



Torrance County Detention Facility

Estancia, New Mexico

Inmate Mail Information

All inmate mail, with the exception of Legal Mail, which will be opened by facility staff in front of the inmate, will be opened by the facility mailroom personnel prior to distribution to the inmate. Inmates may not receive stamps and/or stamped envelopes, blank paper or any non-paper items.

Inmates are not allowed to receive packages of any type. All orders for shoes, etc. are completed through our commissary department. **Improper use of mail services or introduction of contraband items are subject to possible prosecution.** Mail should be addressed to:

[Inmate/Detainee Name & Number]

Torrance County Detention Facility

P.O Box 837

Estancia, NM 87016

Procedures for Sending Money

To send money to inmates and detainees: The sender can set up an account with Western Union with the proper numerical provided by the party they want to send the money too (Inmates/detainees last name and commissary number). Or, the sender can send a money order to a lockbox in Georgia. The address is below:

CCA Inmate Trust

[Inmate First and Last Name & Commissary Number]

Facility: TRNCE

P.O. Box 933488

Atlanta, GA 31193-3488

ICE detainees only: A receipt shall be issued to the detainee for all cash or money orders sent in the mail, which shall be safeguarded and credited to the detainee's account in accordance with PBNDS standard "2.5 Funds and Personal Property."

At a Western Union location

Locate the nearest agent by using our agent locator or calling 1-800-325-6000. You can pay with cash or with a debit card.

The Send2Corrections mobile app:

Search “Send2Corrections” in the Apple App Store (Apple iOS) or the Google Play Store (Android devices). Use existing Western Union account login or create a login. A credit/debit card will be required. You can also set up a transaction online/or in app and pay later in store where a tracking number (MTCN) will be generated, to enable you to go and pay in cash at a Western Union agent location.

Online

Please visit www.send2corrections.com. A credit/debit card will be required. You can also set up a transaction online/or in app and pay later in store where a tracking number (MTCN) will be generated, to enable you to go and pay in cash at a Western Union agent location.

Over the phone

Call 1-800-634-3422 and choose option 2. A credit/debit card will be required.

Emergency Notifications

In case of an emergency, contact the facility’s main number, (505) 384-2711.

Visitation Frequently Asked Questions

Who can visit?

Only 4 approved visitors, (17 and under must be accompanied by an adult; 13 and older must be on the approved visitation list) will be allowed to visit. Inmates must request the forms from staff and mail them out to the desired visitors. Inmates are allowed one visit per week.

How do I get approved for visitation?

USMS and County Inmates must request visitation forms from facility staff and mail them out to the requested visitors. Once the forms are completely filled out and mailed back in to the facility, they will be entered into the system and visitation will then be allowed, provided that the inmate is allowed visitation at the time of his/her housing unit visitation days.

ICE detainees do not need to submit visitation forms for visitors.

How do minors get approved to visit?

USMS and County inmate visitors ages 13 or older requesting visitations with an inmate must fill out an approved visitation form and mail it back to the facility. Ages 17 and under must be accompanied by an adult on all visits to the facility.

ICE detainee visitors do not need to mail a visitation form to the facility. If visitor(s) bring children (eighteen (18) years of age or under) they are expected to remain under the direct supervision of the adult visitor(s) so they will not disturb others who have visitor(s). Only two (2) adults and two (2) minor children (ages eighteen (18) and under) will be allowed to visit at a time, as space is limited.

How long does the application process take?

Approximately 2 weeks once we have received the applications back via the US mail.

How will I know if I've been approved?

The applicant should call the facility approximately 2 -3 weeks after mailing it to see if it has been received and if they have been entered into the system.

What are the days and times of visitation?

Sunday through Tuesday: 0800-1600hrs, Thursday through Saturday: 0800-1600hrs

ICE detainee contact visitation

Saturday & Sunday: 1200-1600hrs,

Torrance County and USMS male & female non-contact

Wednesday: 0800-1200hrs

Segregation non-contact

Wednesday: 1700-1900hrs

Torrance County male and female non-contact

Friday: 1700-1900hrs

USMS non-contact

How long can I visit?

USMS and County visits at TCDF are a maximum of 2 hour NON-CONTACT visits (if time allows)

ICE detainee visitation is 2 hours of contact visitation

Where do I park when I arrive at the facility?

The facility has a large parking lot. Visitors are allowed to park in any area that is unmarked. No person(s)/visitors will be allowed to remain in vehicle during visit time – all persons must either come

inside the facility or leave the premises. Vehicles must be secured and keys surrendered at the front desk with the officer.

Will I be searched?

Any person(s) visiting the Torrance County Detention Facility are subject to vehicle searches. All persons entering the secure area of the facility will be required to clear a metal detector per policy. Persons are subject to pat searches if they cannot clear the metal detector.

What is the dress code for visitation?

No open toed shoes; no sleeveless shirts/blouses; no caps/hats; no purses/wallets; NO CELL PHONES; no sunglasses; no shorts. Jackets may be worn, however they must be removed and screened for contraband – no jackets and/or hats/caps can be left in lobby area.

What type of identification do I need to be allowed into the facility?

Any person(s) visiting at TCDF will be required to bring one of the following to EVERY visit:

- 13 and older – photo ID (which can include a school ID and/or drivers license); Birth Certificate, Social Security Card, passport
- 13 and under – Birth Certificate, Social Security Card

What items am I allowed to bring to visitation?

Visitors will be allowed to bring in no more than \$10.00 in coin (must be in a clear bag) to purchase items from the vending machines located in the visitation area. Allowable items for baby(s): 2 diapers, 2 bottles, baby wipes (items must be hand carried in – no diaper bag). If visitors leave the secure visitation area for any reason, the visit will immediately be terminated.

Visitation days and times can be changed and/or cancelled for any reason due to security needs.

What are the Legal Visitation hours?

Legal visits are available from 8 am to 4 pm Monday through Friday and are available Saturday, Sundays and holidays, if needed.

What are the Virtual Attorney Visitation Procedures?

- Virtual Attorney Visits must be scheduled 24 hours in advance.
- A copy of the G-28 and attorney bar number must be provided.
- Legal visits are available from 8 am to 4 pm Monday through Friday and are available Saturday, Sundays and holidays, if needed.
- Send the request to Torrance Legal Visit email TorranceLegalVisit@corecivic.com
- When the time is scheduled, send the request along with the time and Zoom meeting identification to the Torrance Legal Visit email.

- At the scheduled time, the officer will connect the call.