

## Support Services



Sergeant Will Fowler has over 16 years in the field of Corrections. He began his career in 1995 with the Virginia Department of Corrections as a Corrections Officer at Powhatan Correctional Center. Since being hired by the Pamunkey Regional Jail in 1999, he has served in multiple capacities which include Booking/Intake, Inmate Programs, Work Release, Building and Grounds, Emergency Response Team and Training Officer.

Sergeant Fowler was promoted to his current rank in July 2007 and has since served as the Jail Support Services Supervisor where his responsibilities include Inmate Programs, Visitation, Mail, Work Release/Work Force, and Staff Training. During this time Sergeant Fowler was responsible for the development of the currently adopted Vision Statement for the jail.

Being a dedicated instructor, Sergeant Fowler maintains certifications as a General Instructor, Firearms Instructor, Glock Armorer, Defensive Tactics Instructor, Driving Instructor, and First Aid/CPR Instructor. His instructional experience includes teaching In-Service classes at the Pamunkey Regional Jail and the Rappahannock Regional Criminal Justice Academy as well as conducting training for the Virginia Association of Regional Jails (VARJ) annual conference. Sergeant Fowler is currently serving his second year as Training Committee Chair for the Virginia Association of Regional Jails.

## Support Services

Captain M. N. White, CJM  
Support Services Division Commander

### Support Services Personnel

Lt. N. Webel, CJM, Internal Affairs

Sergeant K. Hurd, Standards  
Officer T. White, Standards

S. Nino, Food Service Director  
B. Branch, Food Service Assistant  
V. Devkota, Food Service Assistant  
J. Farmer, Food Service Assistant  
T. Hardy, Food Service Assistant  
P. Platoni, Food Service Assistant

Sgt. W. Fowler, Training  
Ofc. T. Eckert, Work Release  
Ofc. I. Hamn, Programs  
Ofc. K. Harvey Visitation  
Ofc. S. Hubbard, Visitation  
Ofc. M. Reinhart, Mailroom  
Ofc. K. Terrell, Training

Sgt. T. Berry, Transportation  
Ofc. J.K. Allen, Transportation  
Ofc. J. Edwards, Transportation  
Ofc. S. Fleischer, Transportation  
Ofc. T. Green, Transportation  
Ofc. R. Hanner, Transportation  
Ofc. K. Nye, Transportation

## 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 concentrate 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, and the Hanover Community Services Board, 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.



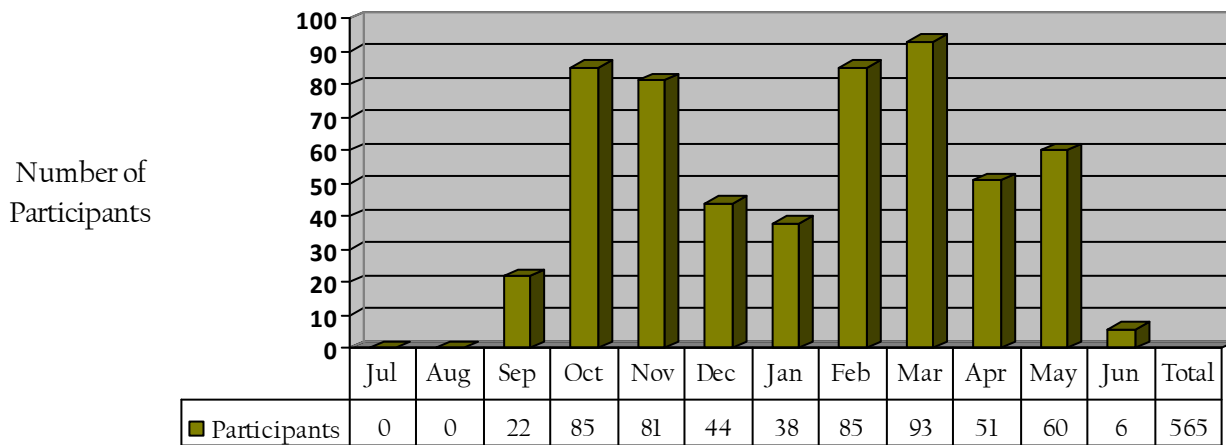
## Inmate Programs (Continued)

### 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, **565** inmates participated in the program and 2 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 2010/2011 the jail had 6 inmates complete and receive the Career Readiness Certificate.

### Education Participation



### 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.

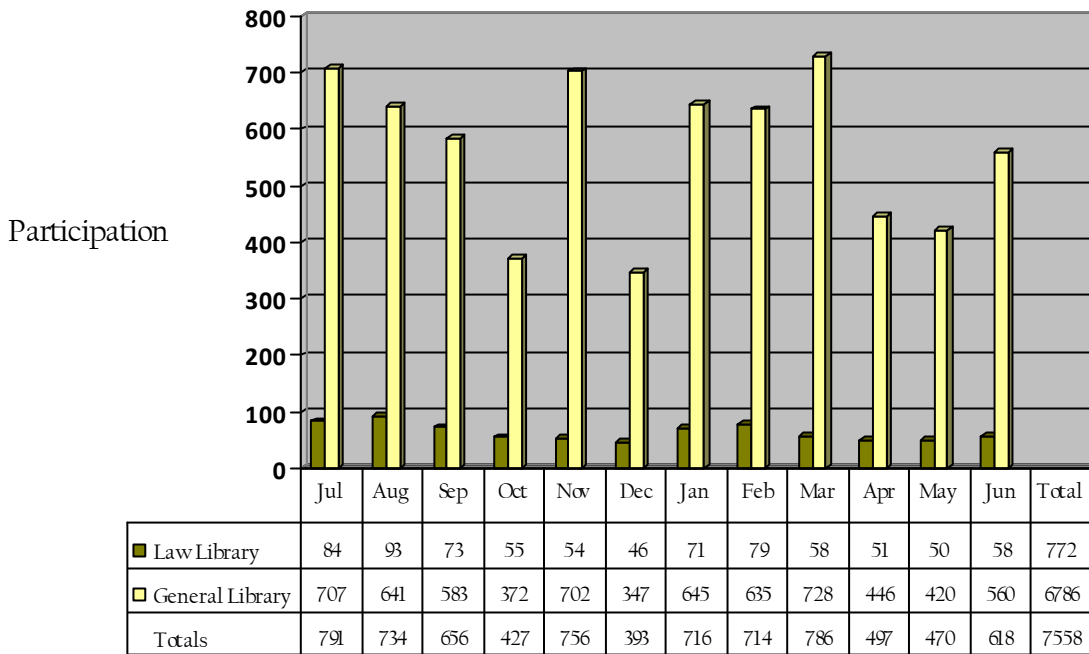
## Inmate Programs (Continued)

### 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 **772** times.

Inmates are offered general library services weekly, this fiscal year the library was utilized **6786** times. The library contains over 3,000 books and is updated on a frequent basis. A wide selection of topics ranging from suspense novels to romance novels are offered and books in Spanish, Chinese, and French are available for non-English speakers. Newspapers such as 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 **7558**.

Library Usage



## **Inmate Programs (Continued)**

### **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 teacher works with participating inmate students on an individual basis or in a classroom setting. 160 inmates were assessed with special educational needs and 24 actively participated during the school year.

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

OAR provides pre-release services to inmates at Pamunkey Regional Jail such as Alcoholic Anonymous/Narcotic Anonymous, Productive Citizenship, and employment assistance. Three days per week, an on-site 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**

Chaplain services are provided on a daily basis at Pamunkey Regional Jail by the Gospel Jail Ministry. 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.

## Inmate Programs (Continued)

### Money Management

Money Management is based on the MoneySmart course and has been adapted to fit the jail environment. This course is designed to help participants develop their understanding of 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.

### 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 2010/2011, 103 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.

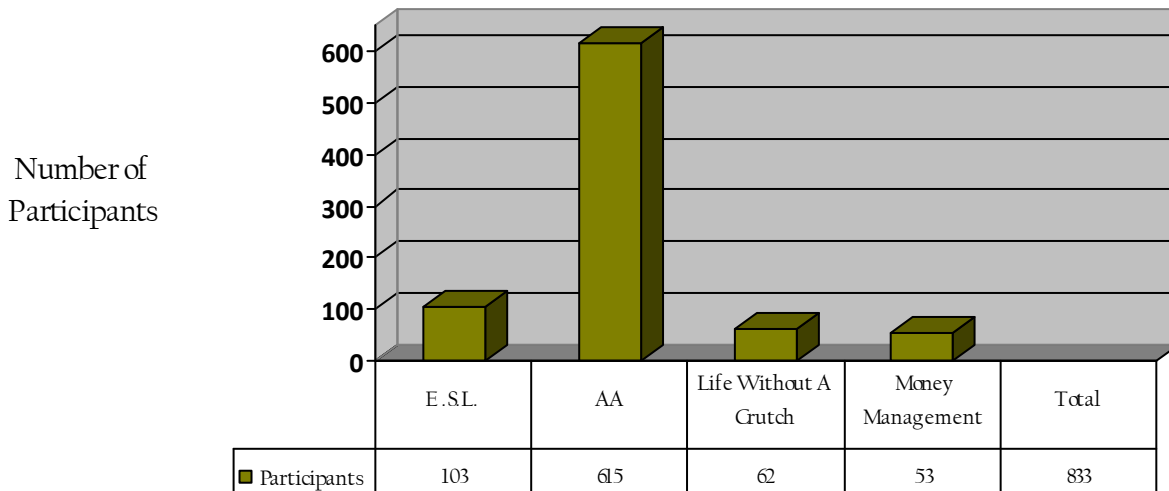


## Inmate Programs (Continued)

### 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 615 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, 62 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 833 for this fiscal year.

### Group Participation



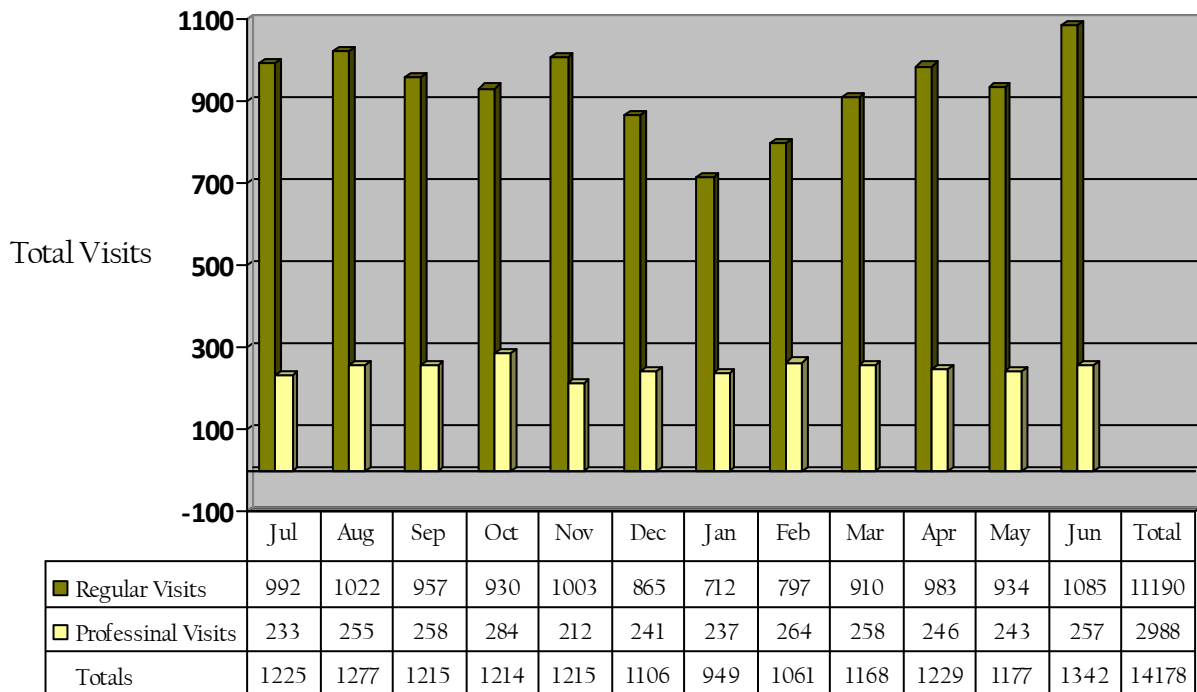
## Inmate Visitation

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 has 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, 2010 thru June 30, 2011, there were **14,178** visitors recorded at our facility. Of those visits, **11,190** were visits from family and friends and **2,988** were from attorneys.

### Visitation Conducted

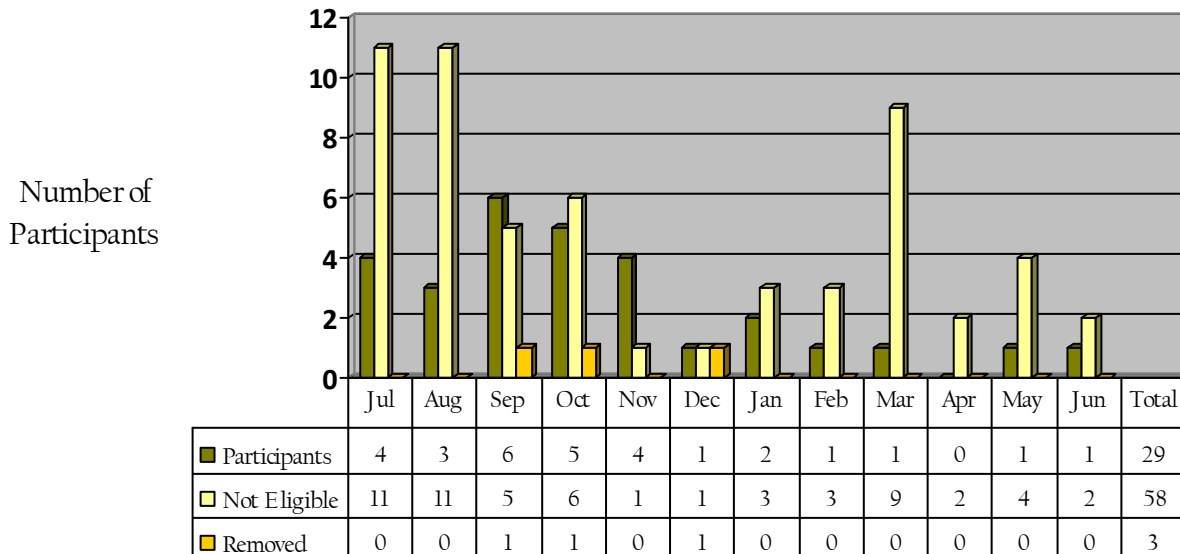


## Work Release

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, 29 inmates participated in the Work Release program. The facility collected a total of \$14,530 from inmates participating in the program to help offset the costs of their incarceration. Also during this fiscal year there were 58 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 2010/2011 only 3 inmates were 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, 2010 through June 30, 2011, 14,315 man-hours were provided to Hanover County by Work Force inmates. Using The Federal minimum wage of \$7.25 per hour, these inmates saved the County \$103,783 in labor costs.



## Training

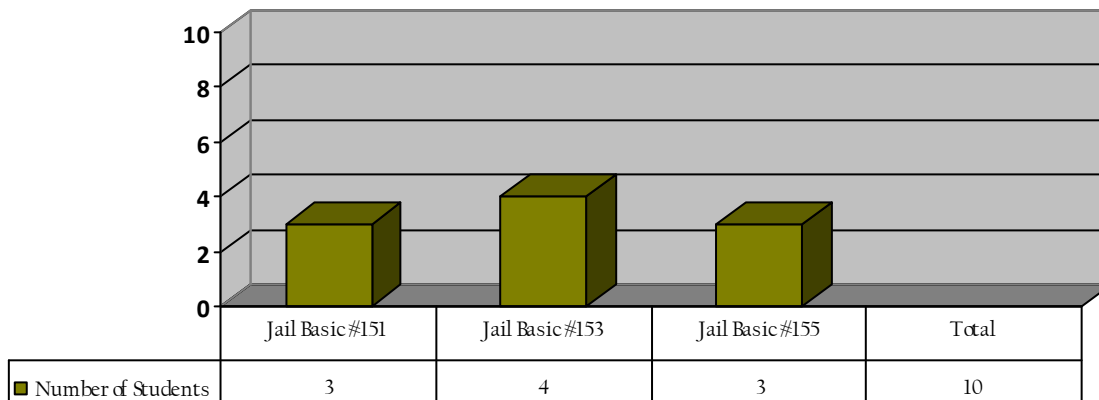
The Training Department is operated under the supervision of the training officer and the training Sergeant. The training department is responsible for scheduling and conducting classes that benefit the facility staff and ensure compliance with DCJS and ACA requirements.

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 also 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 2010/2011, 10 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 for greater flexibility to deal with the varying civilian schedules.

Number of Staff Sent to Academy



## Training (Continued)

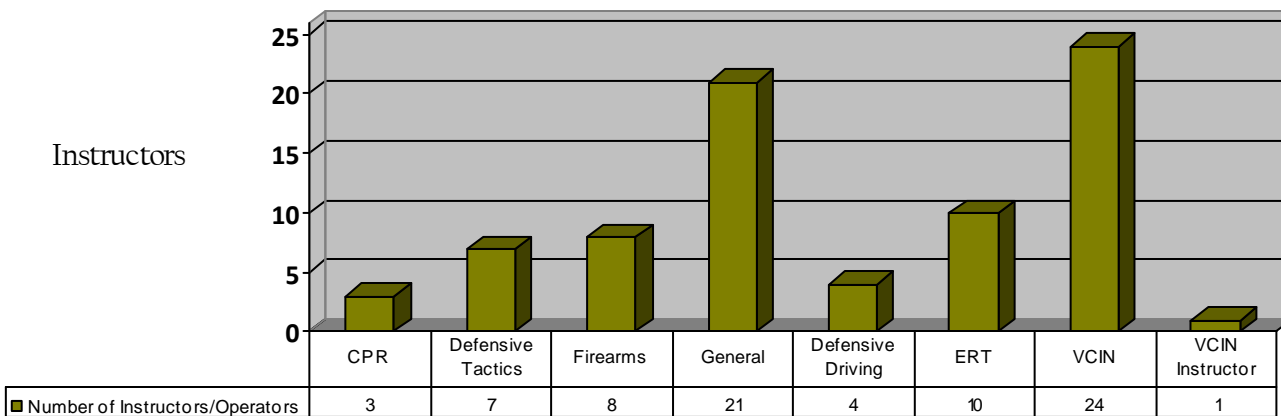
In addition to providing instruction, the Training Department is a source of information for the jail staff. Through the availability of a library of videos and books, staff has the opportunity to further their knowledge beyond the scheduled topics of instruction. The Training Department maintains communication 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 Sheriffs Office, Chesterfield County Sheriffs 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 roll to the Training Department; the department benefits from its 21 General Instructors, 8 Firearms Instructors, 7 Defensive Tactics Instructors, 3 American Red Cross Certified First Aid / CPR Instructors, and 1 VCIN Instructor. The certification of 3 new General 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 24 VCIN operators, and has monitored a minimum of 8 hours a month of training for our 10 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 4<sup>th</sup> Edition Performance Based Standards & Outcome Measures and again received a re-accreditation score of 99.7%.

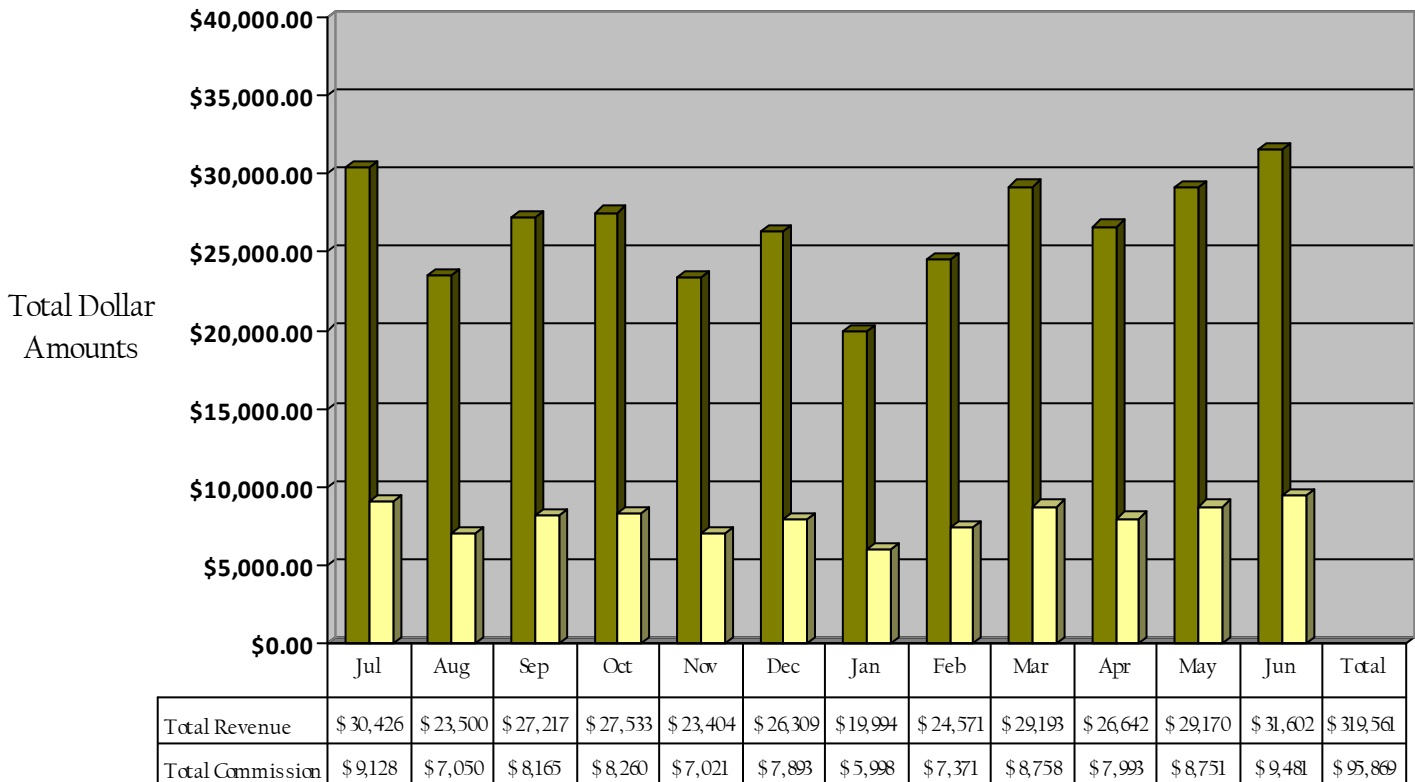
The jail will be undertaking its fourth re-accreditation process in October, 2011. To be accredited by the ACA, a jail must be in compliance with 100% mandatory standards and at least 90% of the non-mandatory standards. This process involves 62 mandatory expected practices and 322 non-mandatory expected practices for a total of 384.

There are 102 jail and detention facilities in the State of Virginia. Of the 102 facilities, only 10 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 2010-2011 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 this fiscal year, \$319,561 Total Revenue and \$95,869 Total Commission was collected.

### Commissary Sales



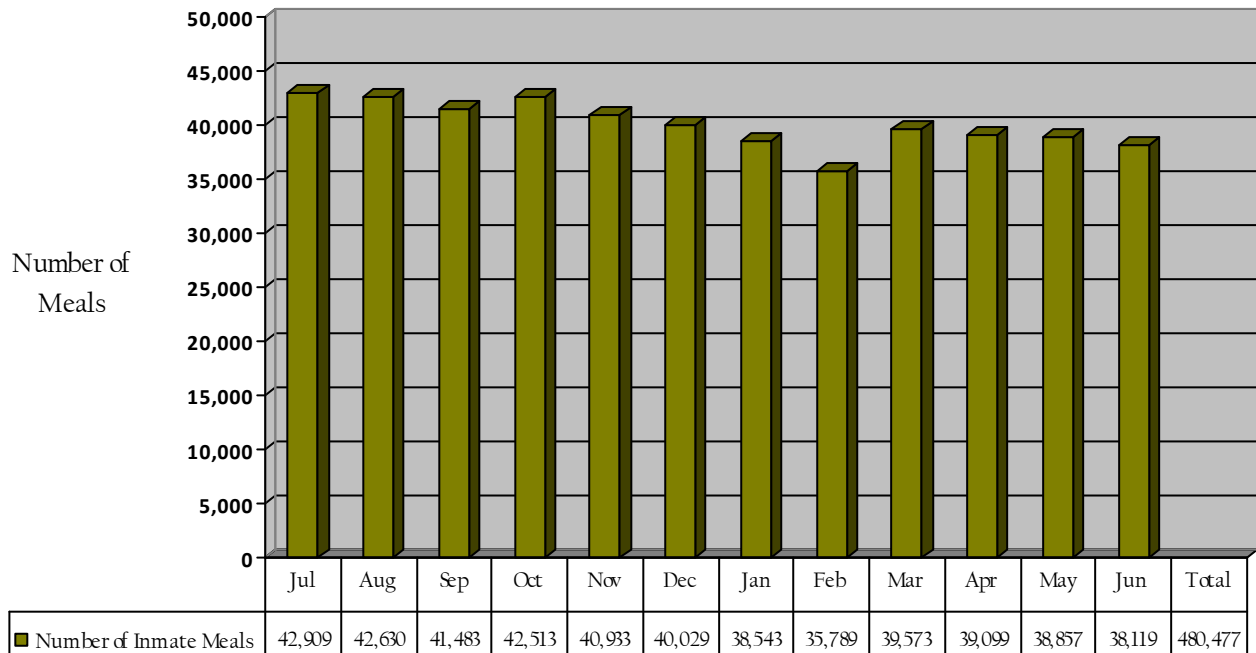
## Food Service Department

On a daily basis, the Food Service Department prepares all inmate meals. All meals are prepared 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.

During the 2010-2011 fiscal year, the Food Service Department prepared **480,477** inmate 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.

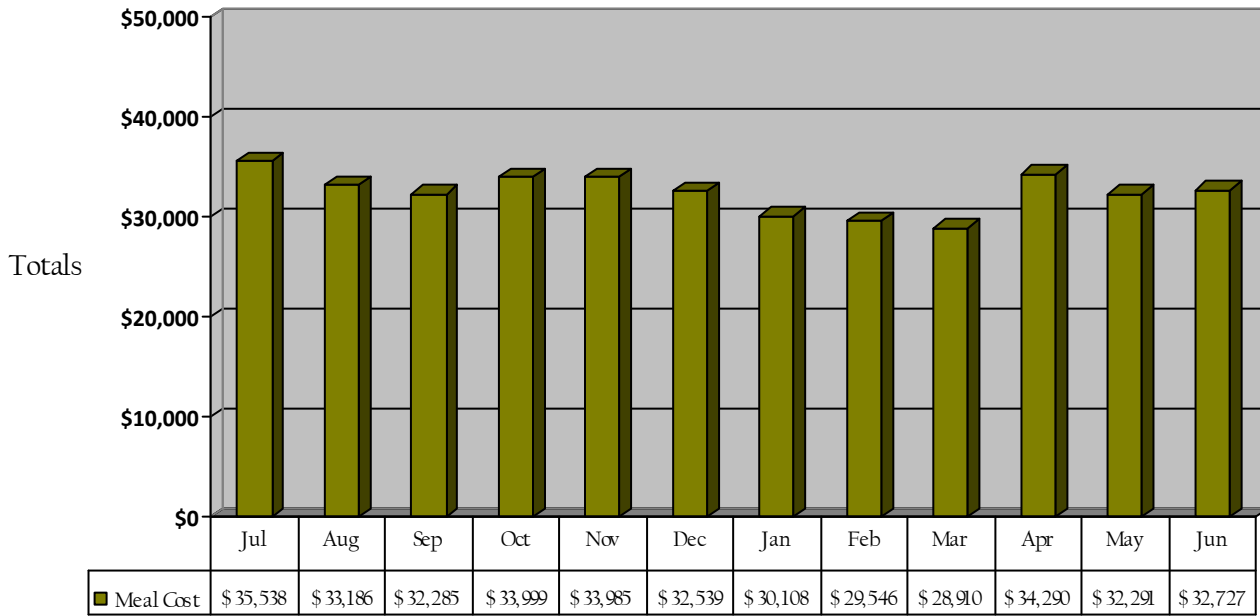
Under the guidance of the Food Service Director and her assistants, inmates volunteer to work in the kitchen because they earn good time credit for every month of work, which can reduce their overall sentence. Working in the kitchen also gives inmates the opportunity to learn skills such as cooking and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

### Meals Prepared



## Food Service Department (Continued)

### Cost of Meals



## Transportation

The Transportation Section of the Pamunkey Regional Jail consists of 1 (one) Sergeant, and 6 (six) Officers. The Transportation Section provides safe and secure transportation of inmates to and from the Hanover and Caroline County courts, the Virginia Department of Corrections (D.O.C), the United States Marshals Office (U.S.M.), Bureau of Immigration and Customs Enforcement (B.I.C.E.) facilities, local and regional jails, and medical facilities i.e. Memorial Regional Medical Center, and Medical College of Virginia / V.C.U. Medical Center as deemed necessary.

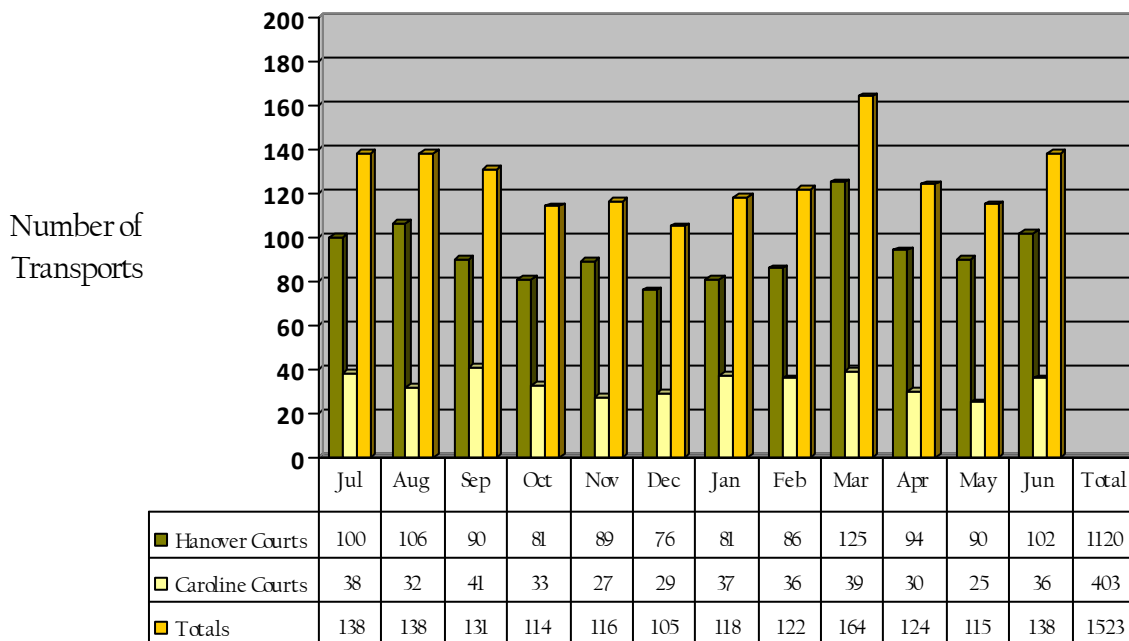
The primary goal of the Transportation Section is to provide safe and secure transportation to and from the aforementioned facilities. Personnel assigned to the Transportation Section receive specialized training in the use of firearms, defensive tactics, personal searches, high-risk transports and personal / public protection.



## Transportation (Continued)

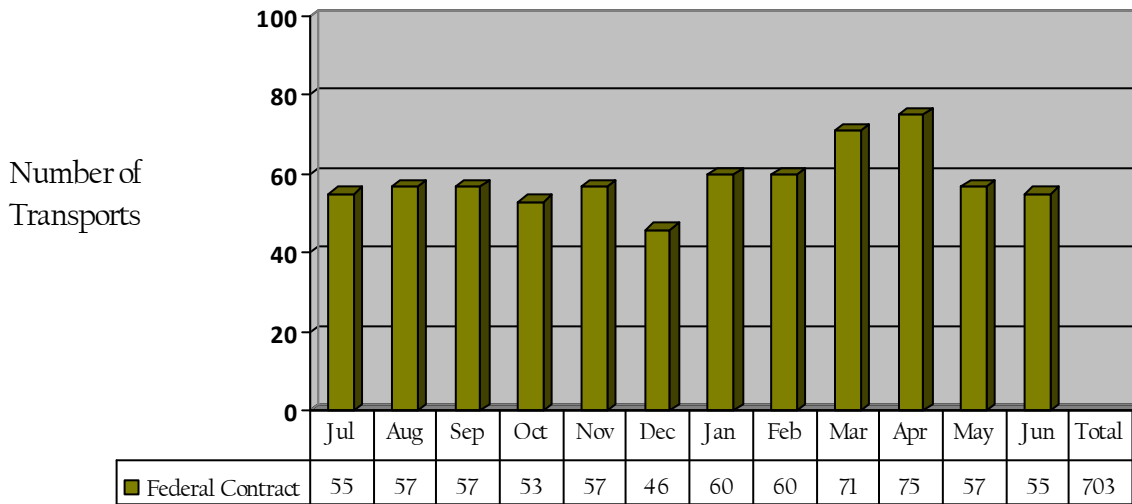
During this fiscal year the Transportation Section completed 1,120 transports to Hanover and 403 to Caroline for a total of 1,523 transports to local courts. Also conducted were 703 transports to Federal Court for the U.S. Marshals, 191 Medical Transports, 42 Department of Corrections turnovers, and 46 transports to various other agencies, for a grand total of 2,505 transports conducted without incident.

### Transports for Local Agencies



## Transportation (Continued)

### Transports for Contract Agencies



### Transports for Medical, DOC, and Other Agencies

