

Agency Oversight: Department of Corrections

Letter mailed to the LJIC and received after the June 28,
2019, organizational meeting

Law and Justice Interim Committee
September 9, 2019



Montana Department of Corrections Director's Office

Steve Bullock, Governor
Reginald D. Michael, Director

June 26, 2019

Ms. Rachel Weiss, Lead Staff
Montana Legislative Services Div.
PO Box 201706
Helena, MT 59620-1706

Re: Montana State Prison pilot visitation project

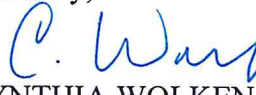
Dear Ms. Weiss:

At DOC, we recognize and value the importance of connection between inmates and their family and friends. We have evaluated a number of options related to increasing visitation opportunities, reducing wait times and visitation interruptions related to screening, and improving the overall visitation experience for inmates and their visitors.

We are excited to announce we are moving forward with a pilot visitation project at MSP that we believe accomplishes our goal of increasing visitation while reducing logistical challenges that can be frustrating for visitors and inmates alike.

I have enclosed some additional information related to this pilot. Please let me know if you have any questions. As always, I appreciate your interest in improving our corrections system.

Sincerely,


CYNTHIA WOLKEN
Deputy Director

CW:sj
Encl.



NEWSRELEASE

Montana Department of Corrections • 5 S. Last Chance Gulch
Helena, Montana 59601 • 444-3930 • Fax: 444-4920

RELEASE: June 14, 2019

CONTACT: Amy Barton, (406) 444-0409

Montana State Prison piloting new visitation procedure

DEER LODGE-Montana State Prison warden Lynn Guyer announced Friday that Montana State Prison is piloting a new visitation reservation system. Currently, Montana State Prison offers first come basis visits two days a week. The new system will allow visitors to schedule and reserve a visitation slot and increase the visitation days from two days to four days.

The goal with the new system is to increase overall visiting opportunities and decrease wait times. The process will allow visitors that drive long distances more certainty that they will be able to visit.

“Montana State Prison recognizes the importance and value of visitation for offenders and their families and friends,” Guyer said. “Maintaining personal contact with family and friends strengthens the offenders support network and will benefit their reentry into their community thereby reducing recidivism.”

Visitations will be scheduled through the current phone service provider, CenturyLink. There is no cost to family and friends to register and schedule visits. Family and friends will be able to schedule visits up to 30 days in advance. Visitors will be able to reserve a two-hour slot each week. Family and friends will need to reserve visits seven days in advance of the scheduled visit. If there are any unreserved slots available, family and friends can call Montana State Prison after the reservation period has closed and additional slots will be filled on a first call basis. Special visitation requests will still be accommodated when feasible.

Family and friends can register now with CenturyLink to set up an account. Family and friends will be able to schedule visits starting June 17, 2019 on the system for visits beginning June 27, 2019. To assist with the transition, Montana State Prison will accept reserved visits as well as people coming without a reservation until August 1, 2019. As of August 1, 2019, for security purposes, all visits will need to be reserved. To register and schedule visits, please go to the following website, www.icsolutions.com. People without internet access can contact Customer Care at 1-888-506-8407.

Additional information is provided on the Montana DOC website <http://cor.mt.gov/> or family and friends can call Montana State Prison at 406-846-1320.

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- [Montana and Regional News, News](#)

Montana State Prison launches visitor reservation system

- [MTN News](#)
- [9:39 am](#)
- [June 18, 2019](#)

DEER LODGE — The Montana State Prison launched a new prisoner visitation reservation system Monday.

According to officials, the new system will allow visitors to schedule and reserve times. Two-hour visits can be scheduled through the current MSP phone provider CenturyLink at no charge up to 30 days in advance.

The system will allow the prison to double the number of visitation days from two to four per week.

The goal is to increase overall visitation opportunities for family and friends and reduce wait times for visitors traveling long distances.

People can still visit without a reservation until August 1, after which a reservation will be required.

To register and schedule visits, go to www.icsolutions.com. People without internet access can call 1-888-506-8407.

Great Falls Tribune

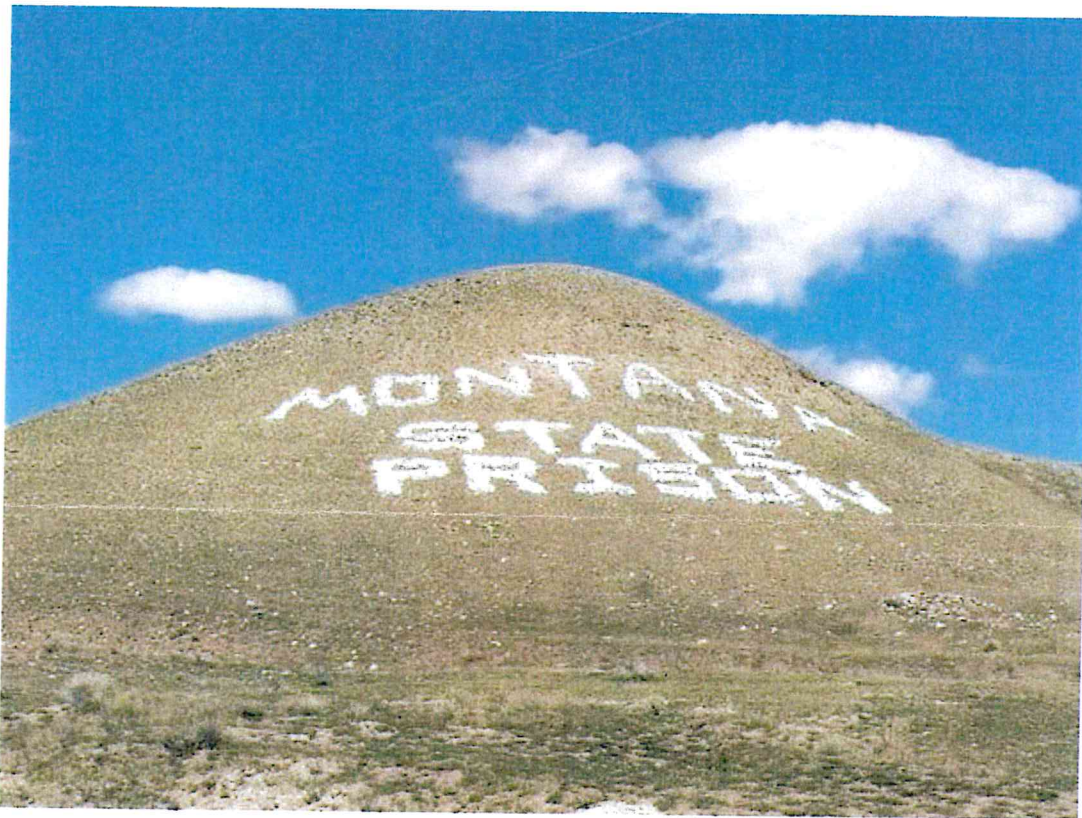
PART OF THE USA TODAY NETWORK

State prison to try new visitor reservation system

From staff reports Published 5:35 p.m. MT June 14, 2019

Montana State Prison is trying a new visitation reservation system that will let visitors schedule a time slot and increase the visitation days from two days to four days, officials said.

The Deer Lodge prison now offers first-come basis visits two days a week. The new system will allow visitors to schedule a visitation slot and increase the visitation days from two days to four days.



Stones spell out Montana State Prison on a hill outside the entrance of the facility in Deer Lodge. (Photo: File)

The goal is to increase overall visiting opportunities and decrease wait times. The process will allow visitors that drive long distances more certainty that that they will be able to visit.

“Montana State Prison recognizes the importance and value of visitation for offenders and their families and friends,” warden Lynn Guyer said in a news release. “Maintaining personal contact with family and friends strengthens the offenders’ support networks and will benefit their reentry into their community, thereby reducing recidivism.”



Montana State Prison Warden Lynn Guyer (Photo: Department of Corrections)

Visitations will be scheduled through the current phone service provider, CenturyLink.

There is no cost. Family and friends can schedule visits up to 30 days in advance. Visitors will be able to reserve a two-hour slot each week.

Visitors will need to reserve visits at least seven days in advance. If there are any unreserved slots available, visitors can call Montana State Prison after the reservation period has closed and more slots will be filled on a first-call basis.

Special visitation requests will still be accommodated when feasible.



Buy Photo

The Montana State Prison in Deer Lodge. (Photo: TRIBUNE PHOTO/RION SANDERS)

Visitors can register now with CenturyLink to set up an account. They will be able to schedule visits starting June 17 in the system for visits beginning June 27.

To help with the transition, Montana State Prison will accept reserved visits as well as people coming without a reservation until Aug. 1.

As of Aug. 1, for security purposes, all visits will need to be reserved.

How to register

To register and schedule visits, go to www.icsolutions.com.

People without internet access can contact Customer Care at 1-888-506-8407.

More information is provided on the Montana DOC website <http://cor.mt.gov/> or call Montana State Prison at 406-846-1320.