structure and management by prison authorities are required. It is generally less restrictive than maximum control.

**Maximum Control** – The classification status designed to control inmates who pose a threat to safety of staff and other inmates, and to the security of a prison facility.

**High Security Maximum Control** – The classification status where inmates pose the most serious threat to the safety of staff and other inmates and to the security of a prison facility. Inmates assigned to this control status require more security than can be given in maximum control.

Intensive Control, Maximum Control , High Security Maximum Control and Protective Control statuses requires that an inmate meet a special classification board known as the Director’s Classification Committee (DCC). Inmates in these statuses must go before the Director’s Classification Committee every six months to determine appropriate housing needs.

## **Does North Carolina have the death penalty?**

Yes. Inmates sentenced to the Division of Prisons under a death order commitment are housed in a secure area that is separate from the regular population. There are only two facilities authorized to have a death row housing unit. They are Central Prison and North Carolina Correctional Institution for Women.

## Programs

### **What programs are available to inmates?**

Programs and services for inmates play an important role in promoting personal growth and learning more responsible behavior that will eventually make them contributing members of the community. Activities and services for inmates are also an important part of the mission and philosophy of the Division of Prisons.

**Programs vary at each prison.** The following is a brief description of the programs.

**Case Management** – Case management is a program of services provided to each inmate in the Division of Prisons. Every inmate has a **case manager** while he or she is in prison. The case manager works with the inmate to help determine his or her needs, risks, interests, and a correctional plan is developed for each inmate. How an inmate spends his or her time in prison is decided based on these needs, risks, and interests. Case management provides the services and resources felt necessary to improve each inmate's well being and promote law-abiding behavior.

**Work Assignments** – All inmates are expected to work during their stay in prison. The Division of Prisons has a variety of jobs at each prison to which inmates are assigned. Each prison depends on the inmates to operate the kitchen, to provide housekeeping and maintenance, provide labor to maintain state roads and to do the many other tasks that support the prison and other governmental agencies.

Each inmate who works receives time credit reductions from his or her sentence. They also receive an incentive wage in the amount of \$.40, \$.70, or \$1.00 per day, depending on the job they hold. Inmates working in Correction Enterprises prison industries can earn up to \$3.00 a day.

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Inmates working in the Prison Industry Enhancement (PIE) program can earn a wage comparable to the prevailing wage in the local economy while working at a manufacturing operation inside the prison walls. Requiring inmates to work is an important part of prison life. It is an effort to teach good work habits and encourage inmates to work when they return to society.

**Work Release** – Work release is a program that allows **selected minimum custody level III** inmates the privilege of having a job in the community while being in prison and to prepare them for their release from prison. Inmates on work release leave the prison during the day and return to the prison after their workday is over. Inmates on work release earn at least minimum wage and from this wage they must pay a portion of the cost of being in prison. Also, they must pay support for their dependents, pay restitution or fines, and pay taxes. Inmates on work release are usually approaching the end of their sentence. Work release is a privilege and not every inmate may obtain work release prior to his or her release. An inmate on a work release **cannot** have any contact with family members at the work release job site.

**Education** – There are many opportunities in the Division of Prisons for inmates to improve their education. Programs are offered for inmates to work toward receiving Adult Basic Education, their GED, and/or to learn a vocational skill in a wide variety of areas. Special programs are available to inmates with learning disabilities or special needs. Day and evening education programs are offered so inmates can combine work and education.

**Study Release** – This program allows **selected minimum custody level III** inmates the privilege of furthering their education in a college setting within the community. Inmates must also have participated in other activities in the community to be eligible (i.e., community leave passes). Prison facility superintendents are the approving authority for inmates to participate in this program.

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**Vocational Rehabilitation Services** – This program, commonly known as VR, is available to eligible inmates who have difficulty getting employment due to special needs they may have such as a disability. VR counselors work with the Division of Prisons staff to identify inmates who are eligible for VR services. Services are provided to help the inmate overcome difficulties that may prevent him or her from successful employment in the community. Services include job training, special tools or devices that help a disabled person perform certain jobs. VR is provided to eligible inmates who are nearing the end of their sentence.

**Community Volunteer Leave Program** – This program, also called “CV Passes”, allows **selected minimum custody level II and level III** inmates to go into the community with an approved volunteer sponsor for up to six hours, no more than three times a week. Inmates who are a part of this program are approaching the end of their sentence and have demonstrated positive behavior and responsibility. The Division of Prisons trains citizens to be community volunteer sponsors. The purpose of this program is to allow inmates an opportunity to get re-acquainted with the community, attend religious services, or to participate in other positive activities that will help in their transition into the community. Family members **cannot** be a community volunteer sponsor for their relative in prison. An inmate on a community volunteer leave pass **cannot** have any contact with family members.

**Self-Improvement Programs** – A major goal of the Division of Prisons is to encourage inmates to change those behaviors that contributed to their arrest and imprisonment. Self-improvement programs such as Anger Management, Character Education, Think Smart, Life Skills, and Thinking for a Change are some of the programs inmates can attend to help them make better decisions, improve their self worth, and learn effective problem solving skills.

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**Religious Services** – Division of Prisons authorizes religious practices for all major religions. Organized worship services are provided for most faith groups. The Division of Prisons employs chaplains at many prisons. The role of the chaplain is to assist and encourage inmates in spiritual matters and provide spiritual counseling. Chaplains, along with religious volunteers from the community, provide each week at the prisons Bible study, worship services, religious training, and ministry to the inmates. Division of Prisons has rules on what religious items inmates can have in their possession.



Chaplains are available at most prison facilities to lead religious services and counsel inmates

**Parenting Programs** – The Division of Prisons recognizes the importance of family. A number of classes are offered that assist inmates in being better parents by helping them to recognize the needs of their children, and responsibilities to them. These programs help inmates work to maintain and improve relationships with their children and family during this difficult time and upon their release.

Some of the parenting programs offered are Motherread, Fatherread, STEP (Systematic Training for Effective Parenting), and Prison MATCH (Mothers and Their Children). Parenting programs are offered at selected prisons. The MATCH Program is only offered at the North Carolina Correctional Institution for Women in Raleigh.

**Transition Planning** – Planning for an inmates release back into the community at the end of the sentence is very important to his or her success. Time spent in prison learning new skills and developing good habits is necessary for a law-abiding future upon release. These programs assist inmates in planning how to find employment, housing, transportation, continue in their addiction recovery, further their education, and how to seek out available resources in the community. Family and friends can assist the inmate with this planning.

**Home Leave Program** – This program is available to **minimum custody level III** inmates who are near the end of their sentence. The purpose of this program is to allow an inmate to begin re-establishing themselves with their family and community. An approved responsible immediate family member serves as the home leave sponsor and must be with the inmate at all times. All activities planned for the family visit are pre-approved by the prison staff and restrictions are placed on the visits. The inmate and the family sponsor must follow all of the rules and instructions. Only those inmates who have gained the highest level of trust are granted family visits.

**Alcoholics Anonymous (AA) and Narcotics Anonymous (NA)** – These are part-time programs that occur in the prison facility once a week, normally in the evening hours. It is up to the inmate whether or not to participate in AA or NA but he or she is encouraged to attend to help in their recovery. These programs are offered at most prisons.

## **Sex Offender Accountability and Responsibility (SOAR) –**

This is a treatment program in the Division of Prisons for male inmates who are sex offenders. Inmates in this program learn appropriate and responsible social and sexual behavior. Inmates must volunteer for this program, admit to committing a sexual offense, and be willing and able to participate in a highly emotional group as part of the treatment experience.

**Recreation, Arts and Crafts –** Inmates are given the opportunity to participate in recreational activities as well as arts and crafts classes and contests. These activities are opportunities for improvement and are usually offered after work activities are done.



Many types of recreational activities are available to inmates.

## Substance Abuse Treatment Programs

The primary responsibility of the Division of Alcoholism and Chemical Dependency Programs is to deliver treatment programs and services to inmates in realistically dealing with their substance abuse and to develop a support network to aid in avoiding substance abuse in the future. There are four treatment programs offered at certain prison facilities. The following is a brief description of those programs.

**DART (Drug and Alcohol Recovery Treatment)** – This program offers continuing treatment, recovery, and after care services to inmates. It begins when an inmate is identified as having the need for drug/alcohol treatment when he or she first comes into prison. Inmates are then referred to one of the several Division of Prisons residential treatment facilities across the state. Following the inmate’s stay at the facility, they will return to regular population in a prison facility and participate in an 8 to 12 week aftercare program. During the offender’s time in prison, he or she may attend Alcoholics Anonymous and/or Narcotics Anonymous to continue in his or her recovery. Inmates who participate regularly and are within six weeks of their release from prison will be referred to a special community transition program called the “Winners Circle.” DART 24 is another short-term program that is available to inmates.

**SARGE (Strategic Alliance for Recovery and General Education)** – This program is for chemically dependent youth offenders in prison. SARGE offers nine months of residential treatment and three months of after care following their release. This program is available at Morrison Youth Institution and Western Youth Institution.

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**DART-DWI** – This is a specialized program that is located at Cherry Hospital in Goldsboro, NC for **male probationers or parolees who have been convicted of Driving While Impaired (DWI)**. This program can be ordered by a judge as a condition of probation or by the Parole Commission as a condition of his parole. At DART-DWI, there is a 28-day 12-Step program for up to 100 probationers and parolees and a 90-day therapeutic community program for up to 200 probationers. Offenders in these programs return to the supervision of a probation/parole officer upon release.

**Private Facilities** – There are several private residential facilities who contract with the Department of Correction to provide residential treatment to male and female inmates who are near their release. While an inmate is at one of these facilities, they can participate in community services, vocational training, and work release while receiving drug/ alcohol treatment.

**Therapeutic Community Program** – There are two substance abuse therapeutic programs being offered for female inmates. One is WRAP (Women’s Recovery from Addictions Program) at Fountain Correctional Center for Women and LATCH (Last Alternative Therapeutic Community of Hope) at North Carolina Correctional Institution for Women.

## Communications

### Can inmates use the telephone?

Yes. Inmates housed in regular population at all facilities except Central Prison will be allowed to make telephone calls to family and friends. The number of calls an inmate is allowed to make may be limited by the housing assignment or custody classification. **All telephone calls will be collect and may be monitored.** Family and friends may request that their telephone number be blocked, which will prevent the inmate from calling that number. **Inmates are not allowed to receive telephone calls.** Inmate telephone use is a privilege which may be restricted for disciplinary purposes. Inmates at Central Prison are not allowed to make phone calls. If there is an emergency, critical injury, illness, or death of a family member, contact should be made with the prison facility where the inmate is housed. It is important that correct information is provided so that staff can accurately inform the inmate and provide emotional support.

### How can I get general information about an inmate?

It is best to call the prison facility where the inmate is housed and speak with the case manager that is assigned to that inmate. Prison facility phone numbers are listed at the back of this book. An inmate's current location can be found by using the online offender search at [www.doc.state.nc.us](http://www.doc.state.nc.us) or by calling **1-800-368-1985**.



At many prisons, telephones for inmate use are available in dayrooms and common areas.

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## Can an inmate send and receive mail?

Yes. One of the most important ways to communicate with the inmate is through letters and the Division of Prisons encourages family and friends to write.



Incoming and outgoing mail is sorted and checked for contraband.

For security reasons, all incoming mail will be checked to see if it contains any illegal or unauthorized items. Outgoing mail from inmates may also be checked. Personal letters will not be read unless the officer-in-charge or designee has reason to believe that the letter contains threats of harm or criminal activity, escape plans, or plans to violate prison rules. If the officer-in-charge decides to delay or not deliver the letter to the inmate, the inmate will be told in writing the reason for this action.

Incoming mail from lawyers, any legal aid service assisting inmates and state and federal court officials must be opened in the presence of the inmate before it may be checked for illegal or unauthorized items. Inmates who have no money and who are determined indigent will be provided up to 10 stamps per month for one-ounce personal letters. This limit of stamps does not apply to legal mail.

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## **Can inmates receive packages/other items through the mail?**

There are a limited number of items that can be sent to the inmate through the mail. No “cash on delivery” packages will be accepted. The following items may be received through the mail and are always subject to inspection:

1. Clothing approved for use while in prison for those inmates who have been granted community based privileges
2. Clothing to be used upon release, if received within 15 days of release date
3. Unframed photographs, no larger than an 8” x 10”
4. Legal papers
5. Pre-approved publications
6. Certain religious items
7. Money should be sent by money order, cashiers check, or certified check.

Approved items may vary from one prison facility to another due to the security level of the facility. It is recommended that contact be made with the prison facility where the inmate is housed before mailing any items.

## **Can an inmate receive legal assistance?**

When an inmate is admitted into the Division of Prisons, he or she is advised of available legal assistance from the legal service contractor. Contact between inmate and the legal service contractor is made by letter or personal visit by the attorney or paralegal. When an inmate’s request for assistance is received, the legal service contractor will review the request and provide a written response to the inmate. The current legal services contractor is:

**North Carolina Prisoner Legal Services, Inc. (NCPLS)**  
**PO Box 25397**  
**Raleigh NC 27611**  
**919-856-2200**

If an inmate wants to use NCPLS to file for a divorce he or she needs to write to the address above to request a divorce packet.

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## Can the public receive information on an inmate?

Yes. The following information about inmates is considered public information. It is available through the department's website and may be released to anyone:

- Inmate's name and aliases
- Inmate number
- Age
- Race
- Sex
- Height and weight
- State and country of birth
- Offense(s) of which convicted
- County where sentenced
- Length of sentence
- Date of sentencing
- Admission date
- Admission location
- Felon or misdemeanor status
- Date of arrival at or transfer from a prison
- Program placements and progress  
(excluding mental health, substance abuse and sex offender treatment programs, in accordance with confidentiality rules)
- Custody classification
- Control status
- Disciplinary offenses and dispositions
- Escapes and captures
- Dates regarding release
- Presence or absence of detainees
- Arrest record
- Financial obligation
- Military history
- Dates regarding custody review and parole review
- Special conditions of parole after parole is granted
- Special conditions and sanctions set by judge
- Warrants issued

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## **Do inmates have access to the courts?**

Inmates in the custody of the Division of Prisons will be given reasonable access to the courts. Inmates may hire their own attorney, represent themselves in legal matters before the courts, or request assistance from the North Carolina Prisoner Legal Services, Inc.

When an inmate is required for trial in any court within the State of North Carolina, the district attorney prosecuting the charges may make a written request called a Solicitor's Request, or a presiding judge may issue an order called a Writ of Habeas Corpus to the Division of Prisons for the inmate to be present in court to stand trial or act as a witness. If such a request is made, the Division of Prisons is responsible to transfer the inmate to court.

Inmates who have a detainer filed against them by a court in the State of North Carolina may request a speedy trial by completing the forms that are provided by the Combined Records Section of the Department of Correction. Inmates with a detainer filed against them by a court outside the State of North Carolina may request a speedy trial by writing to the Interstate Agreement Administrator, Extradition Office, 2020 Yonkers Road, MSC 4224, Raleigh, NC 27699-4224.

All other questions about pending charges, court dates, etc. should be addressed to the Clerk of Court in the county and/or state where the charges were filed.

## Smoking and Tobacco Use

### **Is smoking or tobacco use allowed in prison?**

As of January 1, 2006, the use of all tobacco products and tobacco materials inside all prison facility buildings is prohibited. Tobacco products include cigarettes, cigars, snuff, smokeless tobacco, chews, or any other substance containing tobacco. Tobacco materials include rolling papers, pipes, or other products used to smoke, inhale, or ingest tobacco products.

The use of tobacco products, tobacco materials, and lighting devices shall be permitted only in designated outdoor smoking/tobacco areas at the prison facility. Inmates are subject to disciplinary action for violation of smoking or tobacco use policy. It is a misdemeanor crime to sell or give away cigarettes or tobacco to any minor under the age of 18.

Inmates may purchase cigarettes and certain tobacco products at prison canteens.

## Visitation

Visitation by family and friends is encouraged and can make a positive difference during an offender's time in prison. The Division of Prisons understands the importance of inmates maintaining contact with their family and friends. However, inmates are not assigned to specific facilities within the Department of Prisons for the convenience of visitation.

Visitation rules have been established to ensure the safety of visitors, inmates, and staff. These rules are listed on the visitor application and posted in areas accessible to visitors. Visitation rules are also available on the Department of Correction website at [www.doc.state.nc.us/dop/visitation](http://www.doc.state.nc.us/dop/visitation). It is important to remember that visitation is a privilege that can be restricted for inmates and visitors who violate the rules.

### Who can visit?

In order to visit an inmate, an individual must be approved. Each inmate must distribute an application to those persons from whom the inmate wishes to receive a visit. The visitor is **required** to submit a completed application listing name address, relationship and picture ID they will present when visiting the inmate. The application must be returned to the facility where the inmate is currently housed for approval. The inmate is responsible for letting the individuals know whether or not they are approved to visit. The inmate is allowed to request changes on the approved visitation list every six months based on their admission date. **The maximum number of approved visitors per inmate is 18.** This number includes adults, minors and clergy.

All minor children must be on the inmate's approved visitation list. Minors who are 16 or 17 years old must provide a picture ID with their application. Minors under age 16 must provide a copy of

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their birth certificate with the application. Minors under 18 must be accompanied by an adult. Adults must supervise all minor children during visits.



Visitation is an important way for inmates to maintain

## What type of identification is required to visit?

The following types of identification will be accepted for visitors:

- Valid state issued driver's license
- State ID issued by Department of Motor Vehicles
- Military ID or Passport
- Birth certificate for minors 15 or under

When you arrive for a visit, you will be required to show the same form of picture ID you submitted with your application.

## What are the visitation times?

Visitation days and hours are established by each prison facility. Normally, inmates will be allowed no more than one visiting session a week that does not last more than two hours. Generally, no more than three approved visitors may visit during the visiting session. Remember that minors under 18 must be on the inmate's approved visitation list. Minors must be accompanied by an adult and supervised at all times during the visit. Many facilities have weekend visitation, but hours vary from prison to prison and you should contact the specific prison to ask about visiting times. Some facilities offer weekday visitation with an appointment. You may experience long lines and waiting for weekend visitation.

**Visitation will not occur on holidays.**

## What is the dress code during visitation?

The Division of Prisons asks that all visitors wear appropriate clothing that is not disruptive, offensive, or poses a security risk. The following requirements are for all visitors and apply at all prison facilities:

- Shirts and shoes are mandatory.
- Halter tops, bare midriffs, strapless tops, tube tops, body suits, underwear-type tee-shirts, tank tops, sleeveless shirts or dresses that are inappropriately revealing (a sleeveless shirt or dress is considered inappropriately revealing when the female breast or lingerie can be seen), fish net shirts, or any type of shirt or pants made with see-through fabric are NOT allowed to be worn by any visitor (male or female).
- Visitors may wear Bermuda-length shorts provided they are not more than three (3") inches above the kneecap.
- Females may wear dresses or skirts. Dresses or skirts may not be more than three (3") inches above the kneecap. Slits in skirts and dresses may not be more than three (3") inches above the kneecap. Dresses and skirts for pre-teens may be shorter than three (3") inches above the kneecap.
- Any shirt or other articles of clothing with a picture or language that may be considered profane or offensive by current public standards or DOC standards, or considered STG (gang) related will not be allowed.
- Wave caps, doo rags, bandanas are not allowed.
- Slacks and pants are to be worn at or above the waist.
- Spandex clothing is prohibited.

## Can visitors be searched?

Yes. All visitors and any other persons who enter a prison facility for any purpose may be subject to a routine search of their person or personal items upon entering or leaving the prison facility or at any time while at the prison facility. Dogs may be used to search vehicles, property and persons. Citizens or visitors may refuse to be searched; however, entry into the prison facility will be denied and visiting privileges may be permanently suspended. Inmates are searched before and after each visit.

## What items can be brought in at visitation?

For security reasons, items that can be brought into the prison facility during visitation are limited. Weapons, alcohol and drugs are illegal on prison property. Items prohibited by prison policy are not allowed and are considered **contraband**. It is a **felony** for anyone to deliver illegal drugs to an inmate or to bring any amount of illegal drugs onto prison property. Any visitor who attempts to deliver or transport drugs onto prison property will have their visiting privileges permanently revoked.

Visitors are not allowed to bring money to inmates. All deposits to the inmate's trust fund account must be in the form of a money order or certified check. Money orders and certified checks must be received through the US Mail.

Personal items, such as handbags, briefcases, diaper bags, cameras, recording devices, boxes, cell phones and pagers must remain outside the facility during visitation. You should contact the facility if you have any questions about what is allowed to be brought into the facility.

## Can visits take place outside regular visiting hours?

Yes, special visits may be authorized by the prison facility superintendent when a visit needs to take place outside the regular

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visiting hours. Special visitors must be on the inmate's approved visiting list. Prior approval can be obtained by calling or writing the prison superintendent in advance of the desired visiting day. Inmate family and friends traveling from out-of-state should contact the prison superintendent in advance to schedule a special visit

## **Are visits allowed for inmates who are hospitalized?**

**Immediate** family members who are approved visitors may visit if an inmate is hospitalized in prison or at a community hospital.

Immediate family is defined as father, mother, husband, wife, child, sister, brother, foster parents or other persons who have acted in the place of parents where such relationship can be verified.

Because the hospitalized inmate is not a part of the regular population, it will be considered a special visit and will have to be arranged in advance. When and if an inmate is determined to be critically ill or terminally ill, family members are usually notified and special visits can usually be made.

If an inmate is hospitalized in a community hospital, all information about the medical status of an inmate **must** be provided through the Department of Correction medical staff.

Hospitals, outside providers, and staff who are assigned to remain with the patient are advised in advance that they are not to allow visitation or provide information about the status of an inmate who is under their care.

**For procedures and approval for a special visit, contact the prison facility where the inmate is assigned.**

## **Are visits allowed for inmates who are in special conditions of confinement?**

Yes. Special conditions of confinement are defined as maximum control, death row, intensive control, administrative segregation, protective control, disciplinary segregation, pretrial safekeepers, and high security maximum control.

Visiting schedules are arranged by appointment only. No visits will be allowed on legal state holidays. Visitors must be on the inmate's approved visitation list.

Visits will be limited to one hour per visit. The officer-in-charge at the facility may change the visiting day, time, and number of visits, or may suspend the visit.

Those inmates in administrative or disciplinary segregation, maximum control, intensive control, high security maximum control, pretrial safekeepers, and on death row will normally visit in the non-contact visiting area, which means there is no physical contact during the visit. Those inmates on protective control will generally be allowed contact visiting privileges in visiting areas where possible.

## **What physical contact is allowed during a visit?**

Physical contact during any visitation is limited. While it is understandable it may be very difficult not to have physical contact with your family member or friend, the amount and type of contact must be limited. Inappropriate displays of affection or sexual activity are not allowed. If an individual does not follow the rules, the visit may be terminated and visitation privileges may be suspended.

**The Division of Prisons does not allow conjugal visits**, which are prison visits where sexual contact is allowed in a private setting.

## **Can visits be disapproved, suspended or terminated?**

Yes. Visiting privileges can be disapproved, suspended/restricted, or terminated for any of the following reasons:

1. The visitor application was not complete, was copied, or contained false information.
2. The visitor has caused problems during previous visits.
3. The visitor is under the influence of alcohol or drugs or has attempted to bring alcohol or drugs or contraband into the prison facility.
4. The visitor refuses to be searched.
5. The visitor does not have the proper identification.
6. The visitor took part in the crime for which the offender is in prison.
7. The visitor's presence at the facility is considered a security risk or the visitor might create problems for the inmate he or she wishes to see.
8. The visitor has had visitation privileges terminated indefinitely at another Division of Prisons facility.
9. The visitor is a minor not accompanied by an adult.
10. The visitor is a minor (17 years or younger) and a victim of the offender.
11. To comply with regulations on visitation by former employees of the Division of Prisons.
12. Any other reason considered necessary by the prison facility superintendent.

## Can an inmate attend a funeral or visit a critically ill family member?

The Division of Prisons has an **Emergency Leave Policy** for inmates regarding in-state and out-of-state emergency leaves. Emergency leaves may be given to inmates when there is critical illness or death of an **immediate family member**.

**Immediate family member is considered to be father, mother, sister, brother, husband, wife, child, foster parents, or other persons who have acted in the place of parents where such relationship can be verified.** Emergency leaves for in-state may be granted for the following reasons:

**Critical illness of an immediate family member** - The nature of the illness must be verified by a capable medical professional. The word “critical” means probable death within a short period of time. The birth of a child will not be considered a critical illness unless the doctor in charge determines the mother’s condition is not normal and unusual serious conditions are involved.

**Death of an immediate family member** - Verification of death of an immediate family member may be received from a law enforcement officer (sheriff or police chief), doctor, funeral director, or director of Social Services.

The prison facility superintendent may approve emergency leave for **minimum custody inmates** and the inmates may be given as much as 72-hour leave. Region directors or prison facility superintendents may approve emergency leave for **medium custody inmates** for as much as a 24-hour emergency leave, but at least one correctional officer must be with the inmate. For **close custody inmates**, region directors must approve the emergency leaves for as much as 24 hours and conditions of the leave will be explained

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in the permission. For security reasons, **medium and close custody inmates** will **only** be allowed to attend private viewings. Minimum custody inmates may, at the discretion of the prison facility superintendent, attend either a private viewing or funeral service.

When the Division of Prisons provides correctional officers to supervise the inmate on an emergency leave the inmate or the family is responsible for paying back the costs of the supervision at the following rate:

One correctional officer and one vehicle per day - \$50.00

Two correctional officers and one vehicle per day - \$100.00

## Out-of-State Emergency Leaves

Emergency leaves to go outside the state of North Carolina for either **critical illness or death of an immediate family member** must be approved by the director of prisons or his/her designee. Only **minimum custody inmates** are allowed to be considered for out-of-state emergency leaves. A cash bond of \$500.00 must be posted with the prison facility superintendent and the inmate must sign a waiver of extradition. (Form DC-228).

## Family Relationships and Prison

### **How does prison affect the children of offenders?**

When a parent goes to prison, children are often confused and feel left out. Some feelings the children might have are loneliness, fear, anger, sadness, and guilt. Their friends may also make fun of them.

Children need to have an adult to talk to about their feelings. They may act out these feelings in ways such as a poor grade in school, fighting, a lot of crying, having bad dreams, or stop participating in social activities. Children may develop physical changes such as complaining of headaches, illnesses, or injuries.

These changes in behavior are cries for help and they need encouragement and support. It is also important to note that even the child/children who were not living with the parent before they (the parent) went to prison feel a lot of emotions.

Every child is unique, each family is different and each child within a family is different. But it is important to tell the child/children the truth. It is scarier for them not to know. It is also important for the children to have contact with their mother and/or father in prison as much as possible through letters, telephone calls, and visitation.

Listed below are other things you can do to help the child/children deal with their mother and/or father in prison:

- Allow the child to express his/her feelings. Respond to the feeling the child expresses. It is important not to tell the child what they should be feeling and not force them to talk about it.

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Many prisons have visiting hours on weekends for family and friends.

- Listen to a child's words and actions. If a child says they miss mom or dad, that's a good time to begin talking about their feelings. Also, if you see a change in behavior during special occasions such as Father's Day, Mother's Day, that is an opening for conversation.
- Talk to the child about their mother/father's absence. For example, some children may feel better knowing that their parent is no longer in danger because they are not on the streets. Answer their questions honestly.
- Help the child express his or her feelings in appropriate ways. Words and/or tears are a better way of expressing their feelings other than those such as fighting, getting into trouble with the law, or using alcohol or drugs.
- Support the child who can and wants to write his/her parent in prison, send pictures, greeting cards, etc.

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- Prepare the child for a prison visit. If at all possible, make one or two visits alone before the child/children visit so you can tell the child what the prison looks like, where the visits take place, how long the visit will be, what the visitation rules are, etc. Help the child prepare for his or her parent's release. This can also be especially important if the child/children will not be reunited with their parent.
- Outside support can often help the child and family. A favorite aunt or uncle, a teacher, social worker, church, a prison ministry group in your area, or community programs such as the Big Brother/Big Sister Program can help support you and the child /children during this difficult time.

Here are some books and booklets for parents and caregivers to read with children of offenders:

## **When Andy's Father Went to Prison**

by Martha Whitmore Hickman

Albert Whitman and Co.

5747 Howard Street

Niles IL 60648-4012

ISBN #0-8075-8874-1

## **Joey's Visit**

by Donna Jones

Cornell Cooperative Extension of Onondaga County

1050 West Genessee Street

Syracuse NY 13204

## **I Know How You Feel Because this Happened to Me**

Center for Children with Incarcerated Parents

Pacific Oaks College and Children's Programs

714 West California Blvd.

# Handbook for Family and Friends

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

Reconciliation

702 51<sup>st</sup> Avenue North

Nashville TN 37209

(615) 292-6371

## **Just For You – Children with Incarcerated Parents**

Center for Children with Incarcerated Parents

Pacific Oaks College and Children's Programs

714 West California Blvd.

Pasadena CA 91105

## **My Mother and I Are Growing Stronger**

by Inez Maury

New Seed Press

PO Box 9488

Berkeley CA 947099

ISBN #0-938678-06-X

## **Just for You: Children with Incarceration**

Center for Children with Incarcerated Parents

Pacific Oaks College and Children's Programs

714 West California Blvd.

Pasadena CA 91105

The website of the Family and Corrections Network is also an excellent online resource: [www.fcnetwork.org](http://www.fcnetwork.org)

## **Can an inmate be transferred to a prison close to home?**

The Division of Prisons recognizes that families would like their relative in prison to be housed closer to home. Unfortunately, due to the limited amount of bed space, custody level, the inmate's program needs, and other factors, transfers close to home may not be possible. If an inmate wants to transfer to another prison, he or she must write a request to their case manager. However, this does not guarantee that the transfer will be granted.

## **Can an inmate request to get married?**

Yes. Marriage requests are reviewed and approved by the prison facility superintendent. All Division of Prisons requirements and legal requirements must be met to marry. Both the inmate and fiancé must consent to the marriage in writing. If the inmate or fiancé has been married before a verified copy of the divorce papers must be submitted.

Custody or housing restrictions can make it difficult or impossible to complete the paperwork requirements. The Department of Correction does not assist inmates in meeting the legal requirements. Facilities will not transport an inmate from the confines of a prison for the purpose of obtaining a marriage license. When marriage requests are approved, the inmate and fiancé can consult with a minister or a religious counselor.

For more information contact the chaplain at the prison facility where the inmate is housed.

## Custody and Security

### **Inmate conduct rules and disciplinary procedures**

Good behavior of inmates is expected and necessary to ensure safety and security in the prisons for both the inmates and staff. Rules are established and must be followed. The Division of Prisons informs inmates about the rules, disciplinary procedures, and punishments during the admission process. It is important to closely follow the progress of the inmate and encourage good behavior.

### **How is an individual charged with a rule violation?**

If a staff member observes and/or determines that an inmate has violated prison rules, a report is prepared. This report is commonly known as a “**write up.**” If the prison facility superintendent or designee determines that disciplinary action is appropriate, an official report is prepared. Care is taken to make sure procedures are followed correctly, that inmate rights are protected, and the investigations are thorough and all information is properly documented.

When the charges are presented to the inmate, the inmate may voluntarily offer a plea of guilty and accept the punishment or plead not guilty and appear before a Disciplinary Hearing Officer (DHO). The DHO is a Department of Correction employee from outside the prison who will review all of the evidence and determine guilt or innocence. If the inmate is found not guilty, the violation will be dismissed. If the inmate is found guilty, the DHO will determine the appropriate punishment according to policy. If the inmate pleads not guilty but is found guilty by the DHO, the inmate may appeal the decision to the Director of Prisons. The Director of Prisons or designee will review the records and make a final decision. **The inmate will be charged a \$10.00 administrative fee if the case ends with a guilty decision.**

## **What are the punishments if an inmate is found guilty?**

Punishments may include confinement in **segregation (often called “lock up”)**, loss of time credits, extra job duties, demotion in custody grades/level, loss of privileges such as telephone, visitation, recreation, and limited weekly trust fund withdrawal. Disciplinary actions will always remain on an inmate’s record.

## **How can inmates have their concerns addressed?**

The Administrative Remedy Procedure, most often known as the **Grievance Procedure**, provides inmates the opportunity to voice their concerns. A grievance is written by an inmate concerning an action, incident, policy, or condition within the housing facility or within the Division of Prisons. The grievance will be investigated in a timely manner and a written response will be given to the inmate. If the inmate is not satisfied with that response, he or she may appeal the grievance to the facility Superintendent. If the inmate is not satisfied with the Superintendent’s response, he/she may appeal the complaint to the Inmate Grievance Resolution Board. The Inmate Grievance Resolution Board will then review the complaint and provide the inmate with an answer to his or her grievance.

## **Why are inmates transferred to different prisons?**

Inmates in the Division of Prisons may transfer from one prison location to another for a number of reasons. These reasons include but are not limited to special job assignment, release or parole, court recommended/special programs, educational needs, medical/mental health needs, court hearings, segregation, facility disorder, and order of the director of prisons.

The Division of Prisons is aware that inmates have reasons for requesting to transfer to another prison location. However, due to bed space, custody level, programs needs, and other factors, transfer requests may not be approved. **Available bed space is the primary factor when considering inmate transfer.**

## **How does the Department of Correction manage gangs in the prisons?**

The Division of Prisons recognizes that certain groups commit acts that are disruptive to the safe, secure and orderly operation of a prison facility. These groups are identified as Security Threat Groups (STG), commonly known as “gangs.” If the Division of Prisons determines that the group’s disruptive acts meet the criteria of a Security Threat Group as established by the Department, the group may be confirmed as an STG.

Inmates within the STG may also be confirmed as STG members. When an inmate is confirmed as a STG member, they are closely watched. Ways in which they are closely watched may include non-contact visits, monitored telephone calls and reading of mail. Each member’s status is reviewed once every six months.

At the time of the review, the level at which the inmate is monitored may remain the same, increase, decrease, or be removed altogether. A facility intelligence officer is assigned at each facility to monitor gang activity and to review the status of confirmed STG members.

## Searches

Searches are essential to the safe and secure operation of prison facilities and are the main method of detecting weapons, drugs, and other contraband that could pose a threat to the safety and security of the facility, staff, inmates, and visitors.

### **How are inmates searched?**

Inmates are subject to a search at any time. A correctional officer does not need to have probable cause or even suspicion to search an inmate. Such searches may be done at random or planned. Routine searches, also called “pat and frisk” searches, maybe done by male and female staff, and are normally done with the inmate being fully dressed. Complete searches are called “strip searches,” where the inmate is required to remove his or her clothing so as to include a visual search of the body, and are performed by staff of the same sex as the inmate. Area searches are searches of an inmate’s living quarters, work areas, recreational areas, visiting areas, etc. and may be done at any time. Inmates who, in any way, interfere with or fail to cooperate fully with staff are subject to disciplinary action.

### **Can inmates have personal items?**

Yes. Inmates are allowed certain personal items. The items and amount of each item allowed may vary from one prison facility to another because some prisons require more security and control. Also, personal items are limited due to fire safety codes, storage space availability, sanitation regulations, and for security and safety reasons. A list of items allowed may be available at the prison where the inmate is housed. Unauthorized items or excessive amounts of personal items are considered contraband and may be taken from the inmate. These items may be mailed home or be discarded.

## **Are inmates tested for drugs and alcohol?**

Yes. The use of drugs and alcohol in a prison setting presents a threat to the safety and security of staff, inmates, and visitors and is a violation of law. All inmates are subject to drug testing due to cause or suspicion, prior to release from prison, or they can be randomly selected at any time. Drug testing through drug screening is an effort to keep inmates from using or possessing drugs, reduce violence, and ensure inmates released from prison are drug free. Inmates who fail to cooperate with drug testing or breath alcohol testing, or inmates who test positive for drug or alcohol use are subject to disciplinary action.

## Health Care Services

The Division of Prisons provides adequate health care services for medical, mental health, and dental concerns. Health care services stress prevention and early identification of health concerns.

Every inmate will be housed in a prison facility that is capable of meeting his or her medical and mental health needs. Upon entering the prison system, each inmate is evaluated medically and assigned an acuity rating which corresponds to the number of hours of nursing care required to meet the inmate's medical and mental health needs. **The acuity rating is a critical factor in determining an inmate's housing assignment.**

Inmates are encouraged to complete a request for release of medical records form to be sent to their previous doctor(s) for ongoing medical conditions. The signed release gives the family physician the inmate's permission to have medical records forwarded to the institution's medical unit for review and to have as a part of the medical file.

### **How do and inmate's medical needs affect his/her housing assignment?**

Every inmate will be placed in a facility that is capable of meeting the inmate's medical and mental health needs.

### **How does an inmate make a health care appointment?**

Inmates who need to make an appointment with health care staff complete a form requesting medical care called the **Sick Call Appointment Request**. All requests are reviewed and prioritized according to urgency of the problem and medical staff then schedules appointments. Emergency medical care is provided immediately.

# Handbook for Family and Friends

## Do inmates pay for health care services?

Since 1997, inmates have been charged a co-pay, or a fee, when they request **sick call**, which is for routine medical and dental care. This fee is currently **\$5.00**. The fee is **\$7.00** for self-declared emergency visits outside the normal sick call appointment. The fee is not charged if a defined emergency occurs.

There is no charge for health care visits initiated by the Division of Prisons, such as initial screenings, annual physicals, and true emergency care. Regardless of ability to pay, no inmate is denied access to health care, timeliness of care, or quality of care.

## Can inmates use their family physician to provide medical services?

In most circumstances, the Division of Prisons is charged with ensuring that all inmates receive appropriate medical, dental, and mental health care. The Division's physicians and dentists provide medical and dental services. Inmates in minimum custody may be allowed to use their personal or family physician if the expenses are paid completely by the inmate or the inmate's family.



Medical treatment area at a minimum security prison

## Can medications be sent to the inmate in prison?

No. Prescription and/or over-the-counter medications cannot be sent by family or outside sources.

## What if an inmate needs to be hospitalized?

Several prisons have medical facilities on site that provide observation and care. Local community hospitals provide medical care and treatment when hospitalization is required. (For questions on visitation if the inmate is hospitalized, please see the previous section on visitation).

Emergency room at  
Central Prison's hospital



## Are services available to pregnant inmates?

Yes. All pregnant inmates are housed and receive services at the North Carolina Correctional Institution for Women, Raleigh, NC. They receive a full range of medical services at the infirmary located at the prison facility. If the pregnant inmate should require specialized medical care she is referred to services in the community. The staff dietitian works to ensure that they receive the proper foods to meet their dietary needs. All deliveries take place at an outside hospital. Correctional staff is assigned to be with the inmate during her entire stay at the hospital.

A medical social worker at the prison provides specialized social work services to pregnant inmates. Services include counseling, assisting the pregnant inmate in making the best possible placement plan for her child, parenting classes, maternal health education by local public health educators, and other support groups.

## **What if treatment by a specialist is necessary?**

Outside specialists are available to provide medical treatment. Those specialists are oftentimes associated with one of North Carolina's medical centers and/or major hospitals and provide cardiology, orthopedics, dermatology, oncology, hematology, oral surgery, general surgery, gynecology, and other specialty care. Specialty clinics are also established within facilities to provide services for cardiovascular care, pulmonary care, infectious diseases, endocrine care, maternity care, neurology care and other special needs.

## **What if there are questions about treatment or medical condition?**

Family members and friends are often concerned about the medical condition of an inmate. The Division, like any medical care provider, must abide by the guidelines governing the patient's right to confidentiality of medical records. The inmate may sign a medical release that would authorize the release of information and updates regarding the medical condition and treatment being administered.

## **What efforts are made to control contagious disease?**

All guidelines of the Centers for Disease Control and the North Carolina Department of Public Health are followed. New inmates are tested for tuberculosis and syphilis, which is required by state law, upon arrival into prison. Routine testing, including annual TB screening, continues to occur for both staff and inmates. An inmate will be placed in separate housing if he or she poses a health risk to others.

## Mental Health Services

General outpatient mental health services are available at all prison facilities. Typically, psychologists and social workers provide individual and group therapy programs to address most issues related to mental health. There may be specific and ongoing programs to address such topics as Anger Management, Stress Management, Communication Skills, or other areas.

In addition, outpatient psychiatric services are available for those inmates who require treatment with medications. The prison psychology staff is available to meet with and evaluate any inmate who is referred or who asks to speak about problems with prison adjustment or other concerns that may indicate a mental illness.

### **How does an inmate receive mental health services?**

Inmates can receive mental health services in a number of ways. An inmate can request to see mental health staff, simply by scheduling an appointment.

The unit's medical department often first notices mental health concerns and an inmate may be referred to mental health by medical staff. Also, other staff members (correctional officers, case managers, etc.) may suspect that an inmate is having a problem and make a referral to the mental health staff.

Each prison facility has procedures for how referrals to mental health are handled, but usually the inmate's case manager will initiate the process. In an emergency situation (e.g., suicide attempt) procedures are in place to make sure that immediate attention is given where needed.

## **What treatment is available for inmates who have a serious mental illness?**

The Division of Prisons has a number of facilities equipped and staffed to provide more intensive and structured treatment for those needing this service. Inpatient facilities provide a place for the evaluation and stabilization of acute illnesses. Typically, an inmate would stay for a brief period of time while his or her condition is evaluated, treated, and stabilized. Once stable, the inmate could be sent back to another prison facility for follow-up, or to a residential program for long-term care and observation.

Inmates with chronic mental illness who lack the skills necessary to function in the general population are housed and treated in residential programs.

Treatment may include training to improve adaptive skills, as well as educational programs to reinforce the need for ongoing monitoring and treatment of a serious mental illness. Another level of programming and treatment is available through Day Treatment programs. Programs are in place for chronically mentally ill inmates and focus on providing structure and additional skills training.

## **What services are available to inmates with developmental disabilities?**

Services for inmates with developmental disabilities (also known as “DD”) are provided at all prison facilities in the Division of Prisons. An individual is considered to have a developmental disability if the disability is connected to a mental or physical impairment or a combination of both.

Mental retardation is the most common developmental disability in the prison population.

Each new inmate is evaluated, and if identified as having a developmental disability, specialized services are provided and ongoing until his or her release. A treatment plan is developed to meet the inmate's needs and for successful transition back into the community. There are prison facilities that are considered as "special housing" to meet physical limitations inmates may have.

## **What happens when an inmate needs mental health care after he/she is released from prison?**

All inmates who are involved in Mental Health Services, including those with developmental disabilities, receive aftercare planning prior to their release. The Division works closely with community resources in setting up aftercare programs that give inmates the opportunity to continue with their mental health treatment after release from prison.

The aftercare plan is completed by the social worker who is assigned to that prison facility. The plan consists of a home plan, mental health and/or medical care referrals, financial plan, and other community referrals that may include the Department of Social Services, educational programs, job training/employment, Social Security Office for Social Supplemental Income (SSI) where applicable, Vocational Rehabilitation Services, Section 8 or HUD for housing purposes.

The plan may also include substance abuse programs such as AA and NA to meet those needs upon release. Applications for public assistance can be started before release by contacting the social worker assigned to the prison where the inmate is housed. Most of the time, however, these applications must be completed after the inmate is released from prison.

## Food Services



An inmate food service worker prepares meals on the serving line at Central Prison.

### **What type of meals are served in prison?**

Inmate meals in the Division of Prisons are composed of healthy foods which contain approximately 2,700 calories per day. We serve three hot meals a day with a variety of vegetables, starches and meats. Many of the foods are grown on the prison farms and processed by inmates. All of the menus are written by registered dietitians to meet the recommend dietary allowances

suggested by federal guidelines.

### **Are therapeutic diets available?**

All therapeutic diets are prescribed by the inmates physician at the facility where the inmate is housed. The menu plan for these diets follows the North Carolina Dietetic Nutritional Care Manual. If the inmate is housed in one of the medical facilities he or she will have a consultation by a registered dietitian.

### **Are there special menus for holidays?**

There are special day menus for July 4th, Thanksgiving, Christmas and New Year's Day. We honor non-pork preferences by offering a lacto-ovo-vegetarian entree at all meals. We also honor other religious diets when approved by the prison facility chaplain.



Prison meals are prepared by inmate cooks working under the supervision of correctional food service officers.

## **Who cooks the meals served in prison?**

All of the meals are prepared by inmates under the supervision of correctional food service staff. The Division of Prisons has 12 cook schools for inmates. The classes are taught by staff from various community colleges. Inmate bakers, cooks and warehouse workers learn to follow menus, recipes, production sheets and inventory processes in class and on the job in prison kitchens. This curriculum prepares inmates

for a career in food service especially when combined with the practical application of working in a prison food service operation.

## **What types of foods are raised on the prison farms?**

Inmates raise sweet potatoes, corn, squash, cabbage, onions, white potatoes and string beans. They also raise chickens to become laying hens and then process fresh eggs.

## **How do the inmates process food?**

Inmates working in a cannery at Caledonia Correctional Institution process more than 150,000 cases of food per year just like any other large vegetable cannery. At Harnett Correctional Institution, a meat processing plant produces all types of meat patties. These operations follow all of the safety rules from federal inspectors and state sanitarians. Both of these plants meet all requirements for producing

## Administrative Services

### **Can inmates have money in prison?**

Yes. Each inmate has his or her own personal account called a **Trust Fund Account**. Inmates can receive money from family members and/or friends **only** in the form of a money order, cashiers check, or certified check. These monies must be mailed through the post office to the prison where the inmate is housed.

When these monies are received at the prison facility, they are deposited into the inmate's individual trust fund account. Inmate wages from job assignments at the prison, Enterprise, and construction jobs are deposited electronically into the inmate's account each week.

Inmates can request to withdraw up to \$40.00 weekly for their personal use. Inmates can also request a special draw to send money home or for other needs. The prison facility superintendent must approve a special draw.

### **Are inmates paid for work while they are in prison?**

Yes. Inmates receive an **incentive wage** in the amount of \$.40, \$.70, or \$1.00 per day, depending on the job they hold. These wages are deposited into their trust fund account each week.

Some facilities have Enterprise jobs, which are industrial type jobs. Inmates who work Enterprise jobs are paid an hourly rate, with the wages being deposited into their trust fund account each week. Inmates who are assigned to the **Work Release Program** earn at least minimum wage and these wages are deposited into a **work release account** maintained for the inmate.

# Handbook for Family and Friends

When ordered by the court, inmates on work release are required to pay court ordered support for their dependent children, restitution to their victims, fines, attorney fees, etc. Additionally, inmates on work release are required to pay a daily fee for room and board to the Division of Prisons, which is called “**per diem.**”

## Do inmates receive their money when released?

The balance remaining in the inmate’s trust fund account will be given to the inmate at the time of his or her release. For those inmates assigned to the Work Release program, the Work Release Accounting Office will forward any remaining funds to the prison facility or the inmate’s forwarding address. If an inmate still owes restitution, it will be deducted from his or her work release account



A typical prison canteen stocked with snacks and personal hygiene items

## Can inmates buy personal items?

Yes. All prison facilities operate a **canteen** for inmates to purchase items such as hygiene items, snack foods, soft drinks, tobacco products, watches, radios, stamps, etc. At most prisons, the canteen operates on a cash basis. There are many larger prisons that operate a cashless canteen. In both cases, inmates are allowed to have up to \$40.00 each week from their trust fund account for personal use. Prisons will provide basic hygiene items for inmates who do not have the monies to purchase them.

## Sentencing

### **What are the sentencing laws in North Carolina?**

While North Carolina has several sentencing laws, there are two types of sentencing laws under which an inmate has likely been sent to prison. These laws are the Structured Sentencing Act and the Fair Sentencing Act.

**Structured Sentencing Act** – An offender whose crime was committed on or after October 1, 1994, will be sentenced under the Structured Sentencing Act. Each felon will receive a minimum sentence and a maximum sentence. By law, the offender will serve 100% of the minimum sentence. The offender will have a maximum release date and a minimum release date and cannot be released before the minimum release date. Persons who are sentenced to a life sentence under this law will not have a release date and will not be eligible for parole. Those offenders serving sentences for Driving While Impaired (DWI), Driving While Impaired in a Commercial Vehicle, and/or Failure to Comply with Control Conditions by Persons with Communicable Diseases where the offense occurred on or after October 1, 1994 are not subject to the provisions of the Structured Sentencing Act.

**Offenders convicted and sentenced under the Structured Sentencing Act are not eligible for any type of parole or early release.**

Inmates who have been convicted of serious crimes (Class “B1 through E” felonies excluding B1 felons serving life sentences) under Structured Sentencing and who have completed their mandatory prison time are released on **post-release supervision**.

Post-Release Supervision is received when an offender completes the active portion of his or her term. The offender is to be supervised in the community for a period of nine months for offenses other than sex offenses. If the offense is a sexual offense, the offender is to be supervised in the community for a period of five years. Offenders on post-release supervision must live by the rules and conditions of their supervision. If the offender does not live up to the rules and conditions, the Post-Release Supervision may be revoked (stopped) and the offender will be returned to prison for a period of up to nine months.

Offenders convicted of Class “F through I” felonies or Class “A1 through 3” misdemeanors under Structured Sentencing will be released into the community with no supervision after they have served their required time in prison.

**Fair Sentencing Act** – Offenders who committed felony crimes on or after July 1, 1981 and before October 1, 1994, are sentenced under the Fair Sentencing Act. The Fair Sentencing Act requires that offenders with felony convictions serving 18 months or longer in prison must be released on parole 90 days before their sentence expires. This is called **90-day mandatory parole**. Inmates under fair sentencing may be eligible for parole earlier if they meet certain criteria and if they agree to perform community service work as a part of their parole.

For an offender serving Class A or Class B life sentences, he or she must serve 20 years on each consecutive life sentence received in order to be eligible for parole. For an offender serving Class C life sentences, he or she is eligible for parole after service of 20 years less good time on each consecutive life sentence received.

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For those offenders serving misdemeanor sentences for Driving While Impaired (DWI), Driving While Impaired in a Commercial Vehicle, and/or Failure to Comply with Control Conditions by Persons with Communicable Diseases, they are eligible for parole using the “1/5” formula.

Parole other than the 90-day mandatory parole is not automatically granted but must be earned. It is always in the inmate’s best interest to be of good behavior, work hard, and participate in appropriate and/or required programs, as these factors are considered during a parole review.

Offenders on parole must live by the rules and conditions of their parole. If an offender on parole does not live up to these rules and conditions, the parole may be revoked (stopped), and the offender will be returned to prison to serve their sentence.

If an inmate was convicted and sentenced under the Fair Sentencing Act or received a sentence prior to the Fair Sentencing Act and you have specific questions regarding parole, you will need to contact the North Carolina Post-Release Supervision and Parole Commission.

## **Do inmates get credit for working and/or good behavior while in prison?**

If the inmate was sentenced under the Structured Sentencing Act, he or she will receive what is called **earned time** when they are assigned to a job or a full-time program. If an inmate is assigned to a job or a full-time program, earned time can help reduce their sentence down from the maximum release date to the minimum release date. **An inmate cannot reduce his or her sentence below the minimum release date for their sentence that the judge gave them.**

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If the inmate was sentenced under the Fair Sentencing Act, he or she will be able to reduce the amount of time they spend in prison by working or participating in certain programs. If an inmate is working or assigned to a program, he or she will receive what is called **gain time**.

Different amounts are awarded based on the type of job or program the offender is assigned to. Inmates sentenced under the Fair Sentencing Act are also awarded **good time**. This means that the inmate receives one-day good time credit for good behavior for each day served in prison.

For example, a person sentenced to twelve months would receive a total of six months good time credit as soon as they are received in prison, and therefore, would have to serve only six months in prison. Good time can be taken away due to disciplinary action.

Inmates sentenced under the Fair **or** Structured Sentencing Act may also be awarded what is called **merit time**. If inmates work more than 40 hours a week, work in bad weather or work under emergency conditions, the Division of Prisons may award additional time credits.

For inmates sentenced under the Fair or Structured Sentencing Act, projected release dates are subject to change if inmates are removed from a job or program assignment for any reason such as transfer, disciplinary, or completion of a program.

## Terms and Definitions

Prison has a language of its own which can be confusing. Many of these terms and phrases are used by prison staff as well as inmates. The definitions below should help give a better understanding of the meaning of some of these terms.

**Administrative Segregation** – an assignment that temporarily removes an inmate from the regular inmate population and places him or her in a single cell on a short-term basis to provide control or protection of the inmate pending classification or disciplinary action. It is commonly known as “A-Seg.”

**Classification** – a method for determining inmate custody level and program needs.

**Combined Records** – a Department of Correction office located in Raleigh, NC where copies of inmate records are kept.

**Concurrent Sentences** – if an offender has more than one sentence the court may decide that the sentences can be served concurrently, which means the sentences are served at the same time. For example, a person with a two-year sentence and a two-year concurrent sentence has a total sentence length of two years.

**Consecutive Sentences** – if an offender has more than one sentence the court may decide that each sentence must be served separately before the next sentence begins. For example, a person with a two-year sentence and a two-year consecutive sentence has a total sentence length of four years. Inmates sometimes refer to consecutive sentences as “boxcar sentences.”

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**Contraband** – items / articles not approved by the prison facility and approved items that have been altered or are over the required limit.

**Control Status** – level of an inmate’s supervision and control. It is where inmates are separated from the regular inmate population.

**Convicted** – a term used when a person has been found guilty of a crime by a court.

**Custody** – the level in which an inmate is housed based on crime committed, length of sentence, criminal history, and behavior to maintain public safety and institutional safety.

**Death Row** – the housing assignment of inmates admitted to prison on a death order commitment. These inmates are housed only at Central Prison and at the North Carolina Correctional Institution for Women.

**Defendant** – a person who is accused of committing a crime.

**Designee** - a staff person who has been appointed to act with authority in the absence of the director, region director, and/or prison facility superintendent.

**Detainer** - a legal document in an inmate’s record stating that he or she is wanted in another county, state, or federal system and should be transported to another correctional system rather than being released.

**Developmental Disabilities** – mental and/or physical limitations that require special programs.

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**DHO** - Disciplinary Hearing Officer - An employee of the Department of Correction, not assigned to any specific prison facility, who investigates inmate disciplinary offenses

**Diagnostic Center** – a center located in certain prison facilities where new inmates are admitted, processed, and assessed while waiting for initial classification and housing assignment.

**Director of Prisons** – the person who is in charge of all the prisons in the state.

**Disciplinary Action** – action taken against an inmate who has been charged with a rule violation and has had a disciplinary hearing. The action taken at the disciplinary hearing can include demotion in custody, loss of privileges, loss of good/earned time, and segregation.

**Disciplinary Segregation** – the classification status of inmates who are subject to punishment after being found guilty of a rule violation. Disciplinary Segregation is also known as “lock-up.”

**DOC** – Department of Correction

**DOP** – Division of Prisons

**Escape** – a person who escapes or attempts to escape from prison has violated prison rules and the laws of North Carolina and can receive an additional sentence. Anyone assisting an inmate to escape from prison has also violated the laws of the State of North Carolina.

**Facility Head, Correctional Administrator, Prison Superintendent, or Warden** - the person who is in charge of the overall operation of a prison facility.

**Felony** – a more serious crime.

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**Grievance** – an appeal using specific forms and procedures regarding a decision or action made.

**HCON** – stands for “High Security Maximum Control.” This is the housing assignment and classification status where inmates pose the most serious threat to the safety of staff and other inmates and to the security of the prison facility. Inmates assigned to this control require more security than given in Maximum Control.

**Honor Grade** – also known as “minimum custody.” Because minimum custody inmates wear green uniforms, they often refer to minimum custody as “having their greens.” Minimum custody prisons are often called “honor grade” prisons. Armed supervision is not required.

**ICON** – stands for “Intensive Control.” This housing assignment and classification status are for those inmates who have shown disruptive behavior through disciplinary actions, assaultive actions, or continuous disruptive influence where they require additional structure and management by prison staff. It is generally less restrictive than Maximum Control.

**Immediate Family** – the Division of Prisons policy defines immediate family members as mother, father, husband, wife, daughter, son, brother, sister, foster parents, or other persons who have acted in the place of parents where such relationships can be verified.

**Incarcerate** – to put an individual in prison.

**Incentive Wage** – the wage that an inmate is paid when working on a job assignment at the prison, on a community work crew, a road squad, or at a prison enterprise plant.

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**Indigent** – An inmate is considered indigent if they have no money to purchase basic hygiene items such as soap or deodorant

**Infraction** – a violation of a law or rule. In the prison system, it is most often called a “write-up.”

**Investigating Officer** – a person who gathers the facts when a rule may have been broken or an incident has happened involving an inmate.

**Inmate** – a person committed by law to the custody of the Division of Prisons.

**MCON** – stands for “Maximum Control.” This is the classification status to control inmates who pose a threat to safety of staff or other inmates or who otherwise pose a serious threat to the security of a prison facility.

**Misdemeanor** – a crime that is not as serious as a felony.

**Offender** – any person convicted of a crime or offense under the laws of North Carolina.

**Parole** – a conditional release from prison that allows an inmate to serve the rest of his or her sentence in the community after serving a portion of the sentence. Only inmates who have been sentenced under the Fair Sentencing Act or earlier sentencing laws are eligible for parole. Parole is earned and not automatic. It provides for supervision of the parolee and permits the inmate’s return to prison through revocation if parole conditions are not met.

**Parole Case Analyst** – a person who works for the Post-Release Supervision and Parole Commission. This person is in charge of reviewing an inmate’s records to determine if the inmate should be recommended for parole. The Parole Commission votes as to whether or not an inmate should receive parole.

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**PCON** – stands for “Protective Control.” An inmate housed in Protective Control is separated from the general population for his or her safety. An inmate may request protective custody, but a committee decides if protective custody is necessary.

**Probation** – a sentence ordered by the Court allowing an offender to remain in the community with supervision and guidance of a Probation Officer, under such conditions as the Court may impose. If an offender does not follow the conditions of the probation, he or she can be put in prison.

**Processing** – when an offender first arrives in prison, the first few weeks are spent at a diagnostic center to best determine the needs and assignment of the offender. This time spent in diagnostic centers is called processing.

**Projected Release Date** – the estimated date of release that is based on any time credits that the inmate has earned or is projected to earn until the time of his/her release. The projected release date is always subject to change depending on whether or not the inmate earns or loses time credits.

**Region Director** – a person who is in charge of several prison facilities in a region. The Division of Prisons has five regions: Central, South Central, Eastern, Western, and Piedmont.

**Regular Population** – housing assignment at the prison facilities where inmates may move about the prison facility as needed due to their job or program assignment, recreation, or mealtime with other inmates, It is also known as “general population.”

**Restitution** – required payments that are authorized by the courts to be paid by an offender to the victim of his or her crime.

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**Safekeeper** – a county jail inmate who is admitted to the Division of Prisons while awaiting trial or sentencing. Safekeeping provides extra security for those inmates who pose a danger to themselves, to other inmates and to the general public. A person may also be admitted as a safekeeper if they require medical or mental health care that cannot be provided by the county jail.

**Secretary of Correction** – the person appointed by the Governor who is in charge of the Department of Correction.

**Security Risk** – any possible danger to the general public, staff or inmates.

**Security Threat Group (STG)** – a group of inmates that pose a threat to the safe, secure and orderly operation of a prison. These groups are also known as “gangs.”

**Sentence Reduction Credits** – time credits applied to an inmate’s sentence that reduce the amount of time to be served. Sentence Reduction Credits include good time, gain time, earned time and meritorious time.

**Split Sentence** – a judge may order a split sentence that requires the offender to serve a period of time in prison followed by a period of special probation. The time served in prison must be served without any sentence reduction credits.

**Suspended** – a sentence ordered may remain inactive subject to conditions established by the court; it may be imposed by the court at any time during the sentence.

## Abbreviations used in prison facility list

**CC** - Correctional Center

**CCW** - Correctional Center for Women

**RFW** - Residential Facility for Women

**YC** - Youth Center

**CI** - Correctional Institution

**PWF** - Prison Work Farm

**CH** - Correctional Hospital

**YI** - Youth Institution

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Albemarle CI	Box 458, Badin NC 28009	704-422-3036	MED
Alexander CI	Box 909, Taylorsville NC 28681	828-632-1331	CLO
Anson CC	Route 1 Box 160-C, Polkton NC 28135	704-694-7500	MIN
Avery-Mitchell CI	600 Amity Park Rd., Spruce Pine NC 28657	828-765-0229	MED
Bertie CI	Box 129, Windsor NC 27983	252-794-2336	CLO
Black Mtn CCW	Box 609 Black Mountain NC 28711	828-664-2002	MIN
Bladen CC	Route 2 Box 720, Elizabethtown NC 28337	910-662-3107	MIN
Brown Creek CI	Box 310, Polkton NC 28135	704-694-2622	MED
Buncombe CC	Box 18089, Asheville NC 28814	828-645-7630	MIN
Cabarrus CC	Box 158, Mt. Pleasant NC 28124	704-436-6519	MIN
Caldwell CC	Box 397, Hudson NC 28638	828-726-2509	MIN
Caledonia CI	Box 137, Tillery NC 27887	252-826-5621	MED
Carteret CC	Box 220, Newport NC 28579	252-223-5100	MIN
Caswell CC	Box 217, Yanceyville NC 27379	336-694-4531	MED
Catawba CC	1347 Prison Camp Rd., Newton NC 28658	828-466-5521	MIN
Central Prison	1300 Western Boulevard, Raleigh NC 27606	919-733-0800	CLO
Charlotte CC	4100 Meadow Oak Drive, Charlotte NC 28208	704-357-6030	MIN
Cleveland CC	260 Kemper Road, Shelby NC 28150	704-480-5428	MIN
Columbus CI	Box 8, Brunswick NC 28424	910-642-3285	MED
Craggy CC	Box 8909, Asheville NC 28814	828-645-5315	MED
Craven CI	Box 839, Vanceboro NC 28586	252-244-3337	MED
Dan River PWF	Box 820, Yanceyville NC 27379	336-694-1583	MIN
Davidson CC	1400 Thomason Street, Lexington NC 27292	336-249-7528	MIN
Duplin CC	Box 737, Kenansville NC 28349	910-296-0315	MIN
Durham CC	Box 2567, Durham NC 28349	919-477-2314	MIN
Eastern CI	Box 215, Maury NC 28554	252-747-8101	MED
Foothills CI	5150 Western Ave., Morganton NC 28655	828-438-5585	CLO
Forsyth CC	307 Craft Drive, Winston-Salem NC 27105	336-896-7041	MIN
Fountain CCW	Box 1435, Rocky Mount NC 27802	252-442-9712	MIN
Franklin CC	Box 155, Bunn NC 27508	919-496-6119	MED
Gaston CC	1025 Cherryville Hwy., Dallas, NC 28034	704-922-3861	MIN
Gates CC	Box 385, Gatesville NC 27938	252-357-0778	MIN
Greene CI	PO Box 39, Maury NC 28554	252-747-3676	MIN
Guilford CC	4250 Camp Burton Rd., McLeansville, NC 27301	336-375-5024	MIN
Harnett CI	Box 1569, Lillington, NC 27546	910-893-2751	MED
Haywood CC	Box 218, Hazelwood, NC 28738	828-452-5141	MIN
Hoke CI	Box 700, Raeford NC 28376-0700	910-944-7612	MED
Hyde CI	Box 278, Swan Quarter NC 27885	252-926-1810	MED
Johnston CI	2465 U.S. 70, Smithfield NC 27577	919-934-8386	MED

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Lanesboro CI	Box 280, Polkton NC 28135	704-695-1013	CLO
Lincoln CC	464 Prison Camp Road, Lincolnton NC 28092	704-735-0485	MED
Lumberton CI	Box 1649, Lumberton NC 28359-1649	910-618-5574	MED
Marion CI	Box 2405, Marion NC 28752	828-659-7810	CLO
Maury CI	Box 506, Maury NC 28554	252-747-1400	CLO
McCain CH	855 Old NC Highway 211, Raeford NC 28376	910-944-2351	MIN
Morrison CI	Box 169, Hoffman NC 28347	910-281-3161	MED
Mountain View CI	545 Amity Park Road, Spruce Pine NC 28657	828-766-2555	MED
Nash CI	Box 600, Nashville NC 27856	252-459-4455	MED
NCCIW	1034 Bragg Street, Raleigh NC 27610	919-733-4340	ALL
Neuse CI	710 Stevens Mill Road, Goldsboro NC 27530	919-731-2023	MIN
New Hanover CC	Box 240, Wilmington NC 28402	910-251-2666	MIN
N. Piedmont CCW	Box 1227, Lexington NC 27292	336-242-1259	MIN
Odom CI	Route 1, Box 36, Jackson NC 27845	252-534-5611	MED
Orange CC	2110 Clarence Walters Rd., Hillsborough 27278	919-732-9301	MIN
Pamlico CI	601 North Third St., Bayboro, NC 28515	252-745-3074	MED
Pasquotank CI	527 Commerce Dr., Elizabeth City 27906-5005	252-331-4881	CLO
Pender CI	Box 1058, Burgaw NC 28425	910-259-8735	MED
Piedmont CI	1245 Camp Road, Salisbury NC 28147	704-639-7540	MED
Polk CI	Box 2500, Butner NC 27509	919-575-3070	CLO
Raleigh CCW	1201 South State St., Raleigh NC 27610	919-733-4248	MIN
Randolph CC	Box 4128, Asheboro NC 27204	336-625-2578	MIN
Robeson CC	Box 1979, Lumberton NC 28358	910-618-5535	MIN
Rowan CC	Box 1207, Salisbury NC 28144	704-639-7552	MIN
Rutherford CC	Box 127, Spindale NC 28160	828-286-4121	MIN
Sampson CI	Box 999, Clinton NC 28328	910-592-2151	MED
Sanford CC	Box 2490, Sanford NC 27330	919-776-4325	MIN
Scotland CI	Box 1808, Laurinburg NC 28353	910-844-3078	CLO
Southern CI	Box 786, Troy NC 27371	910-572-3784	MED
Tillery CC	Box 222, Tillery NC 27887	252-826-4165	MIN
Tyrrell PWF	Box 840, Columbia NC 27925	252-796-1085	MIN
Umstead CC	Box 106, Butner NC 27509	919-575-3174	MIN
Union CC	200 Southerland Avenue, Monroe NC 28110	704-283-6142	MIN
Wake CC	1000 Rock Quarry Road, Raleigh NC 27610	919-733-7988	MIN
Warren CI	Box 399, Manson NC 27553	252-456-3400	CLO
Wayne CC	Caller Box 8011, Goldsboro NC 27533-8011	919-734-5580	MED
Western YI	Drawer 1439 Morganton NC 28680-1439	828-438-6037	ALL
Wilkes CC	404 Statesville Rd., North Wilkesboro NC 28659	336-667-4533	MIN
Wilmington RFW	Box 5354, Wilmington NC 28403-4155	910-251-2671	MIN

## Additional Services and Information

If you still have questions, the following resources are available:

**Offender Family Services** - Serves as a liaison between families of offenders and the Department of Correction. Offender Family Services (OFS) provides an open line of communication to assist offender families with resolving human service needs through emotional support and referral to community resources. These services are also provided for inmates nearing release and offenders already released. OFS also assists families and citizens with understanding the policy and procedures of the prison system. You can contact OFS at **919-838-4000** or you can write:

Offender Family Services  
4280 Mail Service Center  
Raleigh, NC 27699-4280  
**[www.doc.state.nc.us/familyservices](http://www.doc.state.nc.us/familyservices)**

**Victim Services** - Assists victims of crime, their families, and interested parties whose offenders were sentenced to prison or placed on probation, parole, or post-release supervision. The staff provides emotional support, educational materials, training, resource referral and assists victims in understanding the criminal justice system. You can contact the Victim Services office via phone at **1-866-719-0108** or via e-mail at **[victims@doc.state.nc.us](mailto:victims@doc.state.nc.us)**.

**Public Affairs** - The Public Affairs Office can provide accurate information and answer questions that citizens may have about an offender and/or the Department of Correction. The office responds to letters, e-mail and telephone inquiries received from interested parties, news media and citizens. You can reach the Public Affairs Office at **1-800-368-1985** or via e-mail **[info@doc.state.nc.us](mailto:info@doc.state.nc.us)**

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**Artwork by Inmate Renee Morton**