



DELAWARE
DEPARTMENT
OF CORRECTION

FAMILY & FRIENDS HANDBOOK

A guide for family and friends to help navigate Delaware's correctional system and answer frequently asked questions.

OCTOBER 2025

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COMMISSIONER'S MESSAGE



Dear Family Members and Friends,

The Delaware Department of Correction (DOC) is pleased to share the Family and Friends Handbook.

We understand that incarceration doesn't just affect the individual in custody. It also impacts their families and community supports. That's why this Handbook was developed, to provide information, answer common questions, and help you understand how our state's correctional system works as you support a love one during their time under DOC supervision.

There's a well-known saying that "knowledge is power." The DOC is committed to empowering families and friends by providing knowledge and resources to be informed, to be aware, and to be engaged. Families and friends are vital partners who can help encourage participation in correctional treatment, education, vocational training, and other rehabilitative programs — all critical to achieving personal growth and long-term reentry success.

The Delaware Department of Correction mission statement clearly reflects a continuous commitment to our dual mission of safety and rehabilitation. It guides our work every day and reflects the positive impact of our dedicated and capable employees.



Our Mission Statement

The mission of the Delaware Department of Correction is to protect the public and promote successful reentry through safe and secure facilities, effective supervision, and rehabilitative services supported by a professional and diverse workforce.

We encourage families and friends to support their loved ones by maintaining active and positive communication, motivating them to participate fully in treatment, programming, and work opportunities, and encouraging them to use their time constructively by connecting with the free educational resources available on tablet devices. Let's work together to make a positive and lasting difference!

Please stay connected with the DOC by visiting us online at doc.delaware.gov and follow us on Facebook, X, Instagram, LinkedIn and YouTube for daily news and updates.

- Commissioner Terra Taylor



Cherry Lane Probation & Parole



Plummer Community Corrections Center
Howard R. Young Correctional Institution
Baylor Women's Correctional Institution
Hazel D. Plant Women's Treatment Facility

Hares Corner Probation & Parole



FACILITY & OFFICE LOCATIONS



James T. Vaughn Correctional Center
Community Corrections Treatment Center

Administration Building



Dover Probation & Parole

Prison



Community Corrections Center



Probation & Parole Office



Administration Building



Georgetown Probation & Parole



Sussex Correctional Institution
Sussex Community Corrections Center

Seaford Probation & Parole



CONTACT INFORMATION

CENTRAL ADMINISTRATION

245 McKee Road, Dover, DE 19904

Main: 302.739.5601 / Human Resources: 302.857.5298

FAMILY SERVICES

The Department of Correction Community Relations team provides family services, offering a central point of contact for families and providing resources to maintain communication and connection. The Family Services team provides information and assistance to help family members navigate Delaware's correctional system and answer questions about facility operations, treatment programs, and DOC policies and practices.

Family Services Phone: 302.857.5470

Online: doc.delaware.gov/familyservices

VICTIM SERVICES

The DOC Victim Services team provides information and assistance to victims of crime. Victim Services staff helps victims understand and navigate the correctional system and works to protect their legal rights and empower them to become informed and involved to support their safety and healing. DOC Victim Services also makes referrals to government and community-based resources.

The DOC notifies crime victims in writing prior to a scheduled release from incarceration. Victims are encouraged to keep their contact information up-to-date by reporting changes to DOC Victim Services at 302.857.5440.

Victims may choose to register with VINELink, the online portal of the National Victim Notification Network. VINELink allows crime victims to view information about criminal cases and custody status and register to be notified by phone, email or TTY device when custody status changes. See <https://vinelink.vineapps.com/state/DE>. Victims can search VINELink by name or SBI Number.

Victim Services Phone: 302.857.5440

Online: doc.delaware.gov/victimservices

CONTACT INFORMATION

PRISONS

Baylor Women's Correctional Institution (BWCI)

660 Baylor Boulevard, New Castle
Main: 302.577.3004 / Visitation: 302.577.5837

Howard R. Young Correctional Institution (HRYCI)

1301 E 12th Street, Wilmington
Main: 302.429.7700 / Visitation: 302.575.0330

James T. Vaughn Correctional Center (JTVCC)

1181 Paddock Road, Smyrna
Main: 302.653.9261 / Visitation last names A-J: 800.282.8602; Visitation last names K-Z: 800.722.0252

Sussex Correctional Institution (SCI)

23203 DuPont Boulevard, Georgetown
Main: 302.856.5280 / Visitation: 302.856.5545

COMMUNITY CORRECTIONS CENTERS

Community Corrections Treatment Center (CCTC)

875 Smyrna Landing Road, Smyrna | 302.659.6100

Hazel D. Plant Women's Treatment Facility (HDP)

620 Baylor Boulevard, New Castle | 302.777.6800

Plummer Community Corrections Center (PCCC)

38 Todds Lane, Wilmington | 302.761.2800

Sussex Community Corrections Center (SCCC)

23207 DuPont Boulevard, Georgetown | 302.856.5790

PROBATION & PAROLE OFFICES

Northern New Castle County (Cherry Lane)

314 Cherry Lane, New Castle | 302.577.3443

Dover

511 Maple Parkway, Dover | 302.739.5387

Georgetown

22855 DuPont Highway, Georgetown | 302.856.5243

Hares Corner

26 Parkway Circle, New Castle | 302.323.6050

Seaford

350 Virginia Avenue, Seaford | 302.628.2030

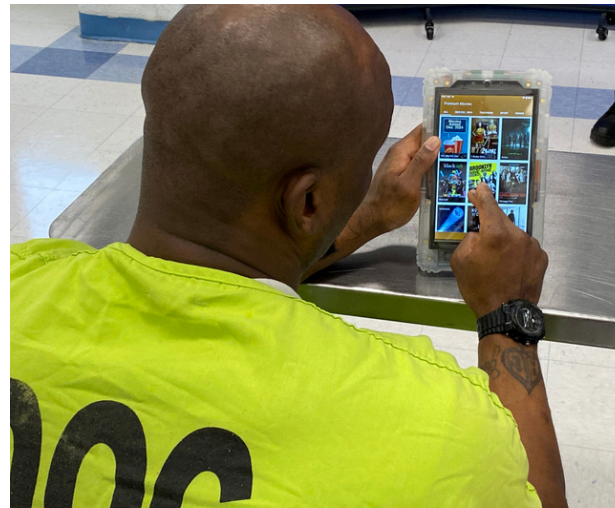
STAYING CONNECTED WITH YOUR INCARCERATED LOVED ONE

IN-PERSON VISITS

All prisons and some community corrections facilities provide in-person visits which are scheduled directly through each facility (see the numbers on page 6). Residents of community correction centers have the opportunity to earn family visitation passes. Learn more about visitation guidelines and procedures at doc.delaware.gov/visit. Please direct requests for visit-related ADA accommodation or modification through the facility visitation office.

TABLETS

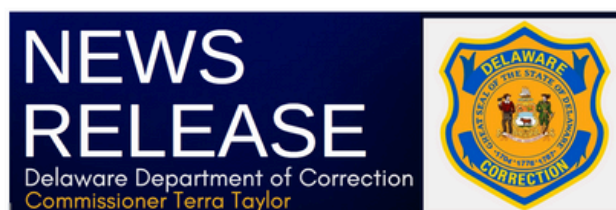
The DOC introduced a tablet program in 2019 to support family engagement through phone, messaging, and video visits, with a limited number of tablet devices shared among users. In 2024, individual tablets were provided to every incarcerated person through an ongoing effort to improve communication and expand access to virtual education, treatment, and reentry resources to all incarcerated Delawareans.



Tablets help sustain connections with family and community supports, develop new knowledge and skills, and use free time to explore individual interests. They connect users to an increasing variety of no-cost on-demand services, including education, wellness resources, career and life skills courses, e-books, faith-based resources, and reentry supports. This free content accounts for half of all tablet activity. Paid features include phone calls, messages, photos, e-cards, video visits, and entertainment options such as music, movies, and games.

Tablet access can be restricted through the established disciplinary process for violations of rules. For example, tablet messaging or phone restrictions may be imposed for violations of messaging or phone rules (see “Misconduct and Discipline” on page 14).

FOR IMMEDIATE RELEASE
November 21, 2024



Department of Correction marks historic deployment of communication and programming tablets to incarcerated individuals

Dover, DE — Department of Correction leaders today announced that the Department has deployed handheld tablets to every incarcerated person, completing a months-long initiative with a dual purpose communication with family and community supports and to expand opportunities to deliver new programming, treatment, and reentry resources to all incarcerated Delawareans. This tablet deployment p delivered at no cost to Delaware taxpayers.



STAYING CONNECTED WITH YOUR LOVED ONE

PHONE CALLS

Each year, incarcerated individuals make nearly 4 million phone calls to family members and community supports. Calls are initiated by the incarcerated person and are fee-based per minute. Up to five phone numbers can be on approved phone lists at any time. Call forwarding and third-party calls are not allowed. Friends and family members can add funds to phone accounts through *ViaPath Technologies*; see details on page 9.

MESSAGING & PHOTOS

Personal hand-held tablets can be used to make phone calls, send and receive electronic messages, and receive photos and e-cards from family and friends. Tablet messages and photos are fee-based per message. Friends and family can add funds to tablet accounts through *ViaPath Technologies*; see details on page 9.

VIDEO VISITS

Video visits are offered through wall-mounted video consoles in housing areas (see picture). Video visits are initiated by the incarcerated person and can be scheduled in advance. Video visits are fee-based per minute. Family and friends participate in video visits through their *GettingOut* account on their personal computer or smartphone. Friends and family members can add funds to accounts through *ViaPath Technologies*; see details on page 9.



TRUST ACCOUNTS

(phone, video visits, tablet messages and commissary)

DOC partners with *ViaPath Technologies* to administer the phone, video visit, and tablet message system in correctional facilities. Family and friends create their own account through *ViaPath Technologies* to add funds to trust accounts, participate in video visits, and send and receive tablet messages.

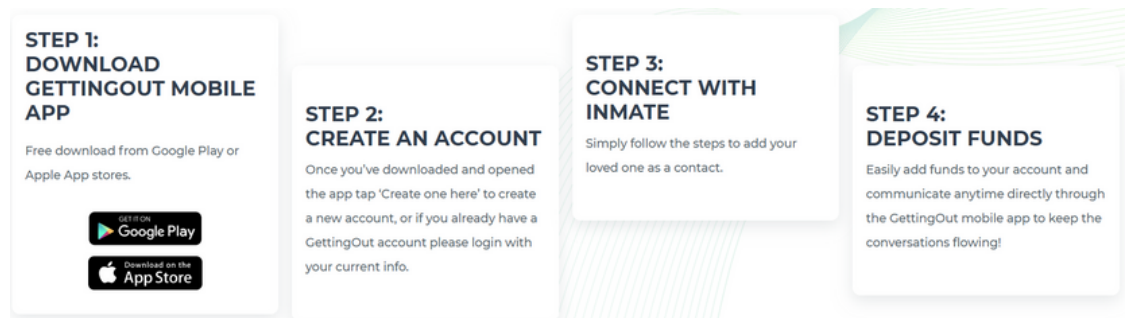
HOW TO DEPOSIT FUNDS TO INMATE ACCOUNTS

1.) Online: <https://www.gettingout.com>

- Create and log into your *GettingOut* account.
- Click on the Deposit Funds link.
- Select the inmate to receive funds and enter payment information.



2.) Smartphone: (*GettingOut* mobile app)



3.) Phone: Call *ViaPath* customer service at 1-866-516-0115

4.) In person: Self-service terminals are located in all prison gatehouse lobbies.

COMMISSARY DEPOSITS AND ORDERS

A variety of food and personal items can be purchased through commissary. Orders are delivered weekly. Family and friends can deposit funds to a *GettingOut* account (see directions above) for commissary purchases. Please note that once funds are deposited into a *GettingOut* account, incarcerated individuals can access those funds for commissary purchases and for fee-based phone and tablet use.

New for 2025: Friends and family can directly place commissary orders for delivery to incarcerated loved ones. These *securepak* orders can be placed at www.accesssecurepak.com or by calling 1-800-456-6283. Please note that "recipient number" is the full 8-character SBI number, including two zeros at the beginning, if needed.



POSTAL MAIL

The DOC implemented a mail screening system across all prison facilities in 2024 to improve mail security and eliminate dangerous and life-threatening mail contraband. The system features electronic mail screening and color reproduction at a central facility and hard copy delivery of non-legal mail to incarcerated individuals without the risk of contraband and to better protect the safety of correctional staff and incarcerated individuals.

All non-legal mail is sent to the central mail scanning facility for screening, reproduction, and delivery to the prison facility. Non-legal mail includes letters, greeting cards, written correspondence, non-Polaroid pictures, and money orders.

Legal mail is sent directly to the prison facility by attorneys. Official documents sent directly by government agencies, printed material from publishers, and other pre-approved materials are also sent directly to the prison facility.

Learn more by visiting doc.delaware.gov/mail

POSTAL ADDRESSES FOR NON-LEGAL MAIL

BWCI

Name – SBI Number
Baylor Women’s Correctional Institution - 1200
PO Box 96777
Las Vegas, NV 89193

JTVCC

Name – SBI Number
James T. Vaughn Correctional Center - 1101
PO Box 96777
Las Vegas, NV 89193

HRYCI

Name – SBI Number
Howard R. Young Correctional Institution - 1202
PO Box 96777
Las Vegas, NV 89193

SCI

Name – SBI Number
Sussex Correctional Institution - 1201
PO Box 96777
Las Vegas, NV 89193

HOW DELAWARE'S CORRECTIONAL SYSTEM WORKS

INTAKE & ORIENTATION

After arriving at a facility, individuals complete an intake and orientation that may last up to two weeks. An initial medical intake is performed within a few hours, and a comprehensive medical assessment follows (see page 17). Orientation provides information and instruction on facility operations and rules, visitation, phone and tablet use, programs and activities. During orientation, individuals receive the inmate handbook which is kept in their possession.

PRISON RAPE ELIMINATION ACT (PREA): The DOC has a zero tolerance policy toward all forms of sexual abuse and sexual harassment. All incarcerated individuals are educated on PREA through training, handbooks, and information posted throughout the facility. Incidents of sexual abuse and sexual harassment can be reported by any person verbally or in writing to any staff member or by calling the toll-free PREA hotline from any facility phone or by calling the DOC statewide PREA coordinator at 302.857.5435. Those who wish to make a report may remain anonymous upon request. Learn more by visiting doc.delaware.gov/prea.

CHECKLIST FOR FAMILY AND FRIENDS WHEN A LOVE ONE IS INCARCERATED FOLLOWING AN ARREST



Find your loved one

Visit <https://vinelink.vineapps.com/state/DE> to find their facility location. You can search by name or SBI Number.



Learn about their case

Visit courts.delaware.gov for information about charges and court contacts or contact their attorney. Bail is posted through the court that handles the case.



How to pick up personal property

If you need to pick up an item of personal property from your incarcerated loved one contact the property room at the facility. Incarcerated individuals must sign a form that authorizes you to pick up the personal property.



Medications & medical care

See page 17 for information about the medical intake process. All individuals receive a medical assessment upon intake. This process includes receiving prescribed medications.



Stay Connected

See pages 7-10 for information about mail, phone calls, video visits, and tablet messaging.



Deposit Funds

See pages 7-10 for information about how you can add money to phone, video visit, tablet messaging and commissary accounts.



Learn more about what happens after intake starting on page 12.

CLASSIFICATION

The DOC employs a comprehensive classification system to guide decisions about housing assignments (minimum, medium, maximum security) and placement in treatment, education, vocational training, work, and other programs for incarcerated individuals after conviction and sentencing. Classification incorporates a structured point-based objective process of information-gathering, evaluation, and assessment to understand the factors that led to a person's criminal behavior, identify that person's risks and needs, and address those issues in priority order to assist with rehabilitation and reentry. Information considered may include criminal history, physical and psychological examinations, education and substance use evaluations, pre-sentence reports, supervision histories, in-custody discipline, and participation in treatment, programming, education, and work while in custody.

Initial classifications provide a starting point for housing, treatment and programming. Classification reviews occur every 6 to 12 months, depending on sentence length, in order to consider the latest information about an individual's participation in rehabilitative programming, treatment, work, and disciplinary record. Classification decision-making operates through the following committees and boards:

- The **Initial Classification Board (ICB)** is formed at the facility level from DOC classification, counseling, and security staff. The ICB considers potential security risks along with program and treatment needs and makes initial classification recommendations after an interview with the incarcerated individual and a review of relevant records.
- The **Multidisciplinary Team (MDT)** is formed at the facility level from DOC counselling and security staff. The MDT is responsible for initiating reclassification through established timeframes or as directed by a higher authority, and the MDT makes initial classification recommendations where no ICB is active (such as in smaller facilities).
- The **Institution Based Classification Committee (IBCC)** is formed at the facility level from DOC security and classification and/or treatment staff. The IBCC works to ensure consistent and timely placement decisions to treatment, programming and work assignments and to appropriate security levels within each facility. It is also responsible for making recommendations to higher level decision-making boards regarding security level changes, placements that require transfer to another facility, sentence modifications, community placements, and Interstate Compact transfer requests.
- The **Central Institutional Classification Board (CICB)** is formed from staff across facilities who represent a cross section of roles. The CICB makes decisions concerning classification assignments and transfers between facilities, and makes recommendations concerning community-related placements.
- The **Institutional Release Classification Board (IRCB)** is formed from DOC security and treatment staff across facilities and includes 3 members of the community. The IRCB makes final decisions concerning recommendations from other boards as well as makes recommendations to the Bureau Chief concerning all community-related placements, Interstate Compact transfer requests and International Prisoner Transfer Program referrals, and Sentence Modification recommendations to the Parole Board and Courts.

PERSONAL CARE ITEMS & COMMISSARY

Facilities provide standard issue bedding linens, towels, clothes, shoes, and personal hygiene items at no charge. Specific brand name hygiene items, other personal care products, and an assortment of food items are available for purchase through commissary. Commissary orders can be placed by tablet and are delivered weekly. Family and friends can also place commissary care package orders (see page 9).

FOOD SERVICE

DOC's comprehensive food service program operates to state and federal requirements and follows national standards. Every day, DOC serves more than 15,000 wholesome, nutritionally balanced meals. Menus are developed with a Registered Dietitian based on USDA nutritional and calorie guidelines and are reviewed and updated every three months. Meals are provided to accommodate medical, religious, and vegetarian diets. DOC kitchens are maintained to the highest standards of safety and cleanliness and are inspected regularly. Food Service operations provide training and paid work for over 300 incarcerated workers assigned to roles in kitchen operations, food preparation, and warehouse supply. Incarcerated kitchen workers received industry-recognized certifications, including *ServSafe*®, that support employment in the community and ongoing training to ensure compliance with standards for food handling and preparation, sanitation, physical hygiene, and safety. Kitchen workers can also earn up to 10 days of good-time credit per month.

CORRECTIONAL COUNSELORS

Correctional Counselors help incarcerated individuals participate in facility life and establish a foundation for their successful return to the community. Individuals are assigned a counselor who is responsible for identifying their needs, providing program coordination and guidance throughout their incarceration, and securing appropriate services. Individuals participate in scheduled visits with their counselor to review their classification status and to discuss Good Time earnings and programming, work, and treatment enrollment. Individuals are encouraged to communicate any facility and interpersonal concerns with their assigned counselor who is in the best position to assist them.

EARNING "GOOD TIME"

Good Time has been shown to incentivize positive behavior, demonstrate commitment to rehabilitation, encourage participation in therapeutic, treatment, and training programs, foster a safer prison environment, and support the potential for reduced recidivism. Each day of Good Time reduces a prison sentence by one day. Note: Some criminal offenses/prison sentences are not eligible for Good Time. There are three types of Good Time:

- **Statutory Good Time** is provided by Delaware law at the rate of two days per month for the first year of a prison term and three days per month for each subsequent year.
- **Meritorius Good Time** can be earned for active participation in approved work, education, treatment, and rehabilitation programs.
- **Meritorius Bonus Good Time** can be earned for successful completion of an approved treatment, educational, and therapeutic program designed to reduce recidivism

Statutory Good Time is calculated and applied up front at the beginning of a prison sentence. Meritorius Good Time and Meritorius Bonus Good Time is calculated each month based on participation in and successful completion of work, programming, and treatment.

WORK OPPORTUNITIES

Individuals are expected to participate in programming and work, and prison jobs provide an opportunity to learn job skills, earn money, develop good work habits that can be applied to jobs after release, and earn Good Time credit. Individuals can discuss work opportunities with their assigned correctional counselor.



LEGAL RESOURCES

A variety of legal resources are available, including:

- Facility law libraries provide legal forms, legal reference materials and case law, notary, photocopying, and federal e-filing. All incarcerated individuals may request and receive law library material through facility mail, and individuals housed in lower security levels may schedule in-person law library time.
- Free access to legal reference material via Lexis Nexis is available to all tablet users.
- In-person and virtual visits with attorneys are scheduled through the Warden's office.
- Legal mail is received confidentially via postal mail from the attorney on record.
- Individuals participate in court hearings in person or by video as directed by the Court.

FAITH-BASED SERVICES

Incarcerated individuals are entitled to freedom of religious affiliation and worship and have access to a variety of faith-based activities. The chaplaincy program provides access to opportunities for religious practice. Chaplains facilitate services and provide one-on-one crisis counseling and grief counseling. Religious studies, spiritual books, papers, and magazines are available from the chaplain's office by request. Visits with outside clergy may be scheduled through the visitation process and take place during regular visiting hours in the visitation room.

MISCONDUCT & DISCIPLINE

The DOC maintains clear written standards of behavior to establish a structured and safe environment and to promote positive behavior. A handbook is provided during orientation that contains these standards and policies. Alleged violations trigger the disciplinary system, which includes a written report, an independent facility investigation, and a hearing before a hearing officer. The incarcerated individual participates in their disciplinary hearing. If a violation is found to have occurred a variety of sanctions and discipline may be imposed, depending on the severity of the violation, and may include loss of tablet and other privileges, forfeiture of Good Time, and transfer to a higher security housing classification. Disciplinary sanctions reflect the critical importance of maintaining security and personal safety for all employees, visitors, and incarcerated individuals. Disciplinary findings and sanctions can be appealed to facility and bureau leadership.

COMPLAINTS & GRIEVANCES

When complaints about prison conditions or operations cannot be resolved informally, a clear and responsive procedure is in place for incarcerated individuals to file a grievance and sets out a process to facilitate a resolution in an orderly, fair, and expeditious manner, including an appeal method. Grievance process information is shared during orientation and is provided in the inmate handbook.

Reports related to conduct by staff, unlawful discrimination, harassment, or concerns regarding policy and procedures may be communicated directly in writing to the staff member's unit commander or the facility Security Superintendent for review and investigation.

Additionally, separate legal or administrative options may be available for concerns that cannot be addressed through the grievance process, such as these grievance exclusions: decisions made outside DOC authority such as court orders or parole decisions, ADA accommodation appeals, disciplinary sanctions that include a separate appeal process, and classification assignments. Note: The DOC maintains zero tolerance of all forms of sexual abuse and harassment (see page 11).

AMERICANS WITH DISABILITIES ACT (ADA)

Each facility has designated staff who coordinate efforts to accommodate individuals with disabilities and assists in addressing ADA-related requests. If an incarcerated individual has a specific request for accommodation based on qualifying disability, they may submit an ADA Accommodation Request Form to their facility ADA Coordinator. The form can be obtained upon request from any DOC or Medical employee.

EMERGENCY CONTACT & LEGAL GUARDIAN OR AGENT

Immediate family members are encouraged to keep their loved ones informed of any changes to their address or phone number. Incarcerated individuals are provided the opportunity to designate and update a personal emergency contact with the DOC. If a family or community member asserts some other legal status on behalf of an incarcerated individual (for example a guardian, agent under a Power of Attorney or Advance Health Directive, or named in a supported decision-making agreement) and seeks to contact the DOC in reference to this status, please contact DOC Family Services staff (see page 5). Family Services staff can facilitate communication with facility security, medical, or other appropriate staff as needed to address specific matters.

SBI NUMBER

Every incarcerated individual is assigned an "SBI Number", a unique number to identify them, along with their name, while they are under DOC supervision. This number is also used when sending mail, depositing money into tablet and commissary accounts, and scheduling visits.

LOCATING AN INCARCERATED INDIVIDUAL

You can look up an incarcerated individual's facility location by name or SBI number through VINE at <https://vinelink.vineapps.com/state/DE>.

DEPARTMENT OF CORRECTION POLICIES

Written DOC policies govern all aspects of day-to-day operations within facilities and the treatment of individuals under DOC supervision. Department policies are posted online at doc.delaware.gov/views/policy_and_regulations.blade.shtml.

PROGRAMMING & EDUCATION

The DOC offers a wide variety of programs, including education and vocational training, substance use treatment, cognitive behavioral therapy, health education, and sex offender programming. Evidence-based assessment tools are used to match individuals with programs that best meet their needs and risks. Programs fall under five groups that are ranked in priority order, with Group A representing the highest need. Each group includes multiple programs:

Program Group A: Severe Substance Use Disorder

Program Group B: Criminal Thinking and Cognitive Restructuring

Program Group C: Self-Improvement and Self-Management

Program Group D: Social and Interpersonal Skills

Program Group E: Life Skills, Vocational, Education

EDUCATION & VOCATIONAL TRAINING

Educational assessments determine education and literacy levels and are used to develop an education program that best meets individuals' needs. As students progress through education programming, additional assessments are administered to monitor academic growth and facilitate enrollment in additional education programs.

Delaware's prison education program includes Adult Basic Education, GED preparation, Groves Adult High School, Life Skills, special education services, and vocational training. These programs are provided to help students return to their communities and families with marketable skills, training, and a pathway to a meaningful job that drives reentry success. They also provide individuals with a meaningful use of their time and give them a sense of purpose and pride in their accomplishments. Statewide, more than 30 Delaware Department of Education teachers and support staff work within Delaware prison facilities to provide this instruction.

COGNITIVE BEHAVIORAL PROGRAMMING

Cognitive Behavioral Therapy (CBT) programs in correctional systems assist participants in changing negative thinking patterns that lead to criminal behavior. These programs are evidence-based and have been shown to successfully reduce the likelihood of reoffending. CBT programs are goal-oriented to help participants learn ways to adopt positive and functional thinking patterns and practice skills that support healthy decision-making and pro-social behaviors. CBT programs address a wide variety of factors associated with criminal behavior, including critical thinking, problem solving, moral reasoning, social skills, self-management, and impulse control. The DOC provides CTB programs in every prison facility and community corrections center and in Probation and Parole offices.

DOC's CBT classes include *Alternatives to Violence*, *Courage to Change*, *Anger Management*, *Impact of Crime on Victims*, *Life Skills*, *Thinking for a Change*, *Think Things Through*, and *Parenting*. CBT practices and instruction are also incorporated into the *Road 2 Recovery* Substance Use Disorder treatment and *Transitions* sex offender treatment programs.

MEDICAL CARE & BEHAVIORAL HEALTH

The DOC provides a comprehensive health care delivery system that features routine and emergency medical and behavioral healthcare, vision and dental care, and pharmacy services consistent with generally accepted standards of care through competitively bid contractual relationships with private healthcare providers. Specialty care is provided, including testing and treatment for a range of chronic conditions, and comprehensive women's reproductive health services such as annual exams, contraceptive services, and pregnancy care. Medical discharge planning is also provided.

Upon arrival to a correctional facility, a medical evaluation is conducted that consists of:

- A medical assessment by nursing staff, including patient information and medical history.
- A Substance Use Disorder screening.
- A mental health screening to identify mental health disorder and risk of self-harm/suicide.
- Obtaining prescription medication information.
- Gathering additional information, including gender identity, sexual abuse history, and medical release of information/HIPAA.

The results of the medical evaluation prompts follow-up appointments as needed. Individuals with substance use disorder who were receiving Medication Assisted Treatment (MAT) in the community can continue to receive MAT, and other individuals have the option to begin this treatment while incarcerated.

Psychiatric evaluation and medication are available to treat mental health conditions. Individual and group therapy and behavior management planning are provided on a recurring or as-needed basis. Prison facilities also provide "Residential Treatment Units" - specialized housing units that offer residential-level mental health treatment and programming for individuals with a serious mental illness.

On-demand medical and behavioral healthcare is provided through a "sick call" process. A small co-pay may be charged for healthcare visits initiated by incarcerated individuals (\$4) and prescription medications (\$2). There are no co-pays for chronic care and mental health clinician visits. No one is denied medically necessary healthcare if they are unable to pay. Prescription and over-the-counter medication is provided through on-site pharmacies, including prescribed maintenance medication. A temporary supply of prescribed maintenance medication is also provided to individuals at release to the community. Please note that medications cannot be brought into facilities by incarcerated persons or family members.

All prisons are staffed 24 hours a day by medical professionals who provide on-site emergency care and prison infirmaries provide in-patient housing for round-the-clock monitoring and care. Patients who require a higher level of treatment are transported to area hospitals. Patients are also transported to community-based specialists for consultations and treatment and to surgical centers and hospitals for medical procedures as needed.

REQUESTING MEDICAL INFORMATION AND MEDICAL RECORDS

Medical status or treatment information may be requested by contacting DOC Family Services at 302.857.5470. Please note: personal health information is confidential by federal and state law, and privacy requirements prevent disclosure of health information without consent. Incarcerated individuals complete a Release of Information (ROI) form to authorize sharing medical information to a designated individual. Completed ROIs are effective for one year.

To receive medical records, e-mail DOCMedicalRecords@delaware.gov or send a written request to "DOC Medical Records, 245 McKee Road, Dover, DE 19904." Please include;

- Your complete name, the address where you would like the records mailed, and phone.
- Complete name, date of birth, and SBI number of the incarcerated individual.
- The exact date or date range of the records you seek, or the entire DOC custody term.

A current ROI form granting the requestor access to the written medical records must be on file. If the incarcerated individual is deceased, please provide proof of relationship or next of kin. Proof can include a Short Certificate, Power of Attorney paperwork, or Power of Estate paperwork that authorizes the requestor to act on behalf of the patient. There is a \$0.10 fee per page plus a \$3.00 shipping fee. Medical Records will contact the requestor after records are retrieved to confirm the number of pages and cost. After payment is received, records are mailed to the requestor or provided for pick-up at the DOC Central Administration Building.

Questions? Call DOC Medical Records at 302.857.5385 or e-mail DOCMedicalRecords@delaware.gov.

TREATMENT PROGRAMS

Significant numbers of individuals under DOC supervision struggle with addiction and many experience co-occurring disorders, including Substance Use Disorder and mental illness that require specialized treatment. To meet this need, the DOC provides Road to Recovery (R2R), a comprehensive Substance Use Disorder treatment program that utilizes the Therapeutic Community model, an industry best practice which has proven to be effective. Key features include:



- Placement is identified through DOC's classification process which includes a comprehensive assessment, drug screen, and multi-disciplinary clinical review.
- Each participant is guided by an individualized treatment plan that is based on their specific needs. R2R employs the nationally recognized Addiction Severity Index (ASI) tool as part of this assessment process.
- Participants are placed in one of three levels of care: Track 1 (prison), 30-35 structured treatment hours weekly for 9-12 months; Track 1 (community corrections), 25-30 structured treatment hours weekly for 6-9 months; Track 2, 9-15 structured treatment hours weekly for 4-6 months; Track 3, 9 structured treatment hours weekly for 3-6 months.

Sex Offender counseling and treatment programs are provided to incarcerated individuals who have a need for such treatment.

REENTRY



REENTRY BEGINS ON DAY ONE

DOC reentry supports aim to reduce recidivism, promote community reintegration, and enhance opportunities for individuals under DOC supervision and to help them achieve long-term success. Reentry begins during incarceration through participation in treatment and programs that address the root causes of criminal behavior and provide educational and skill training opportunities. During the final six months of a prison sentence, individuals meet with Probation and Parole *Inreach Officers* to discuss and plan their post-release goals such as education, employment, family engagement, stable housing, physical and behavioral health, and to review their community support system. *Inreach* services include probation intake for individuals if sentenced to community supervision after a prison term.

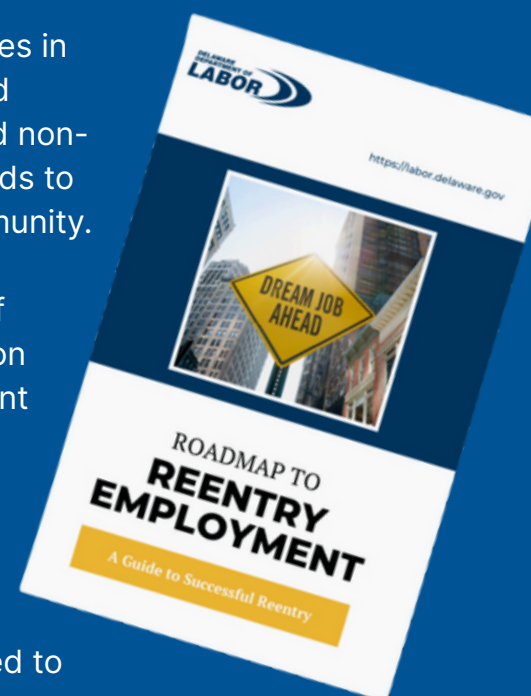
The medical discharge process provides a temporary supply of medication and help connecting to Medication Assisted Treatment in the community.

DOC contracts with reentry professionals who work with prison staff and Probation and Parole *Inreach Officers* to ensure immediate needs of high risk and high needs individuals are met upon release from prison. Services include door-to-door transportation, medical and behavioral health treatment referrals and appointment scheduling, and facilitating placement in sober living, supportive or other transitional housing, in-patient SUD treatment, nursing home or hospice care. ID credentials are secured post-release.

For individuals on probation, contracted case management services in each Probation and Parole office provide on-demand personalized support and planning. Services include referral to government and non-profit agencies to meet healthcare, housing, and employment needs to help overcome the immediate challenges of returning to the community.

DOC staff help facilitate applications and placement in a variety of community-based reentry programs such as the HOPE Commission and Project New Start, referral to Department of Labor employment resources, and information about apprenticeship and job training programs that serve justice-involved individuals.

DOC staff in every Probation and Parole office have taken the personal initiative to establish on-site clothing, personal care, and food closets stocked with donated items. These items are provided to individuals on probation with immediate unmet needs.



FREQUENTLY ASKED QUESTIONS

How do I find my incarcerated loved one?

If an incarcerated loved one has not informed you of their facility location, you can find that information through VINELink, at <https://vinelink.vineapps.com/state/DE>. You can search by name or SBI Number.

Can I send cash directly to an incarcerated individual?

No. See page 9 for directions on depositing tablet and commissary funds.

Can I send an incarcerated individual an electronic message?

Yes. Incarcerated individuals have access to send and receive electronic messages through the tablet program (see pages 7-9).

Can incarcerated individuals make phone calls to their family and friends?

Yes. Incarcerated individuals can have 5 phone numbers on their approved phone list at any time. Telephone numbers are added or removed from a phone list by request of the incarcerated individual. Call forwarding and third-party calls are not allowed (see page 8).

Can I place a telephone call to an incarcerated individual?

No. Incarcerated individuals must initiate telephone calls to family and friends through the phone system. In the event of a family emergency, please call the facility and speak to the Shift Commander or facility Chaplain or contact DOC Family Services (see pages 5 and 6).

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

We recommend that facility staff or DOC Family Services be contacted as soon as possible so that the incarcerated individual may be notified in an appropriate manner and provided with pastoral care and counseling (see pages 5 and 6).

How can I arrange in-person visitation? What are visitation schedules and rules?

See page 7 for information or visit www.doc.delaware.gov/visit.

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

No. However, visitors may use terminals located in the gatehouse of each prison facility to deposit money into commissary accounts at any time. Community members can also purchase care packages for direct delivery to their incarcerated loved one (see page 9).

I have not heard from my incarcerated loved one. Can DOC help?

Contact DOC Family Services at 302.857.5470 to receive a custody update. Please note that under normal circumstances the DOC cannot instruct an incarcerated person to contact a community member.

My loved one was just incarcerated and I want to ensure they are receiving their medication.

Contact DOC Family Services at 302.857.5470. Staff can verify this information through DOC medical providers.





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