



COMMONWEALTH OF VIRGINIA
Office of the State Inspector General

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The Honorable Glenn Youngkin
Governor of Virginia
P.O. Box 1475
Richmond, VA 23219

Dear Governor Youngkin,

The Office of the State Inspector General (OSIG) conducted an unannounced inspection of Coffeewood Correctional Center. This report includes a summary of the factors listed in *Code of Virginia* § 53.1-17.6 (B), recommendations, safety and compliance classification, recommended timeline for the next inspection, and the Virginia Department of Corrections (VADOC) response to the inspection.

Inspection Report: Coffeewood Correctional Center
June 4, 2025, at 8:27 a.m.

Background

Coffeewood Correctional Center is a medium security, level II facility located in Mitchells, Virginia. The facility opened in 1994 and has an operational capacity of 1,193 inmates. At the time of the inspection, 963 inmates were housed at the facility. Most inmates were housed in dormitory style housing units except for inmates residing in Housing Unit 7.

Inmates incarcerated at Coffeewood can pursue their General Educational Development (GED) through Adult Basic Education (ABE) classes and participate in vocational and rehabilitative programming aimed at supporting inmate growth, skill development, and successful reintegration into their community.

Inspection Scope

This inspection was not intended to assess compliance with legislative or regulatory requirements, nor assess compliance with Department policies, though both were considered where relevant. The facility inspection was conducted with the Warden, Major, Lieutenant, Chief of Housing and Programs, and Housing Unit Managers.

The inspection methodologies employed during the assessment were multifaceted and designed to provide a comprehensive understanding of the facility's operations and environment. The inspection team used a variety of methods to gain an understanding of daily life and operations at the facility. These included inquiries and conversation with staff and inmates, as well as extensive on-site observations. Inspectors observed how staff and inmates interacted and how procedures were followed throughout the facility.

The inspection encompassed nearly all major operational areas within the correctional center. Areas assessed included seven housing units, inmate dining halls, staff dining hall, kitchen, recreational areas, gymnasium, intake area, visitation area, vocational and educational classrooms, administrative offices, laundry area, commissary, medical, and dental. The outer perimeter was also reviewed. The support buildings located outside the secured perimeter were excluded from this inspection.

To supplement on-site observations, inspectors reviewed various facility documents. These included the food establishment inspection report, program schedules/waitlist, program completion and removal records, implementation memorandums, the facility's Prison Rape Elimination Act (PREA) response plan, visitor logs, modified program records, and surveillance system inventories. This documentation provided additional context and insight into facility operations and compliance practices.

Safety/Security

The facility employed multiple layers of security to ensure the safety of staff, inmates, and visitors. Screening procedures included the use of a visitor log, walk-through magnetometer, body scanner, X-ray machine, cellular phone detection unit, and a clothed body search. Security was further reinforced by 203 surveillance cameras. The perimeter was secured with double fencing with razor wire and supplemented with a motion detection system and surveillance cameras to monitor movement. A roving mobile patrol monitors the facility's exterior and four staffed observation towers provide additional security coverage. The facility had two access points: the main pedestrian entrance and the secure vehicle sallyport. All fire extinguishers observed during the inspection were current and had documented monthly inspections.

Housing

Coffeewood consisted of six dormitory style housing units and one cell-style housing unit. The facility operates a Restorative Housing Unit (RHU). Housing units one through six were dormitory housing, with an A and B side, each designed identically for a total of 12 self-contained dormitory units. All housing units were equipped with air conditioning supplemented with large wall fans.

Each housing unit contained a secure foyer area, with a counselor's office, staff bathroom, fire extinguishers, and a closet for chemicals and cleaning equipment. Each dormitory had the capacity to house 80 inmates in single bunk or double bunk beds. The sleeping areas contained beds with mattress pads, pillows, and state issued linens, as well as electrical outlets, lockers, footlockers, and plastic chairs. Dormitories also contained a drinking fountain, ice machine, water cooler, hot water station, garbage cans, two microwaves, two washing machines, two clothes dryers, ironing board, iron, and a wall-mounted television.

The dayroom area contained two fixed tables with seating for four, additional plastic chairs, five telephones, one visitation kiosk, one JPay kiosk, and four bulletin boards displaying weekly dining menus, institutional inmate job postings, religious services schedules, and Department and facility notices. During the inspection, the housing units were generally clean and orderly. All telephones, kiosks, toilets, sinks, washers, and dryers were functional, except for one urinal that would not flush. The showers delivered consistent water pressure and temperature; however, several units exhibited damage, including broken or missing tiles, and showerheads required cleaning.

During the inspection, water was observed leaking from a light fixture in one shower. Administrative staff immediately contacted Building and Grounds staff to address the issue. Two water fountains were inoperable. In Housing Units 4A and 5A there were signs of water leaks from the ceiling. Several housing units contained old, unused wiring or cable running through and from the supporting beams in the ceiling.

Each housing unit contained one control room responsible for monitoring both the A and B sides. From the control room, staff-maintained sight of inmate movement and activities within the housing areas. Security was further supported by using multiple ceiling and wall-mounted mirrors to improve visibility. Additionally, video surveillance cameras positioned throughout the dormitories assisted staff with monitoring inmate activity.

Housing Unit 7 was an "L" shaped housing unit with A and B corridors. Corridor 7A was designated for intake inmates pending classification and the canine program. Corridor 7A contained 24 double bunk cells, a dayroom, a laundry room, and two showers. Each cell was furnished with a double bunk bed, double locker, sink-toilet combination, mirror, two plastic

chairs, and electrical outlet. Occupied bunks contained a mattress pad, pillow and state issued linens. The laundry room contained a long counter, two washing machines, two clothes dryers, two chairs, and a large rolling tub.

The dayroom contained two stationary tables with four seats each, three telephones, plastic chairs, one visitation kiosk and one JPay kiosk, wall mounted television, hot water station, ice machine, water cooler, garbage can, lockable cage containing books and board games, iron, ironing board, microwave and security mirror. At the time of the inspection, the showers, washing machines, and clothes dryers were fully functional. The telephones and video visitation kiosk were also operational; however, the JPay kiosk was malfunctioning. Staff reported they were aware of the issue and had submitted a repair request to the vendor.

Housing Corridor 7B was designated as RHU and contained 24 single bunk cells, a counselor's office, a dayroom, two showers, and a property room. Each cell was furnished with a single bunk bed, sink-toilet combination, mirror, wall mounted desk, and seat. One wall in each cell featured a painted mural, while another section was coated with chalkboard paint. The unit was equipped with a roller phone, which inmates could use twice per month on Tuesdays or Thursdays. RHU also contained a JPay and Video Visitation kiosks. The dayroom included two stationary tables, one with three seats and the other with four, both modified to ensure secure placement of inmates. RHU provided eight outdoor recreational enclosures, four of which were covered for weather protection. All recreation enclosures are power washed daily.

Sanitation

The facility and the grounds were well maintained, clean, and free of trash. The housing units were in order and appeared to be properly sanitized. Each housing unit had designated inmate porters responsible for sweeping and mopping the area daily using detergent or a germicidal cleaning agent. Common area toilets and sinks were cleaned as needed by inmate porters. Trash was properly contained and disposed of in a sanitary manner. There were no active signs of pests or rodents; however, some of the fly and ant traps were full at the time of inspection. Cleaning equipment and chemicals were available throughout the facility.

Food Services

The facility had two dining halls, one designated for inmates, and the other for staff. Each dining hall was equipped with 28 stationary tables, each seating four people, with two tables in each hall modified to accommodate wheelchairs. Portable handwashing stations were available in both dining halls. In the staff dining hall, several pallets with boxes were observed near the emergency exit.

Both dining halls had dirty air vents and a cart containing buckets with cleaning solutions. Posters displaying sexual assault hotline information in both English and Spanish versions along

with posters about managing diabetes and cardiovascular disease were observed in both dining halls. Thermostats in both dining halls read 78°F. Immediately outside of the dining hall were individual mailboxes designated for commissary requests, hearing office forms, sick call requests and library book returns.

The kitchen area was undergoing Phase I of a major renovation project. This phase involved excavating the flooring to replace failing pipes and installing new floor tiles. As a result, portions of the kitchen were blocked off and not in use. During this phase, the dining halls were used solely for distributing meals. A hot lunch and a grab-and-go dinner were served at the same time, and all meals were taken back to the housing units for consumption. Correctional staff checked inmate identification during meal service and documented receipt of meals.

Inspectors observed inmates working in the kitchen during lunch preparation, all of whom were wearing appropriate food safety equipment, including gloves, hair nets, and aprons. The lunch meal consisted of beef fried rice, broccoli, and red velvet cookies, while the dinner meal consisted of peanut butter sandwiches, carrots, a tomato, an orange, and a cookie. Hot meals were served on compartmented trays with white plastic lids, and hotbox carts were used for transport.

Phase II of the renovation project, scheduled to begin in August 2025, will involve a major renovation of the entire kitchen area. Once Phase II begins, the kitchen will not be accessible; however, the facility has obtained three mobile kitchens to be used during this period. Meals during the second phase will be served on disposable plates.

Several sanitation and maintenance concerns were observed in the kitchen. A floor drain appeared to be clogged, resulting in standing water. The floors were dirty and required deep cleaning. Insulation on one pipe was torn and hanging loose, where previous repair attempts had apparently failed.

One sink faucet was leaking continuously. In the freezer, inspectors observed ice hanging from the condenser units and ice buildup on food boxes below. A pot placed beneath one condenser contained accumulated ice. One freezer door could not close completely due to ice buildup around the frame, and icicles were hanging from seams in the freezer ceiling.

The ceiling above the freezer condenser was dirty, as were the condenser fans and the ceiling above the two coolers. The completed storage temperature logs were posted for freezers numbered one and two, and for walk-in coolers numbered three, four, and five. All recorded readings were within appropriate ranges. The temperature in the kitchen at the time of inspection was 82°F.

Medical/Dental

The medical unit consisted of examination rooms, a four-bed infirmary, two reverse isolation cells, a doctor's office, a laboratory, one video visitation kiosk, and a cool down room. The cool down room contained walls painted with murals and chalkboard paint, a combination sink and toilet, a table, a soft chair, and chalk. The room was used for inmates experiencing an emotional or mental health crisis for periods of up to four hours. According to staff, inmates who submit sick call requests are seen within 24 hours. Vision care is provided quarterly by an eye doctor. The dental area contained three dental chairs and an X-ray machine. A full-time dentist was on-site five days a week and treated an average of eight to 10 inmates daily. The facilities also contracted with Jet Dental on a quarterly basis to expand dental care services.

Commissary

The commissary consisted of an open sorting area, secure storage area, restroom, mop closet and office. The area was clean, well-lit, and organized. Commissary is delivered to the facility prepackaged, screened prior to arrival in the secure perimeter, sorted on site, and distributed to a different housing unit each day.

Large Gymnasium/Outdoor Recreation

The facility included a large gymnasium which was clean, well lit, and organized. The gymnasium was not air conditioned; however, it was equipped with six industrial fans mounted on the walls to circulate air. There were four additional wall-mounted fans, one large floor fan, and three industrial-size floor fans. The gymnasium contained a standard-sized basketball court, restroom, plastic chairs, musical equipment with speakers, three telephones, water fountains, trash cans, and three roll carts of books. At the time of the inspection, the telephones, restroom and water fountains were fully operational. The material covering the ceiling was tattered throughout gymnasium.

Each housing unit had a separate small recreational yard which contained a standard-sized basketball court, stationary tables, cornhole set, and pullup bars. Additionally, the facility had two larger recreational yards, each serving three housing units. The larger recreational yard contained a track, soccer field, baseball field, sand volleyball, and weightlifting area.

Visitation Room/Intake Area/Property

The visitation room was spacious, with the walls covered in a variety of painted murals that contributed to a welcoming atmosphere. The room was clean, well lit, and monitored by surveillance cameras. It contained two offices, an area for searches and clothing exchange, plastic chairs, a water fountain, a fire extinguisher, a video visitation kiosk, telephone, and three non-contact visitation stations. The room also had three vending machines, two for drinks and one for food items. On the day of the inspection, the space had been temporarily converted into a mass dental clinic by Jet Dental.

The intake area provided a clean and semi-private space for receiving new inmates. Upon arrival, inmates are searched and issued undergarments, uniform clothing, and hygiene products. Inmate property is mailed separately from the previous facility and typically arrives several days after the inmate's arrival. The property room was clean, well-lit, and organized. The uniform storage room was observed to be clean and well-organized.

Education/Programs/Training

Eligible inmates are encouraged to participate in employment opportunities, rehabilitation, reintegration, and training programs. The facility offers ABE, GED, and Reading Enables All Learners (R.E.A.L.). According to staff, the facility maintained a 90% class completion rate and a 5% removal rate. Teachers work Monday through Thursday on a 10-hour schedule. The educational classrooms were clean, well-lit, and organized. They were equipped with power boards, whiteboards, desks, tables, chairs, computers, security mirrors, a clock, and fire extinguishers. On the day of the inspection, three classrooms were in use for GED testing and course instruction.

The facility also maintained a well-stocked library and a law library. The education section works with Germanna Community College to offer additional course work. The mental health and treatment offices were clean, well-lit and organized, containing desks, chairs, a copier, printer, and security mirrors.

S.V. Pruett Program buildings consisted of two trailers, one contained a classroom and four smaller rooms including the Chaplin's office, restroom and storage area. The second trailer consisted of a larger classroom and two offices. Both trailers were clean, organized, well-lit, and temperature controlled. Available programs included: Anger Management – SAMHSA, Decision Points, Intensive Reentry Program – Phase II, S.A. – Recovery Route, S.A. CBI-SUA Cognitive Behavioral Interventions for substance Use Adults, Victim Impact – Listen and Learn, Ready-2-Budget and Parenting – Inside Out Dads.

The facility encourages eligible inmates to participate in vocational training programs designed to enhance job skills and increase employment opportunities upon reentry. The primary program was the Virginia Correctional Enterprise (VCE) Tailor Shop, which operated Monday through Thursday from 6:30 a.m. to 4:30 p.m. To qualify for employment in the Tailor Shop, inmates are required to remain free of disciplinary charges for 90 days, complete an interview process, and, if selected, undergo 90 days of training to ensure successful integration. The Tailor Shop is authorized for up to 72 inmate workers; at the time of the inspection the shop employed 62 inmate workers. The Tailor Shop consisted of a large open-floor shop area, storage areas, two offices, conference room, a search area, a changing area, an inmate restroom, and a staff restroom. The inmate restroom was fully functional and contained two sinks, two urinals, and two toilets. The shop was not air-conditioned but was equipped with multiple wall mounted fans,

several large industrial floor fans and two rollup doors, which were open on the day of the inspection to increase airflow.

Upon arrival and prior to departure, all inmates walk through a metal detector and are searched before changing into a uniform. Meals are delivered to the shop in hotbox carts and workers are required to remain in the shop during lunch.

Located on the mezzanine level overlooking the shop floor there were both secure and non-secure storage areas, as well as a designated area with tables and chairs used for breaks and meals. Additional vocational training programs included small engine repair, welding, floor covering classes, forklift, and Occupational Safety and Health Administration (OSHA) certification opportunities.

Complaint, Grievance, and Administrative Forms

Written complaint forms, regular grievance forms, and emergency grievance forms were available and accessible to inmates within the security booth of each housing unit. Written complaint and regular grievance forms were also stocked in the housing units. When the forms are depleted, inmates are instructed to notify the assigned security booth officer, who provides the appropriate form(s). Completed forms are placed in the designated locked drop box located inside the housing units, except for emergency grievance forms, which are required to be submitted directly to a staff member. The Grievance Coordinator maintained sole possession of the key to the grievance drop boxes and checked the boxes daily.

Additional available forms included: inmate request forms, trust—savings withdrawal, trust GTL withdrawal, withdrawal requests, law library requests, reasonable accommodation, personal property add/drop, property list, indigent services, commissary menu, commissary special order, inmate evidence request, and witness request forms. The general inmate request form is used for inmates to request appointments, information, or other services. All housing unit forms are scheduled to be replenished on Thursday or Friday unless needed sooner. Since the establishment of the Corrections Ombudsman Unit, and through the date of the inspection, the unit has received eight complaints regarding Coffeewood.

Additional Information

As validated by the Department's Research Unit:

- **Staffing:** The facility employed 168 security staff and 92 non-security staff at the time of inspection, with 30 security and 10 non-security positions vacant. Over the past year, 11 staff members received disciplinary action. The average tenure for correctional staff was less than five years. *The Department provided the staff-to-inmate ratio at the facility; however, due to security concerns, this information will not be publicly reported.*

- **Lockdowns:** The facility experienced 15 lockdowns over the past three years, including five in the last year. The most recent scheduled lockdown occurred on May 19, 2025, and ended on May 23, 2025. The last unscheduled lockdown occurred on September 27, 2024, and ended on September 28, 2024.
- **Physical/Sexual Assaults/Deaths:** The facility reported six serious inmate-on-inmate assaults in the past three years, with four occurring in the past year. They also reported one serious inmate on staff assault in the past three years, which occurred in the past year. The facility reported no sexual assaults or staff deaths in the past three years; however, over the past three years, a total of eight inmate deaths were reported, with six occurring at the facility and two at local hospitals. The causes of death include two cases of cancer, one cardiovascular-related case, and five pending final determination from the Office of the Chief Medical Examiner (OCME). Within the past year, the facility reported five inmate deaths, including four that occurred on-site and one at local hospital. The causes of death during this period included one case of cancer and four pending OCME final determination.
- **Visitations:** In the last year, the facility received 3,846 requests for in-person visits, of which 100 were cancelled. Of those cancelled 73 were due to enhanced sanctions, 15 for violation of visitation rules, and 12 were unable to clear search procedures at the time of the visit. During the same period there were 7,518 requests for video visits, with 88 cancelled. Of those cancelled 73 were due to enhanced sanctions and 15 suspensions due to violation of visitation rules. *Note: Inmates required to register as sex offenders are not eligible for at-home video visitation. As of the date of the inspection, the facility housed 422 confirmed registered sex offender inmates.*

Recommendations

Based on the items observed during this inspection, OSIG recommends that the facility:

- Confirm the work orders for the urinal, shower light, and the two water fountains have been submitted and repairs have been completed.
- Inspect all housing unit showers, identify and repair missing or broken shower tiles, and clean or replace showerheads as needed.
- Inspect the roofs of Housing Units 4A and 5A for leaks and complete necessary repairs; inspect for any internal water damage or mold growth due to discovered leaks.
- Identify and remove all unnecessary wiring and cables located in the housing unit rafters.
- Follow up with the JPay kiosk vendor to ensure the identified unit is repaired and operational.

- Remove pallets of boxes located near the dining hall exit to comply with local fire code requirements for maintaining proper egress during an emergency. Additionally, for safety and security, to ensure inmates do not gain access to the roof of the building.
- Develop, or continue to exercise the sanitation schedule, confirming the freezer and cooler condenser fans, ceilings, and dining hall Heating, Ventilation, and Air Conditioning (HVAC) ducting and vents are cleaned. Ensure food products are not stored beneath condensers preventing any risk of contamination from ice buildup.
- Repair or replace freezers, coolers, and/or condensers as needed to ensure equipment operates efficiently and effectively.

Inspectors Comments

We would like to thank Coffeewood Correctional Center staff for their cooperation and assistance during this inspection. Our team was impressed by the comradery of the staff members which reflected greatly during the inspection.

Facility Classification

Tier III – This facility had adequate conditions of confinement and programming options requiring an inspection within the next 36 months.

Department of Corrections Response

The Virginia Department of Corrections (VADOC) appreciates the Office of the State Inspector General's (OSIG) comprehensive and constructive inspection of Coffeewood Correctional Center. We are encouraged that the report reflects the facility's commitment to safety, security, and the provision of rehabilitative programming in a well-managed and supportive environment.

Several of the recommendations outlined in the report have already been addressed. Work orders for the urinal, shower light, and two water fountains have been submitted and repairs are either completed or in progress. The JPay kiosk in Housing Unit 7A has been reported to the vendor, and follow-up is underway to ensure timely resolution.

To improve sanitation and maintenance, inspections of all housing unit showers have been initiated to identify and repair broken tiles and clean or replace showerheads. Roof inspections for Housing Units 4A and 5A are scheduled, and any internal water damage or mold growth will be addressed accordingly. Unused wiring and cables in housing unit rafters are being removed to improve safety and aesthetics.

In the dining hall, pallets of boxes near the emergency exit have been relocated to comply with fire code requirements and prevent unauthorized roof access. The facility continues to maintain a sanitation schedule, and additional cleaning of freezer and cooler condenser fans, ceilings, and HVAC ducting is being conducted. Food storage practices have been reinforced to prevent contamination risks from ice buildup.

Repairs to freezer and cooler equipment are underway to ensure proper functionality and temperature control. Mobile kitchens have been secured to ensure uninterrupted meal service during this phase.

We are proud of the educational and vocational programming offered at Coffeewood Correctional Center, including GED instruction, the VCE Tailor Shop, small engine repair, welding, and OSHA certification. These programs support inmate rehabilitation and successful reentry into the community.

VADOC remains committed to continuous improvement and appreciates OSIG's recognition of the facility's professionalism and responsiveness. We will continue to implement enhancements where needed while upholding the standards reflected in OSIG's Tier III classification.

OSIG appreciates the assistance provided by the Department of Corrections during this inspection. Please contact me with any questions at 804-625-3255 or corrine.louden@osig.virginia.gov.

Sincerely,



Corrine A. Louden
Chief Deputy Inspector General

cc: The Honorable John Littel, Chief of Staff to Governor Youngkin
Justin Vélez-Hagan, Deputy Chief of Staff to Governor Youngkin
Kate Stockhausen, Assistant Deputy Chief of Staff
Jason Miyares, Attorney General of Virginia
Senate Committee on Rehabilitation and Social Services
House Committee on Public Safety
Corrections Oversight Committee
Chadwick Dotson, Director, Virginia Department of Corrections
Dave Robinson, Chief Deputy Director, Virginia Department of Corrections
Holly Cline, Chief of Staff, Virginia Department of Corrections