

Appendix L

General Guidance on Scheduling Pre-Release Case Management Visits

I. Contacting DOC Staff

- DOC staff may not have consistent access to their email or phone. Often staff are elsewhere in the prison. Often DOC staff do not have voicemails. Knowing this, do not wait to schedule visits until the last minute. Give yourself a cushion of time.

II. Preferred Days of the Week

- Avoid Mondays, if possible. New intakes are usually processed on Mondays.
- Friday is often visitation day at the prisons, so this can make scheduling harder.
- MCOs are encouraged to ask DOC staff for preferred days/times for a typical week.

III. Time of Day

- Recommended window of time: 8:30 am – 11:00 am or 1:00 pm – 3:00 pm.
- Lunch is served to the offenders around 11:00 am. The offenders get antsy that they're going to miss lunch and are distracted and are less engaged in the visit.
- Depending on the facility, the offender may need to be accompanied by a security guard, and that guard may go to lunch early.
- Mid-morning count is also around 11 am; try to avoid scheduling around the count.
 - If the morning count is cleared late, then everything for the rest of the day is delayed. Your member may not be able to come over to the infirmary or transition specialist's office at the time they're needed for.
 - LSP is often affected by fog in the mornings (fall and spring), and as a precaution against escape, offenders will not be transported in the fog. Fog count can throw off the whole day.
- Prison staff tend to get off work around 3:30 pm or 4:00 pm. Scheduling visits earlier in the day is advised.
- Do not waste email time asking if you can schedule and when. Give DOC staff 2 or 3 dates and times to consider.

IV. Call-outs

- The point person at the facility needs at least 24 hours to put in a call out to the offender for their appointment. The call out schedule needs to be submitted by noon the day before.
 - If the offender doesn't see his/her name on the call out, they won't know to come to the appointment. Sometimes security can go find them, but sometimes they're out working in a field, or out on the road, or in class.

V. Angola Prison Rodeo (October)

- For high-need offenders at LSP with release dates in October or November, because of the rodeo, which requires staff to work the weekends...
 - For offenders releasing in October, all 1st visits should be completed in September, and only 2nd visits in October.
 - For offenders releasing in November, schedule, if possible, 1st visits in September, and 2nd visits in November.

VI. Holidays

- If possible, avoid weeks in which a holiday falls.
 - Avoid the Friday before a holiday that falls on a Monday (e.g., Memorial Day, Labor Day). DOC staff may be short-staffed at the facilities.
- For high-need offenders at **all** facilities releasing around Thanksgiving, Christmas, New Years, Mardi Gras:
 - **Thanksgiving** - No 1st visits in the 7 days preceding Thanksgiving, as well as the day after Thanksgiving; 2nd visits permitted only the Thursday-Tuesday before Thanksgiving.
 - **Christmas & New Year's** - No 1st visits after December 17th; 2nd visits must cease by December 20th. No 1st or 2nd visits between December 20th – January 5th, unless requested by DOC.
 - **Mardi Gras** - No 1st visits starting the Wednesday before Mardi Gras until after Ash Wednesday.
 - For members releasing to New Orleans area around Mardi Gras time, please be mindful of when and where post-release appointments are scheduled. It is very hard to navigate around New Orleans using public transportation, etc. during parade season. If possible, do not schedule post-release appointments between the Wednesday before Mardi Gras through Ash Wednesday.

VII. There will ALWAYS be circumstances out of your control that may cause an offender to miss their appointment or for prison staff to have to cancel last-minute. Give yourself flexibility in case you need to reschedule.