

Support Services



Officer Kira Terrell is the highlighted employee for the Support Services Section. Officer Terrell was raised in Caroline County where she graduated from Caroline County High School. After graduating, she worked as a cosmetologist for several years. Wanting to better herself and find a stable career, Kira attended ECPI Technical College where she received an Associate of Applied Science Degree with a minor in Medical Technology Administration. Kira applied her newly acquired knowledge and skills to a job working for MCV physicians. However not being satisfied with the work and wanting to be closer to home, she chose to change her career path and applied with the Pamunkey Regional Jail.

Since beginning her career at the jail, Officer Terrell has served in several sections, including Security, Records, Classification, and Training. Additionally Officer Terrell has received certification as both a General Instructor by DCJS and a First Aid/CPR Instructor by the American Red Cross. Serving in these capacities has given Officer Terrell a well-rounded skill set which serves her well. As a credit to her dedication, Officer Terrell received Sworn Officer of the Quarter and recently obtained the designation of Officer in Charge (OIC).

Looking to the future, Officer Terrell has the knowledge, skills, and abilities to excel in any capacity at the jail. She is an asset to the facility, a role model to staff, and her enthusiasm and positive outlook is apparent in everything she does.

Support Services Division

Captain M. N. White
Support Services Division Commander

Support Services Personnel

Lt. N. Webel, Internal Affairs

S. Nino, Food Service Supervisor
Officer D. Mines, Kitchen Officer
J. Farmer, Food Service Assistant
B. Branch, Food Service Assistant
V. Devkota, Food Service Assistant
T. Hardy, Food Service Assistant

Sergeant W. Fowler, Training
Officer K. Terrell, Training
Officer C. Tyler, Programs
Officer L. Shelton, Work Release
Officer F. Bacon, Road Crew
Officer S. Hubbard, Visitation
Officer K. Morris-Harvey, Visitation

Sergeant K. Hurd, Standards

Inmate Programs

The Pamunkey Regional Jail continues to offer a variety of programs and services to inmates who wish to seek help or further educate themselves. The Programs Department continuously seeks new programs and services to provide for the inmate population as well as concentrates on improving existing programs.

Through partnerships with the Gospel Jail Ministry, Hanover County Department of Adult Education, Department of Special Education, Hanover County Public Library, the Hanover Community Services Board, and a newly formed partnership with Manterfly Inc., a varied curriculum of programs are offered to help resolve problems and seek additional education.

The Programs Officer oversees the daily operation and coordination of all programs, serves as the liaison for the Bureau of Immigrations and Customs Enforcement detainees, and provides notary services.



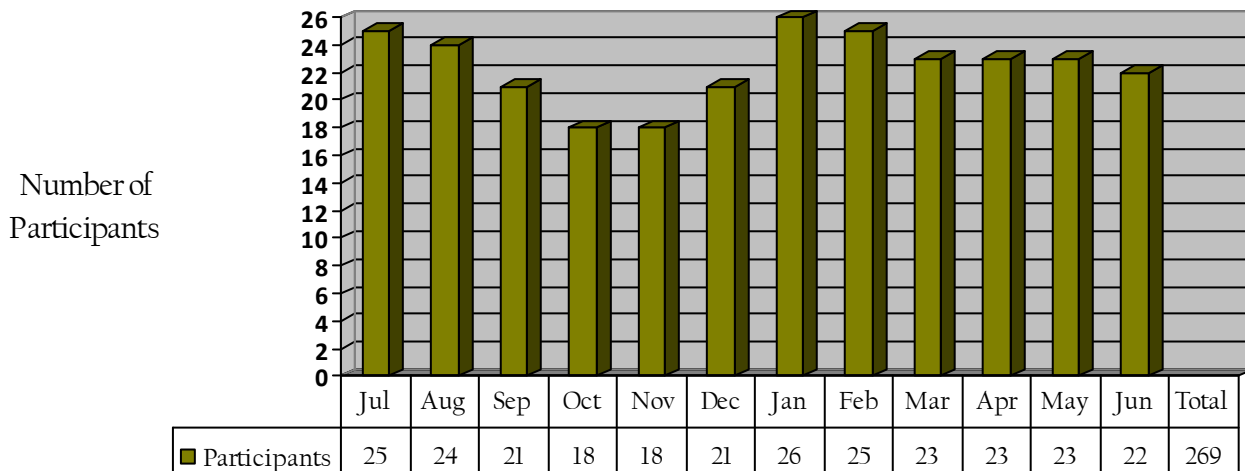
Inmate Programs (Continued)

G.E.D. Preparation / Career Readiness Certificate

The Programs Department continues to offer several different programs to inmates who wish to further their education. The GED program is aimed at providing inmates with basic reading, writing, and math skills, and prepares inmates for obtaining their GED. GED testing is conducted here at the facility through the Hanover Adult Education Center. During their enrollment, inmates are expected to attend daily classes in lecture format, complete educational programs on the computer, self-study and complete instructor issued homework. During the last year, 269 inmates participated in the program and 9 obtained their GED.

The Career Readiness Certificate is an assessment-based program in which inmates undergo testing related to reading, applied math, and locating information through the Work-Keys skills assessment system. Inmates can earn a Bronze, Silver, or Gold level certificate based on their test performance in each subject area. This is a valuable certificate for inmates when they are released because it helps potential employers determine if the recipient possesses the skills needed to effectively perform the job. In 2008/2009, the jail had 18 inmates complete and receive the Career Readiness Certificate.

Education Participation

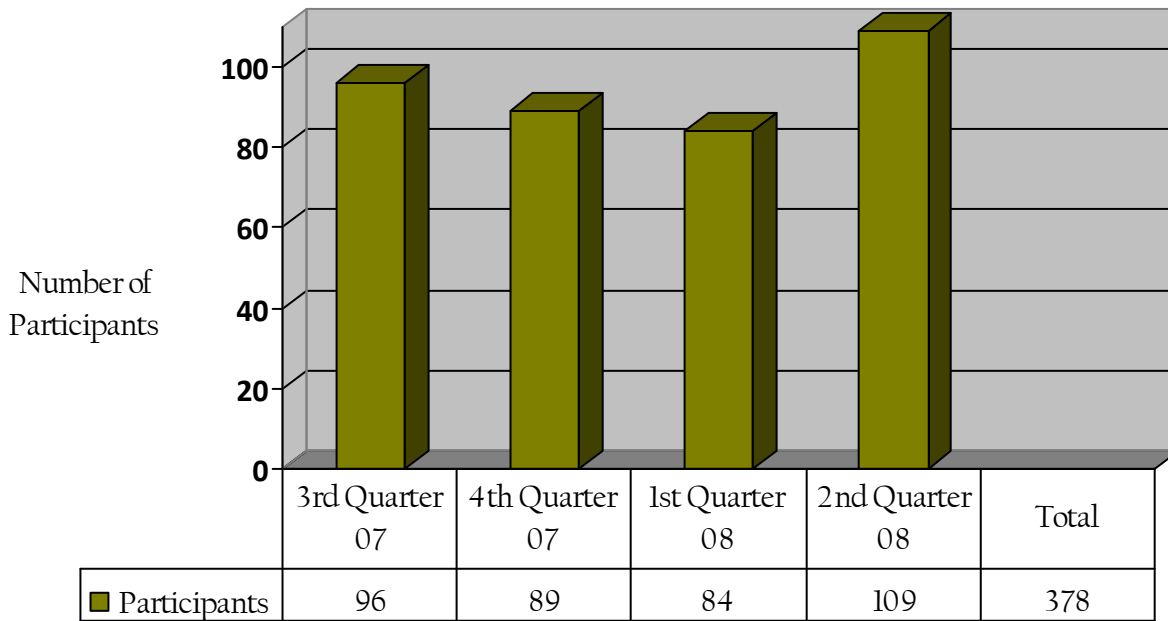


Inmate Programs (Continued)

Computer Training

Computer training classes are offered on a weekly basis teaching skills levels from beginner to intermediate. Inmates who are classified as beginners learn keyboarding skills through individualized software and assistance from the instructor. Inmates who are classified on the intermediate level work on assignments such as resume writing, graphics, and various other assignments provided by the instructor. Enrollment for these classes is done on a quarterly basis with 378 enrolled for this fiscal year.

Quarterly Enrollment



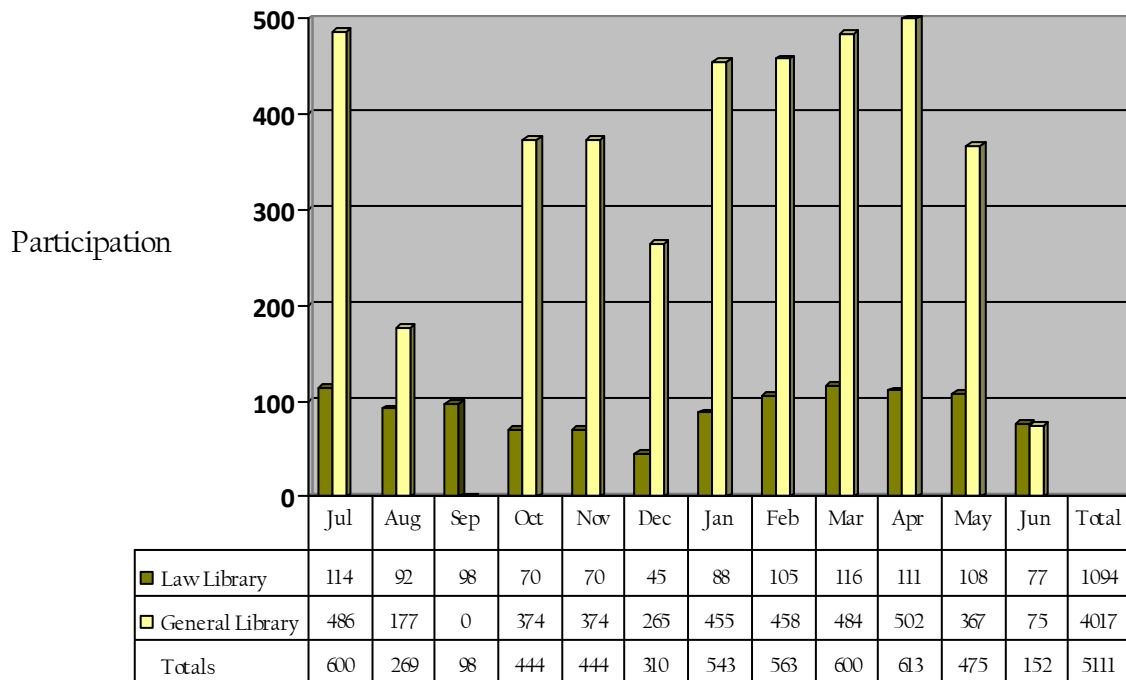
Inmate Programs (Continued)

Library Services

Law library services are provided to the inmate population who wish to research legal matters pertaining to their case. The law library contains State and Federal law books and related legal materials. Inmates being held for the Department of Homeland Security are provided with specific research material. This fiscal year, the law library was utilized **1,094** times.

Inmates are offered general library services weekly, this fiscal year the library was utilized **4,017** times. The library contains over 3,000 books and is updated on a frequent basis. A wide variety of topics ranging from suspense novels to romance novels are offered as well as books in Spanish, Chinese, and French are available for non-English speakers. Newspapers such as the Richmond Times Dispatch and USA Today are distributed daily and magazines such as Newsweek, Essence, Rolling Stone, and First are available weekly. Total combined inmate usage of both the law library and the regular library was **5,111**. The general library was not operated in September to allow for a complete inventory of the library, change out of old/worn books, and the addition of many new books.

Library Usage



Inmate Programs (Continued)

Culinary Arts Programs

Since September 2003, Aramark Food Services has been teaching inmates culinary arts on a monthly basis. These classes focus on teaching inmates proper culinary skills such as recipe enhancement, sanitation, kitchen safety, and proper food preparation. At the end of each session, each inmate receives a certificate for the topic covered during training.

In May of this year, the jail transitioned from Aramark to an in-house food service operation. A new Culinary Arts program is being developed by the food service director and will be implemented by the fourth quarter 2009.



Special Education

Any inmate between the ages of 18-22 with special educational needs who wish to further their education is placed in this state mandated program. A state certified, full-time instructor works with participating inmate students on an individual basis or in a classroom setting. 372 inmates were assessed with special educational needs and 16 actively participated during the school year.

Tutoring

Tutoring is offered four times per week to assist inmates who have difficulty with specific educational skills. A volunteer tutor customizes course work for each individual inmate, sets goals, and assigns homework to help the inmate achieve a passing score on the GED. 50 inmates were tutored from July 2008-June 2009.

Inmate Programs (Continued)

Offender Aid and Restoration (O.A.R.) Services

OAR provides pre-release services to inmates at the Pamunkey Regional Jail such as Alcoholic Anonymous/Narcotic Anonymous, Productive Citizenship, and employment assistance. Three days per week an onsite counselor meets in a group setting or individually with inmates to assist with locating transportation, housing resources, and job readiness in preparation for inmates return as a responsible member of the community.

Life Skills Programs

Throughout the year on a rotating basis, O.A.R. offers a variety of different programs. Inmates participate in group sessions, which last about 8-10 weeks and receive a certificate upon completion of the program. Programs such as Anger Management help inmates deal with emotional issues and Productive Citizenship helps to prepare inmates for their release back into the community.

Religious Services

The Jail Gospel Ministry provides chaplain services on a daily basis at the Pamunkey Regional Jail. Members of all denominations are provided with support and religious materials. Bible study groups are held weekly inside the units and church services are conducted on Saturdays. Muslim services are also offered for inmates who practice that denomination. Affiliated pastors of many other denominations are also available to inmates who seek spiritual guidance.

Clerical Services Program

Pamunkey Regional Jail offers clerical services such as notarizing, photocopying of legal material, and providing applications/legal forms to all inmates.

Money Management

Money Management is a new program implemented in March of this year which was adapted to fit the jail environment. It is based on the MoneySmart course. This course is designed to help participants develop their understanding and comfort with financial concepts and help them make better financial decisions in their daily lives. Topics covered include basic banking, budgeting, types of credit and the credit rating system, risks of using non-mainstream financial services (i.e. payday loans, rent-to-own, and check cashing), predatory lending, how to protect yourself from fraud, ID theft, and insurance. Lessons are augmented with instructor lecture, worksheets, group activities, class discussion, and guest speakers. This has been a popular and successful class with 38 participants since it began in March.

Inmate Programs (Continued)

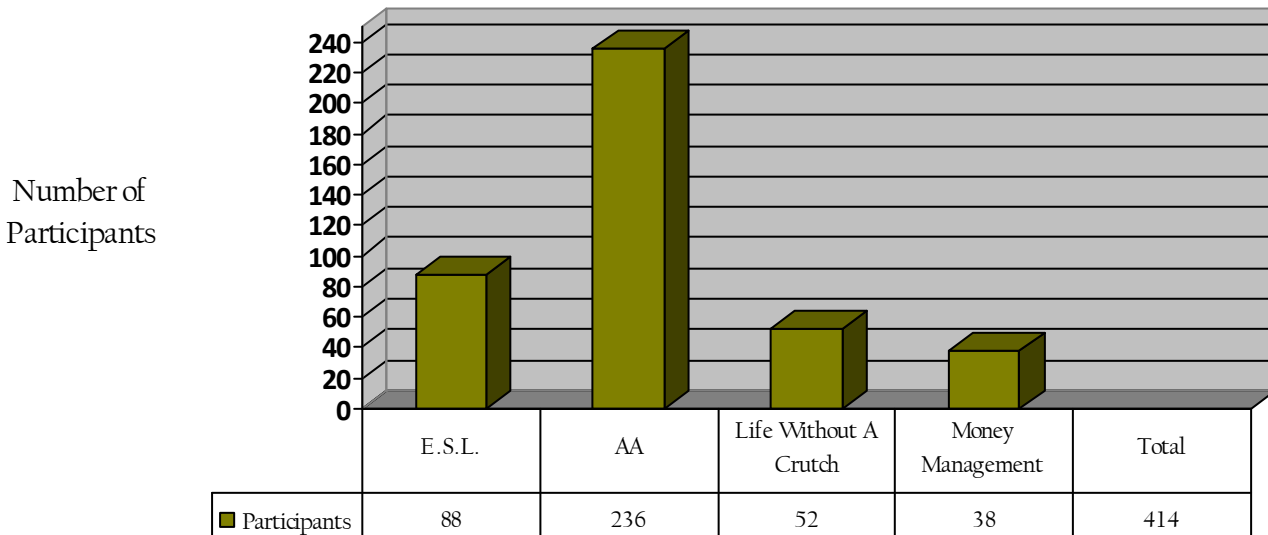
English as a Second Language (E.S.L.) Programs

The E.S.L (English as a Second or other Language) program at Pamunkey Regional Jail is a five-level English course for non-native English speakers. During 2008/2009, **88** inmates attended the course, which ranges from literacy to high intermediate classes, which are designed to develop listening, comprehension, speaking, reading, and writing skills for adult learners. All components of the program, which are systematic problem-posing, also use interactive and communicative approaches that are based on real-life situations to teach vocabulary, pronunciation, and grammar. A broad range of relevant themes such as life stages, personal growth, goal setting, working, personal finances, family living, leisure activities, and community participation are introduced to students on an individual level and appropriate format.

Substance Abuse Programs

All inmates incarcerated at Pamunkey Regional Jail are eligible to participate in the substance abuse program. This program is designed to provide education and support to inmates with drug and/or alcohol addictions. Alcoholics Anonymous is a self-help support group offered twice a week with **236** inmates participating this fiscal year. Life without a Crutch is a structured, 10-week cycle program that assists participants in taking the first step towards recovery. During this fiscal year, **52** inmates successfully completed the program. All of the facilitators for these groups have counseling experience and/or specific training. Total inmate participation in group programs was **414** for this fiscal year.

Group Participation



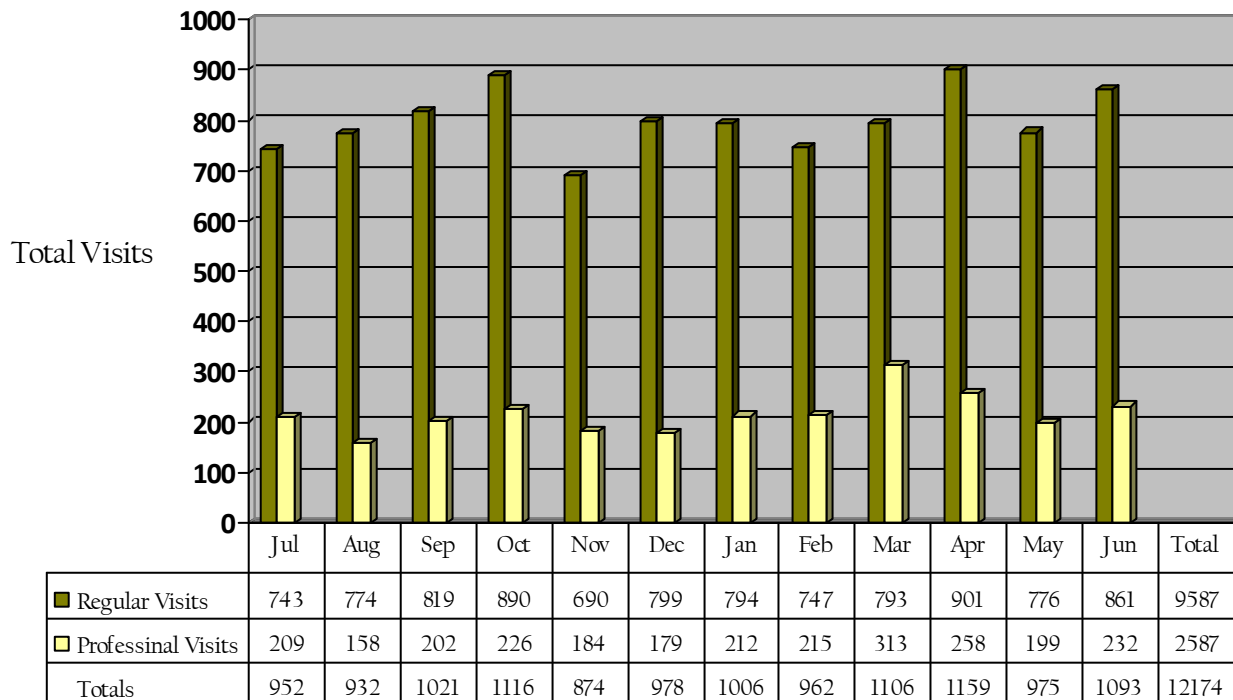
Inmate Visitation

Pamunkey Regional Jail encourages each inmate to maintain contact with their family and friends through bi-weekly visits. Visitation is allowed Monday through Friday, and is scheduled one week in advance by the inmate. Although an inmate can schedule two visits per week, they can only have one visit per day. The visits can last from thirty minutes to an hour depending on the visitor's living distance from the facility.

Pamunkey Regional Jail does not allow "contact visits" between family and friends. All visits are held in specialized areas, which have a glass divider between the inmate and the visitor. Only attorneys and law enforcement personnel are allowed direct contact visits with inmates. Attorney visits have to be scheduled with the visitation officer and are held in rooms that provide attorney-client privacy, which is required by law.

During the period of July 1, 2008 thru June 30, 2009, there were **12,174** visitors recorded at our facility. Of those visits, **9,587** were visits from family and friends and **2,587** were from attorneys.

Visitation Conducted

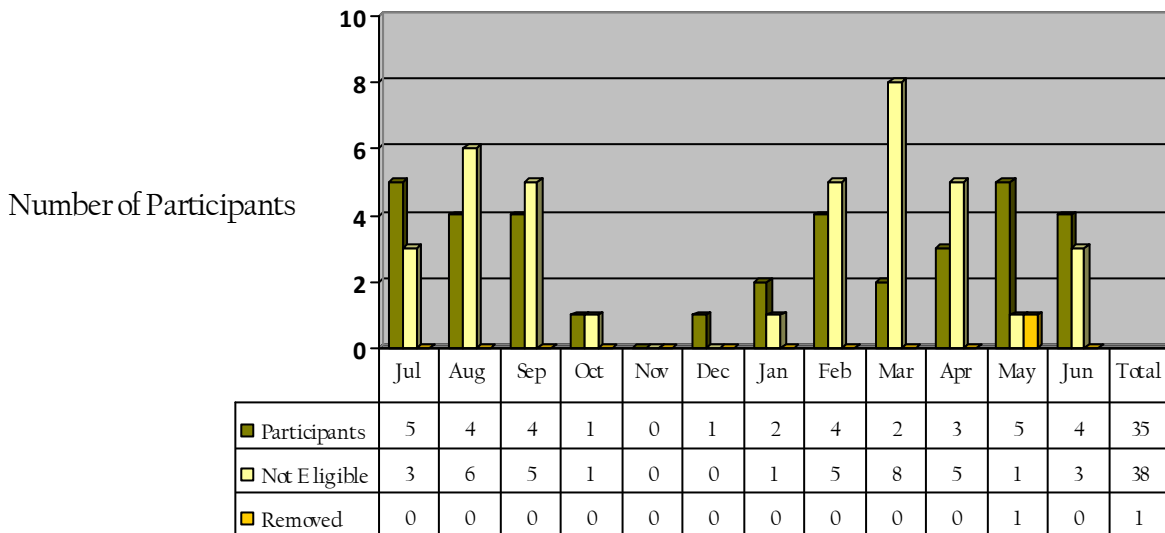


Work Release

The Pamunkey Regional Jail offers a wide array of programs to offenders housed within the facility. An example of these programs is the Inmate Work Release Program. The facility has designated two (2) housing units for offenders placed on the Work Release program. Housing Unit 'B' has the capability of housing up to sixteen (16) male participants, and Housing Unit 'J' has the ability to house up to eight (8) female participants. Before an offender is placed on the program, they are thoroughly screened for eligibility. The Work Release Officer checks the offender's current sentence and the severity of the charges, and forwards his/her findings through the chain of command for approval. If the offender has been declared eligible for the program a check of their criminal history, a drug screening, and full time employment verification is conducted prior to entrance into the program.

The goal of the Work Release program is to prepare inmates for their release back into the community and helps to reinforce and maintain good work habits. During this fiscal year, 35 inmates participated in the Work Release program. The facility collected a total of \$13,214 from inmates participating in the program to help offset the costs of their incarceration. Also during this fiscal year, there were 38 inmates who applied for Work Release but were deemed ineligible for the program based on their criminal history and the severity of their charges. During 2008/2009, only 1 inmate was removed from the program for disciplinary violations.

Work Release Participation



Work Force

The Pamunkey Regional Jail has a sixteen-bed (16) unit designated and approved for inmates who wish to work on public property owned, leased or operated by the county. These minimum-security inmates maintain the facility grounds and provide assistance on special jail projects.

The jail entered into a cooperative agreement with Hanover County, which allows county employees to pick up inmates who wish to work and learn valuable skills, which can be applied in the job market upon release. During the period of July 1, 2008 through June 30, 2009, **Work Force inmates provided 10,074 man-hours to Hanover County.** Using an agreed upon rate of \$7.00 per hour, these inmates saved the County **\$70,518** in labor costs.

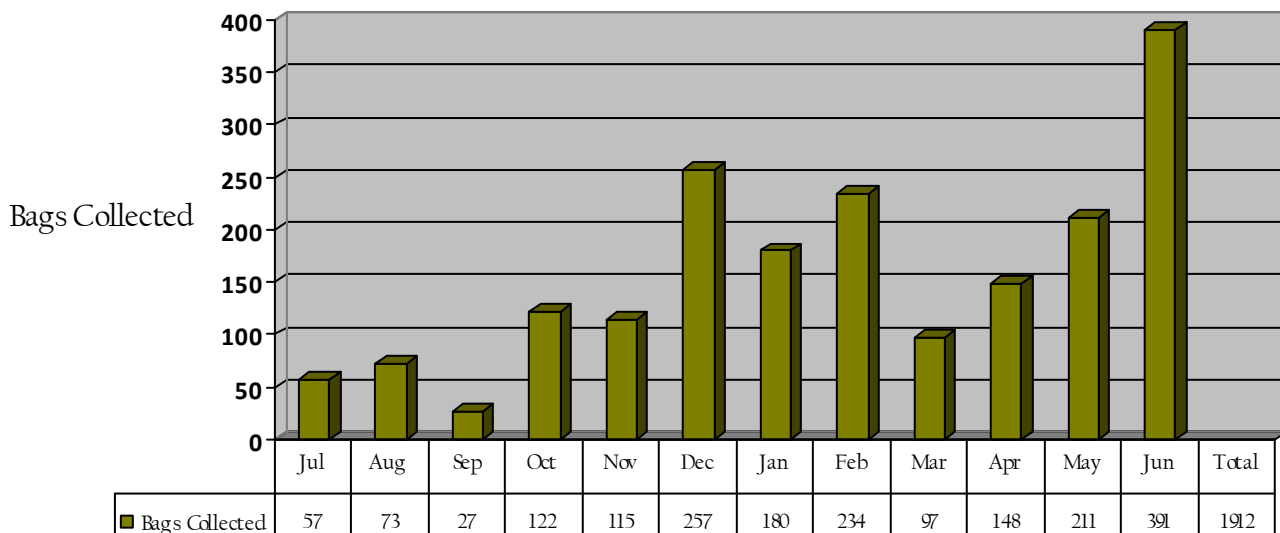


Road Crew

The Road Crew Officer is a new position implemented in July 2008 and provides community clean up service to the citizens of Hanover and Caroline counties. The road crew officer works with public works officials in both localities to coordinate litter control on public roads to enhance the counties appearance. In its first year of operation, this program has met with great success and has received praise from both county officials and citizens of the communities the jail serves. Between July 1, 2008 and June 30, 2009 the road crew collected 1,912 bags of trash from county roadways.



Road Crew Statistics



Training

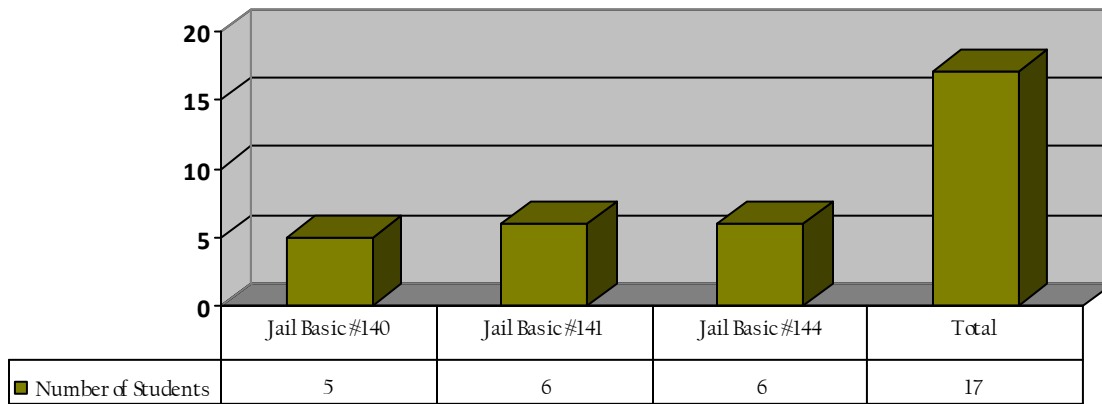
The Training Department is operated under the supervision of the training officer and the training Sergeant. The training department is responsible for scheduling and conducting classes that benefit the facility staff and ensure compliance with DCJS and ACA requirements.

New employees are placed in an extensive “on-the-job-training” (OJT) program, which is broken into two phases. The first phase of the program requires each new officer to complete forty (40) hours of training, which is conducted through classroom lecture, and simulated exercises under the guidance of DCJS certified instructors. The second phase consists of actual on post “real world training” in which the new officer first “shadows” an experienced Field Training Officer (FTO) and then operates the unit under the supervision of the FTO. This training takes approximately 45-60 days to complete and is highly beneficial not only to the new officers but to the experienced staff and the inmates in the facility as it produces a more competent and consistent officer. The OJT/FTO program is supplemental to the 460 hours of academy training new staff will undergo in their first year of employment. During Fiscal Year/2009, 17 officers attended and graduated the Jail Basic Academy.

Certified staff are required to complete 24 DCJS hours every two years and 40 ACA hours yearly. The Training Department ensures this is completed by scheduling and conducting in-service training. To accomplish this, the Training Department first looks at the needs of the facility, and then develops and performs revisions to lesson plans to ensure up to date information is taught to the staff. Through our partnership with the Rappahannock Regional Criminal Justice Academy specialized training is provided to staff as needed. This year, with the continuing use of roll call training, our staff has exceeded both the DCJS and ACA hour requirements for training.

The Training Department also ensures that civilian staff, having regular or daily contact with inmates, receives forty (40) hours of training yearly. This year the civilian training program was continued consisting of self-study courses and classroom training which allows greater flexibility to deal with the varying civilian schedules.

Number of Staff Sent to Academy



Training (Continued)

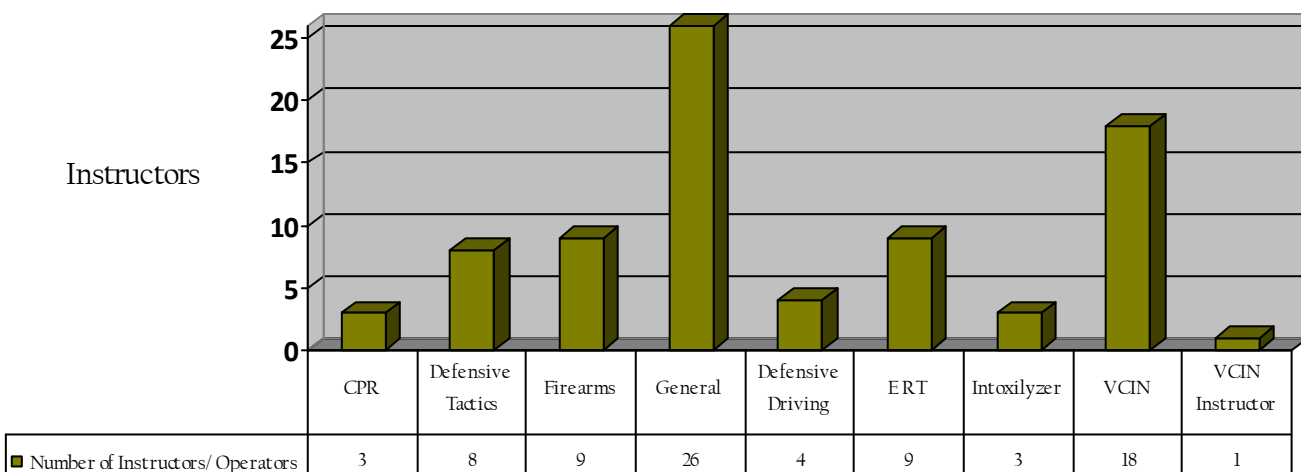
In addition to providing instruction, the Training Department is a source of information for the jail staff. Through the availability of a library of videos and books, staff has the opportunity to further their knowledge beyond the scheduled topics of instruction. The Training Department maintains communication with the American Correctional Association, the Virginia Department of Corrections, the Virginia Department of Criminal Justice Services, and the National Institute of Corrections and has a mutually beneficial training relationship with the Henrico County Sheriff's Office, Chesterfield County Sheriff's Office, the Rappahannock Regional Jail, and the United States Special Operations Group which allows for a greater scope of training for our staff.

Effective instructors play a vital role to the Training Department; the department benefits from its 26 General Instructors, 9 Firearms Instructors, 8 Defensive Tactics Instructors, 3 American Red Cross Certified First Aid / CPR Instructors, and 1 VCIN Instructor. The certification of 4 new General Instructors, 2 new Firearms Instructors, and 1 new Defensive Tactics Instructor has helped ensure that the Training Department maintains its pool of certified instructors.

To assist in effective facility operations the Training Department has ensured the continued certification of 3 Intoxilyzer operators, 18 VCIN operators and has monitored a minimum of 8 hours a month of training for our 9 member Emergency Response Team (ERT). The ERT has received specialized training in the areas of firearms, less-than-lethal munitions, defensive tactics, cell extractions, and emergency response.

Over the next year, the Training Department will continue to provide up to date training using state of the art equipment. Realistic training will be completed using firearms training simulation and role-playing scenarios, which will allow the officers to experience "real life" situations.

Number of Instructors/Operators



Accreditation

The Pamunkey Regional Jail is audited on a yearly basis by the Virginia Department of Corrections, the Bureau of Immigration and Customs Enforcement and the United States Marshal Service to ensure the staff receives proper training, the facility is secure and clean and the inmates are treated fairly.

Since the opening of this facility in March 1998, we have received 100% compliance on these yearly audits.

In June 2001, in an attempt to reach a higher level of excellence, the Pamunkey Regional Jail entered into a contract with the American Correctional Association to obtain its jail accreditation. This accreditation process involved a complete overhaul of the policy and procedure manual to meet or exceed the standards set forth by the American Correctional Association and the Correctional Accreditation Managers Association. These standards address services, programs, security, and operations essential to effective correctional management. Through accreditation, an agency is able to maintain a balance between protecting the public and providing an environment that safeguards the life, health, and safety of staff and offenders. After a rigorous eighteen months of development and information gathering, Pamunkey Regional Jail received a 96.8% rating on its first ACA accreditation in 2003.

The challenge would be to continue to maintain or exceed the initial accreditation score by raising the bar to provide services to the community and to the offenders that exceeded what was expected by the standards.

The Pamunkey Regional Jail rose to the challenge when it received a 99.7% on its re-accreditation in 2005.

In January 2009, the jail completed the American Correctional Association 4th Edition Performance Based Standards & Outcome Measures and again received a re-accreditation score of 99.7%. This process involved 62 mandatory expected practices and 322 non-mandatory expected practices for a total of 384.

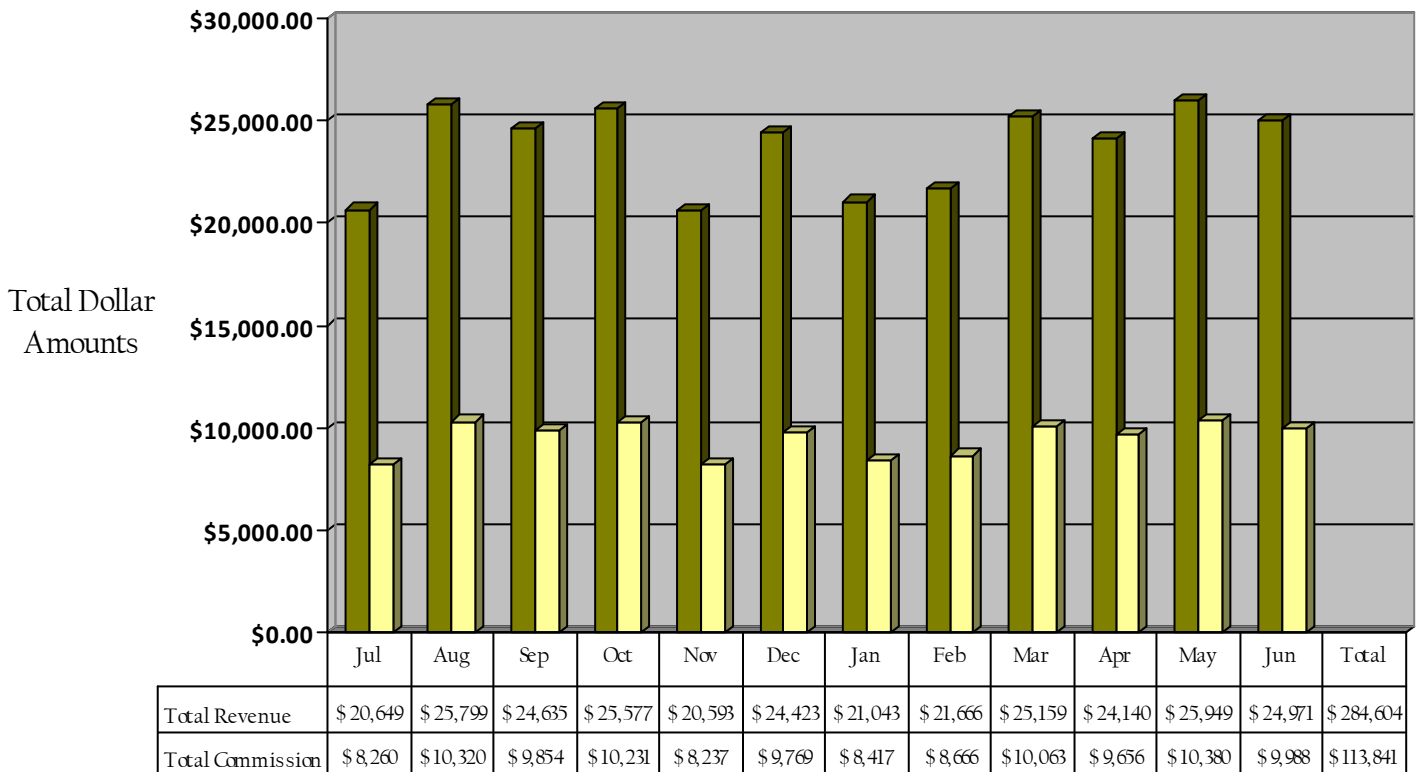
There are 102 jail and detention facilities in the State of Virginia. Of the 102 facilities, only 11 are currently fully accredited by the American Correctional Association. Pamunkey Regional Jail is proud to be on that list of selective facilities.



Commissary

During the 2008-2009 fiscal year, Keefe Commissary provided all commissary services to the inmate population. When inmates are booked into the facility, any cash they have in their possession is taken by the booking officer and deposited into an account to be used during the inmate's incarceration. Once a week, inmates are allowed to purchase items from the jail commissary such as personal hygiene necessities, snacks, and clothing. All jail services such as medical appointments, haircuts, and notary signatures are also deducted weekly from the inmate's account. A safe deposit box is located in the visitation lobby so that family and friends may deposit money orders for inmates to use when purchasing commissary. The revenue generated from the sale of commissary is used to purchase items such as books, computers, and recreational equipment that benefit the inmate population. During the 2008-2009 fiscal year, **\$284,604** Total Revenue and **\$113,841** Total Commission was collected.

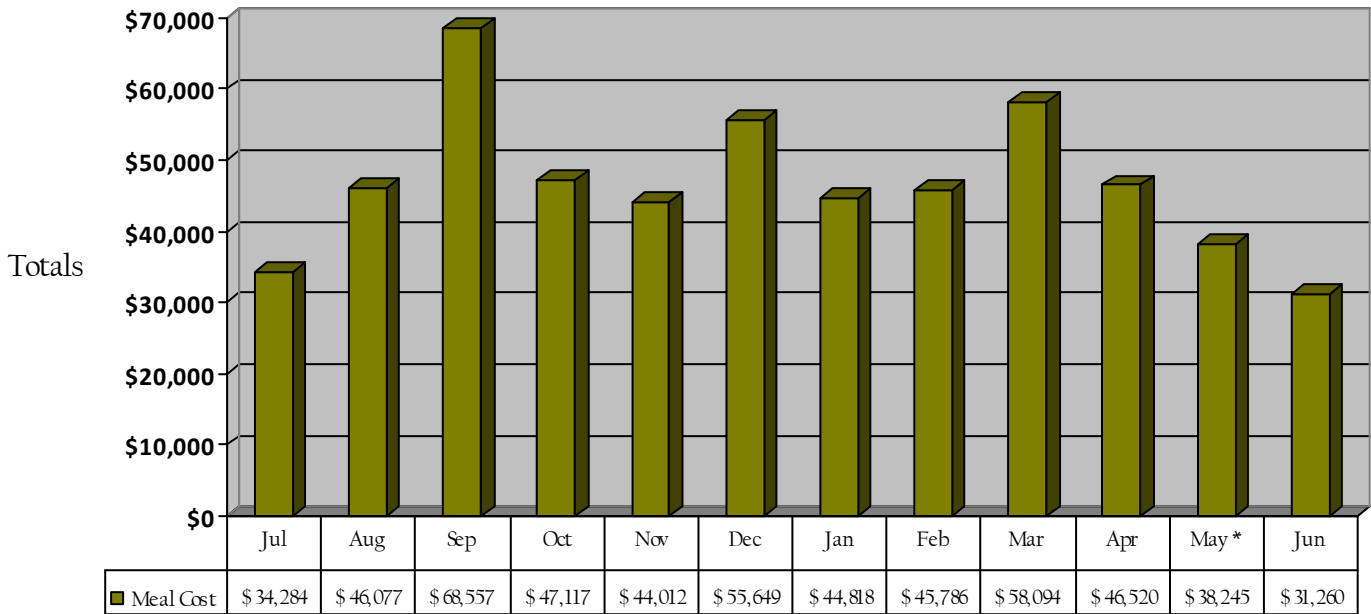
Commissary Sales



Food Service Department

On a daily basis, the Food Service Department prepares all inmate and staff meals. From July 1, 2008 through April 30, 2009, Pamunkey Regional Jail had a contract with Aramark, who was responsible for preparing all meals. Beginning May 1, 2009, those duties were assumed by our own employees, according to the guidelines set forth by the National Academy of Science and a registered dietician. Inmate meals are also monitored by the American Correctional Association to ensure they remain compliant with the daily guidelines. The Hanover Health Department routinely inspects the kitchen, all kitchen equipment, and storage areas on a semi-annual basis to ensure that the facility meets or exceeds all standards set forth by the health department.

Cost of Meals



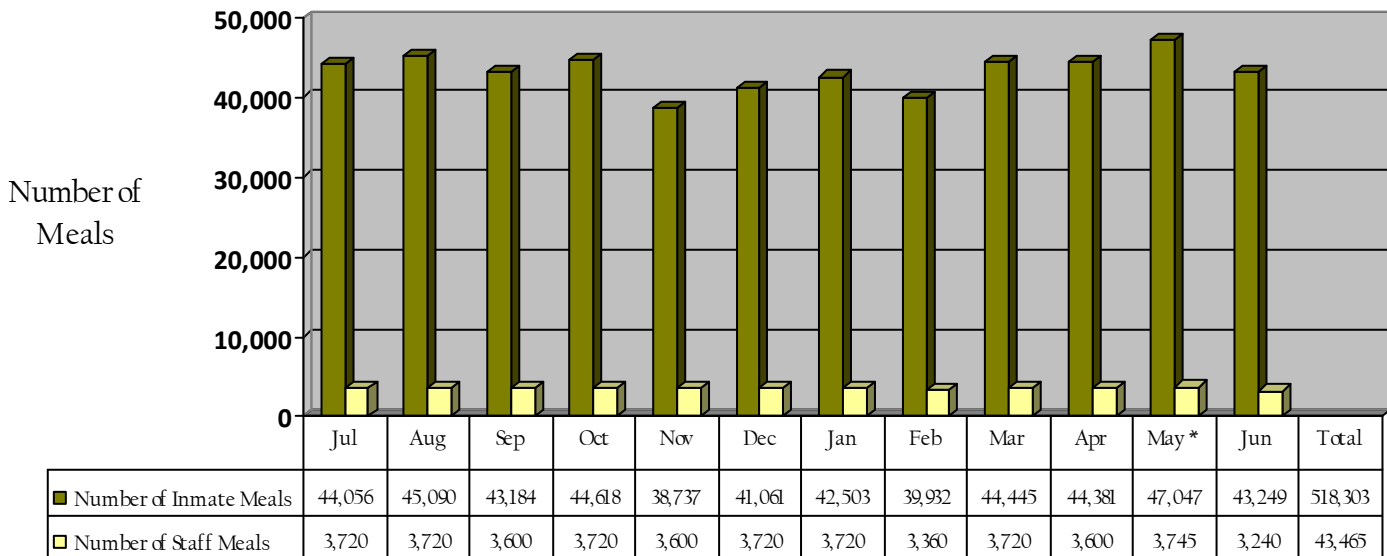
* Began food service operations in-house.

Food Service Department (Continued)

During the 2008-2009 fiscal year, the Food Service Department prepared **518,303** inmate and **43,465** staff meals. On a quarterly basis, the inmate menu is reviewed and approved by the Superintendent in order to ensure that the inmate meal menu meets or exceeds nutritional guidelines.

Under the guidance of the Food Service Director and her assistants, inmates volunteer to work in the kitchen because they earn good time credit for every month of work, which can reduce their overall sentence. Working in the kitchen also gives inmates the opportunity to learn skills such as cooking and proper cleaning techniques.

Meals Prepared



* Began food service operations in-house.