

New Lisbon Correctional Institution



ANNUAL REPORT
JULY 1, 2008 – JUNE 30, 2009



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MESSAGE FROM THE WARDEN'S OFFICE

July 1, 2008 marked the beginning of a new Fiscal year. The year began with increased bleak news of a nationwide poor economy: the housing and construction markets were at an all time low; financial institutions were on the verge of collapse requiring financial "bail out" from the Federal Government; gas prices rose and fell; businesses closed down; manufacturing plants laid off thousands of workers, etc.

The impact of the poor economy had a huge impact on the State of Wisconsin budget. State government faced billions of dollars in deficit necessitating immediate remedial action. The economic crisis has impacted the Department of Corrections and of course, New Lisbon Correctional Institution. Some of the effects of this impact were:

- An average of nine vacant positions for the past fiscal year;
- A \$65,000 cut in the institution's general fund operating budget (this budget includes items such as repair and maintenance of state vehicles, postage, housekeeping supplies, office supplies, uniforms, laundry, travel, telephone, etc.);
- Increased food, utilities, medical care, etc. expenses. Food expenses increased 6.4 percent \$1,277,480 and utilities increased 6.6 % to \$1,497,100; and
- Salary and wage expense increased 5.3 percent to \$13,205,170.

As a result of the economic downturn, the Department of Corrections and NLCI have been working diligently to implement cost-saving initiatives. Some of these are as follows:

- Eight furlough days per year for the next biennium for all state employees;
- Act 28—a reform of sentencing guidelines, allowing offenders to earn good time and early release; and
- Partnering with Minnesota (i.e., menu consolidation, purchasing, etc.)

Even though the financial picture was bleak, NLCI staff rose to the occasion and met budgetary challenges head on. Many staff took on additional responsibilities ensuring continued operations, provided needed coverage, and implemented changes that allowed for more efficient operations. These tasks were all completed while adhering to the institution's mission of ensuring the safety, security and protection of the public, staff and offenders in a humane and constructive manner.

Also, the nation has been at war during the last seven years. This year, eight NLCI staff members were called to active duty, many of whom are currently serving in Iraq or Afghanistan. Those of us staying behind express our gratitude for their selflessness and pray for their safe return.

As years go by, it seems our employees continue to be asked to do more with less. It is because of their dedication and commitment that NLCI excels in so many ways. The



MESSAGE FROM WARDEN'S OFFICE (continued):

institution is clean, orderly, safe and secure—a true testament to the mission of the Department and a feat for which we are pleased to recognize them!

In honor of all NLCI staff, here and abroad, we respectfully present the FY09 Annual Report.

Ana M. Boatwright
Warden

Lizzie Tegels
Deputy Warden



INSTITUTION MISSION and GOALS

Mission Statement

New Lisbon Correctional Institution is committed to the safety, security and protection of the public, staff and offenders in a humane and constructive manner. Offenders will be held accountable for their actions and the positive or negative consequences associated with those choices. We will encourage offenders to develop goals conducive to positive release planning and reentry into society. We strive to provide offenders with a set of positive behavioral options to enhance their successful reintegration back into society.

Goals

Inmates will be strongly encouraged at NLCI to pursue all education, programming and work opportunities available to them. Motivation, accepting responsibility, self-worth and self-advancement are the keys to positive change.

NLCI is also committed to being a good neighbor by working in partnership with the community on common interests and having a positive effect on the community. NLCI continues to have a very active Community Service Program and have donated numerous items throughout the fiscal year.

Over the past several years the Department of Corrections has placed a high priority on improving prisoner re-entry. As a medium security institution, NLCI is an integral part of the DOC Re-entry Initiative. This is a crime prevention strategy designed to increase the number of prisoners who live law-abiding and productive lives after their return to the community from prison. By holding inmates responsible and promoting their success from the day they enter prison until their release and transition back to the community, we strive for fewer crime victims, less crime, reduced criminal justice costs, and safer communities.

At NLCI, we have designated one unit that will focus its programming on skills for successful re-entry into the community. A large part of our focus is not only how we manage the behavior of our inmates, but also how we engage and motivate them. We encourage our inmates to use their time wisely to prepare for their return to the community, follow the rules, respect staff and other inmates, and work hard in the treatment and educational programs offered at NLCI. In return, our commitment to the inmate is to work with them to be successful as an employee, family member, and citizen.



ACCOMPLISHMENTS and HIGHLIGHTS

- NLCI held its third Health and Wellness Fair. Staff donated food items and \$56.00 in cash to the New Lisbon Food Pantry as part of the fair.
- Second year nursing students in the Associate Degree-Nursing Program at Western Technical College continue to learn and experience community health nursing through-a 5-week clinical rotation in the Health Services Unit.
- Education Department launched its' Horticulture Program and graduated its first students. In addition, the green house was erected and is being used productively and the Horticulture gardens were quadrupled in size to over 44,000 sq. ft. Produce is all used in food service to offset institutional costs.
- NLCI held its 4th Annual Volunteer Dinner in April 27, 2009.
- NLCI held two Blood Drives through the Blood Center of Wisconsin.
- Maintenance staff honored by DOC for suggestions made to improve safety and security within institutions.
- Concrete safety maneuvering platforms were poured around all the housing units.
- Installed a green house.
- Installed inmate drinking fountain on Rec. field.
- Installed screen doors on housing units.
- Constructed a new vocational training room.
- Installed maintenance safety platforms around housing units.
- Major underground heating system leak in Feb 2009 repaired.
- Supported SRSTC in requests for help with there community service program



FAST FACTS



Dedicated: **April 2, 2004**

Opened: **April 4, 2004**

Began Receiving Inmates: **April 5, 2004**

Security Level: **Medium**

Operating Capacity: **950**

Current Population: **1006**

Number of Acres: **100**

DEPARTMENTAL INFORMATION

BUSINESS OFFICE

Operating Budget: \$23,131,800.90

Inmates Income and Obligation Report:

YEAR-TO-DATE SUMMARY	
Offender Wages	
Institution Pay:	276,555.23
Project Crew Pay:	-
Work Release:	-
Bureau Corr	
Enterprises:	14,046.38
Total:	<u>290,601.61</u>
*Work Release Placements	
Obligations / Collections	
Obligations:	64,848.05
Medical Co-pay:	4,737.00
Total:	<u>69,585.05</u>



Inmates Income and Obligation Report (continued):

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OFFENDER WAGES					
Month	Year	Institution	Work Release (Gross)	Bureau Corr Enterprises	Totals
July	2008	21,130.72		1109.56	22,240.28
August	2008	21,482.98		1145.18	22,628.16
September	2008	21,092.46		1208.98	22,301.44
October	2008	31,867.82		1,831.77	33,699.59
November	2008	21,704.71		1,143.67	22,848.38
December	2008	21,172.79		778.31	21,951.10
January	2009	19,713.17		794.41	20,507.58
February	2009	20,888.84		883.60	21,772.44
March	2009	21,386.65		1,351.49	22,738.14
April	2009	25,810.42		1,445.52	27,255.94
May	2009	28,600.17		1,134.27	29,734.44
June	2009	21,699.50		1,219.62	22,919.12
Totals:		276,550.23		14,046.38	290,596.61



Inmates Income and Obligation Report (continued):

OBLIGATIONS/COLLECTIONS							
Month	Years	Child Support	Court Ordered	VWS/DNA Surcharges	Institution Restitution	Medical Co-Pay	Totals
July	2008	1,610.44	987.47	2,182.65	168.05	285.00	5,233.61
August	2008	1,627.36	893.45	2,242.16	73.94	252.50	5,089.41
September	2008	1,572.35	958.86	2,345.37	79.13	112.50	5,068.21
October	2008	1,729.22	1,268.24	3,200.26	112.39	474.50	6,784.61
November	2008	1,676.94	941.20	2,765.48	58.48	370.00	5,812.10
December	2008	1,443.18	1,289.99	2,418.84	139.34	397.50	5,688.85
January	2009	1,311.30	1,068.34	2,112.74	48.51	402.50	4,943.39
February	2009	1,461.63	1,503.61	2,757.38	137.79	357.50	6,217.91
March	2009	1,202.55	1,122.54	2,855.27	53.94	382.50	5,616.80
April	2009	1,372.89	1,546.19	2,591.16	55.15	450.00	6,015.39
May	2009	1,665.64	1,601.28	2,924.44	53.20	502.50	6,747.06
June	2009	1,370.37	1,262.63	2,893.36	91.35	750.00	6,367.71
Totals:		18,043.87	14,443.80	31,289.11	1,071.27	4,737.00	69,585.05

* Year to date Work Release Placements equal the number of new placements for the current year.

** Number on Work Release equals the number of inmates on work release at the end of the previous month plus the number of new placements for the current month.

Note: With the exception of Work Release Placement Data which is entered for a specific month, data reported is based on date posted to WITS.

Inmate Participation and Completion Information (Inmates in Pay Status):

Month of	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Segregation	44	41	36	35	32	37	36	42	38	36	43	42
BSI	8	8	8	8	7	7	9	9	10	10	10	10
Vol Unassg	93	100	108	109	99	110	104	100	102	90	86	90
Total on Payroll	864	861	852	855	875	850	855	853	857	868	863	863
Invol Unassigned	378	374	379	381	368	379	367	363	362	345	346	355
Assigned/Working	486	487	473	474	507	471	488	490	495	523	517	508
Total Population	1009	1010	1004	1007	1013	1004	1004	1004	1007	1004	1002	1005

PROGRAM ASSIGNMENTS

Education*	157	162	161	162	172	154	152	143	158	169	172	164
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*Students taking only one class are not included in the Education figures.

Unassg = Unassigned



EDUCATION

NLCI's **Woodland Way School** offers Academic and Vocational Programming, Correspondence Course opportunities, Guidance and Counseling, a comprehensive Testing Program, ESL (English as a Second Language) instruction, Personal Development classes, as well as the Incarcerated Individual Program (formerly the IYOP program- a US Department of Education formula-funded grant project). In addition, the education department continues to provide instructional support for 6 of the 10 reentry modules including: Education, Employment, Family, Financial Literacy, Personal Development and Transportation and Housing.

Academic Programming consists of **Adult Basic Education (ABE)** and **HSED studies geared toward the inmate attaining his HSED**. Instruction is directed towards the 5 elements of the GED test- reading, writing, math, social studies and science. In addition, students must complete a health, civics and employability component in order to be granted an HSED. **The past year (July 08 – June 09) saw an average of 185 students enrolled in academic classes (ABE/HSED) with 52 HSED completions.**

Vocational Programming currently offered at NLCI consists of the **Commercial Baking Certificate Program, Computer Applications Specialist Certificate Program and Horticulture**. All programs are certified through Western Technical College (WTC). The Commercial Baking Certificate is a 16 week program of classroom and production bakery experience. Courses include: Principles of Commercial Baking, Bakery Production I & II, Applied Math and Sanitation. The Computer Applications Specialist Certificate is an open entry/exit program taking approximately 26 weeks to complete. Courses include: Keyboarding Concepts, Computer Concepts, Vocational Math, Microsoft Word, Excel, PowerPoint and Access as well as Integrated Software Applications. Horticulture is a 15 credit certificate program that gives students a solid foundation in basic horticulture, soils and plant care. This year the horticulture program increased the garden size from appr. 11,000 sq. ft. to over 44,000 sq. ft. and saw the completion of a 1,200 sq. ft. green house. Even with the retirement of the Bakery Instructor in January (position remains unfilled) **NLCI vocational programs graduated 56 inmates with varying certificates.**

Correspondence courses are approved courses of instruction that allow an inmate the opportunity to participate in post-secondary educational opportunities through distance education. We have continued to increase our numbers this past year and now have over 20 inmates involved in a variety of courses. NLCI also participates in the **Corrections Learning Network**, a satellite linkage of broadcasted educational programs originating in Spokane WA. A variety of programming is available and is utilized by instructors to supplement both ABE and HSED classes.

The **IIP** Program provides inmates post-secondary educational classes leading to an Associate of Arts degree. The name of this program has changed this past year in order



IIP (continued):

to allow for more inmates to be eligible for the program. Requirements now allow for inmates up to age 35 years old to participate and have an MR of less than 7 years, or be eligible for parole within 7 years. They must also have a High School diploma or HSED, as well as minimum reading and math levels. NLCI has had 6 students enrolled for the Fall 2008 semester, 7 enrolled in the Winter 2009 semester and 8 for the Summer 2009 session.

Guidance and counseling provides new inmates an orientation to educational programs, oversees the testing program at NLCI, reviews inmate education files and interviews prospective students as to the educational and vocational needs. In addition, students are scheduled into school, academic and vocational waiting lists are maintained and inmate education records are updated. The guidance counselor also provides the instruction for the Education Module in the Reentry Program.

Personal Development (PD) opportunities include Financial Literacy, Parenting classes, and Basic Keyboarding Skills.

ESL (English as Second Language) classes are offered at NLCI as well as GED and TABE testing in Spanish.

Library Services

NLCI Library offers a comprehensive library services program to both general population and segregation inmates. **General Library** services are available 7 days a week, 365 days a year from 7:50 AM to 8:50 PM. A variety of daily newspapers, weekly and monthly periodicals, reference materials, as well as the general circulation collection are available for use. The NLCI library employs 8 inmate workers.

A **Legal Collection** is also available 7 days a week, 365 days a year. The Legal Collection consists of a legal reference section and 8 computers that give access to current legal references, state and federal court decisions and allows inmates an opportunity to prepare legal documents. There is 1 additional legal computer available to segregation inmates. Additional services offered through NLCI's library include: reference services, financial aid packets, notary services, photocopying and an Interlibrary Loan program.

The library organizes over 14,000 books, 4,000 of which are school books. Checkouts for this year were just over 56,000. All NLCI inmates have library accounts.



FOOD SERVICE

The Food Service Department had (1) Food Service Administrator, (1) Food Service Manager and (7) Correctional Food Service Leader 2's (CFSL2) (1 CFSL2 position remains vacant), employed during this reporting period. Food Service employed 66 inmates. Coverage in Food Service by CFSL2 is 4:30 a.m. to 6:30 p.m. daily. Total meals served were 1,154,122 which was an increase of 1,868 from last year. The average meal cost was \$1.03.

HEALTH SERVICES UNIT (HSU)

The Health Services Unit (HSU) is staffed from 6:00 a.m. Monday through 10:30 p.m. Friday. Weekend and holiday hours are 9:00 a.m. to 5:00 p.m. with a nurse on-call during non-nursing hours. The Health Services Unit is managed by (1) Health Services Manager, (1) full-time Physician, (2) part-time and (5) full-time nurse clinicians. The part-time dental staff consists of (1) Dentist, (1) Dental Assistant and (1) Dental Hygienist. A Psychiatrist provides services 2 days per week and a physical therapist provides services 1 day per week. Support services are provided by (1) full-time Medical Program Assistant - Associate.

The HSU provides treatment for acute and chronically ill patients. On-site services provided through the HSU include physician and nursing appointments, emergency care, medication administration and delivery, laboratory, dental, optical, x-ray and physical therapy. Technological upgrades include digital electrocardiograms (EKG) and digital x-ray exams. Comprehensive specialty treatment is provided off-site at medical facilities in Black River Falls, Waupun, and the University Hospital and Clinics – Madison. We also conduct on-site telemedicine visits with specialists at University Hospital and Clinics – Madison. Urgent and emergent specialty care is provided locally at Hess Memorial Hospital in Mauston.

MAINTENANCE

The Maintenance Department's operating hours are from 7:15 a.m. to 4:00 p.m. Monday-Friday. Maintenance staff include: (1) Building and Grounds Superintendent, (1) Electronic Technician, (1) HVAC Technician, (3) Maintenance Mechanics, (4) Facility Repair Workers and (1) Office Operations Associate. There are also (2) Correctional Officers and (1) Tool Room Sergeant regularly assigned to Maintenance posts, The Maintenance Department also employs 32 inmate workers.



HUMAN RESOURCES

The Human Resources Department consists of (1) Human Resources Director, (1) Human Resources Assistant and (1) Payroll and Benefits Specialist. Department responsibilities include direction, administration and monitoring of the recruitment and selection of staff, employee and labor relations, payroll and benefits, policy administration, investigations/disciplines, health and safety management, employee training/development, record maintenance and Affirmative Action/Equal Employment Opportunity compliance. There are currently 318 allocated staff positions.

Officer/Sergeant Staff: **204** (157 Officers and 47 Sergeants)

Non-officer/Sergeant Staff: **114**

Total Staff: **318**

Inmate to staff ratio: **3 inmates for every 1 staff member**

INMATE COMPLAINTS

The Inmate Complaint Review System (ICRS) ensures NLCI inmates a process by which grievances may be addressed. The Institution Complaint Examiner (ICE), under the supervision of the Warden, investigates concerns regarding rules, living conditions and staff actions affecting institution environment. Inmates and staff have the opportunity to review and better understand correctional policy and to correct any errors or deficiencies.

The ICE department at NLCI has two full time staff consisting of an Institution Complaint Examiner and a Program Assistant – Confidential.

The following statistics reflect the types of complaints and their resolution:

Complaints Processed by Subject	# of Complaints	Complaints Processed by Subject	# of Complaints
01 Staff	152	12 Other	41
02 Correspondence & Publication	116	13 Food	57
03 Discipline	100	14 Classification	13
04 Medical	169	15 ICRS	6
05 Parole	0	16 Discrimination	3
06 Personal Physical Conditions	65	17 Inmate Accounts	56
07 Personal Property	344	18 BCE	0
08 Rules	87	19 HIPPA	5
09 Religion	18	20 Staff Sexual Misconduct	2
10 Work & School Programs	66	21 Inmate Sexual Misconduct	2
11 Visiting	36	<i>Total</i>	1338



INMATE COMPLAINTS (continued):

Method of Disposition	Number
Affirmed	65
Affirmed With Modification	46
Dismissed	734
Dismissed With Modification	94

Rejected Complaints	Number
Beyond 14 Calendar Day Limit	115
Inmate Does Not Allege Sufficient Evidence	6
Inmate Does Not Raise A Significant Issue	16
Inmate Submitted Complaint Solely To Harass	3
Moot	154
Previously Addressed	39
Scope	85
Issue Raised Does Not Personally Affect Inmate	2
Total	420

Complaints Referred Into NLCI:	41
Complaints Returned to Inmate:	732

PROGRAM REVIEW COMMITTEE (PRC) STATISTICS

PRC HEARINGS:

Total of 1,162 Conducted
 155 Early
 1007 Scheduled
 0 Program Change
 801 Appeared
 359 Waived
 2 Referred (Second Step)

TRANSFERS OUT:

329 INMATES
 46 to Maximum
 71 to Medium
 113 to Minimum
 99 to Minimum-Community

DEATHS:

1 Deceased

TRANSFERS IN:

527 INMATES
 469 from Maximum/Unclassified
 54 from Medium
 4 from Minimum
 0 from Minimum-Community

CORRESPONDENCE:

162 Responses to Correspondence
 97 Requests Received for Early
 PRC Review



PROGRAMMING

Religious

Religious activities began immediately when NLCI opened in April of 2004 and have continued to expand and be strengthened through the addition of new volunteers. Weekly opportunities for worship and/or study groups continue to be offered for Protestant, Jehovah's Witness, Catholic, Islamic, Pagan, and Native American inmates. Buddhist and Jewish inmates typically meet with their spiritual leader once a month and other individual practices are facilitated through Pastoral Visits. Inmates are offered the opportunity to indicate their religious preference upon arrival to NLCI. The religious reference information for all NLCI inmates as recorded on DOC 1090 is entered into the Wisconsin Integrated Corrections System (WICS). Inmates meet with the Chaplain to complete a DOC 1090 on the computer signing the form using an electronic signature pad. This allows for individual meeting with Chaplain over any issues related to religious preference and religious opportunities at NLCI.

Volunteers

At the end of June 2009, NLCI had 122 approved volunteers for religious activities and/or pastoral visits. Volunteers represent all DOC umbrella religious affiliations as well as Alcoholics Anonymous and "A Way Out" Twelve (12) step spiritual recovery program. A highlight in April of this year was the fourth annual volunteer banquet. Volunteers were invited for a program with a dinner and cake prepared by NLCI staff and inmates. NLCI also offered our second interfaith memorial service for those inmates who lost family members through the past year which was lead by a diverse selection of spiritual volunteers.

Recreation

Recreation staff included three Recreation Leaders with each working one evening a week and one weekend a month. Recreation opportunities were offered in the gym, weight room, handball courts and recreation field. Operational times were from 7:50 AM to 8:50 PM. The Recreation Department also offered special events, leagues and fitness classes. The recreational opportunities at NLCI are very important to the inmates and help them to develop a sense of personal pride and team cohesiveness.

Special Events Included: Shuffleboard tournaments, Weightlifting competitions, 1, 3, and 5 mile "races", Fourth of July Decathlon, doubles horseshoe tournaments, 3 on 3 basketball tournament, board/card game tournaments, indoor handball tournaments, music lessons, basketball golf, 3-point shootout, free throw competition, H.O.R.S.E. and 2-ball tournament and whiffle ball tournament. This year a dodge ball tournament using a Nerf ball was added to our offerings.

Recreation leagues included: Horseshoes, Handball, Sand Volleyball, Running Club, Indoor Volleyball, Basketball, Whiffleball (Indoor and Outdoor) and Shuffleboard.



Recreation (continued):

Fitness Classes continue to be very popular. Classes offered included: yoga, step aerobics, weightlifting instruction, exercise ball (core training), and boot camp. The boot camp is a very popular activity and has received a lot of positive feedback from the inmates. We also offer a low impact aerobics class for individuals with special physical needs (i.e. severely obese, asthmatics, physical injury rehab). In addition to these classes, the Recreation Department also provides body fat monitoring for those inmates who wish to track their progress toward weight loss and better fitness and health levels and has been working one-on-one with several inmates on a special weight-management plan in coordination with Health Services.

The Recreation Department also oversees inmate hobbies and music opportunities, which includes providing music lessons for guitar and keyboard during the winter months. During this fiscal year we incorporated an institution Hobby Sales program in which inmates could order hobby supplies not offered in the Canteen Catalogs through the institution. This not only cuts costs on many items as the institution is able to purchase in bulk, but helps alleviate confusion over which items are allowed through outside vendors thereby resulting in fewer outside orders which need to be returned.

Community Service Program (CSP)

The Community Service program consists of inmates making products to donate to local benefits and non-profit organizations within a 60 mile radius of NLCI. Some of the supplies necessary are donated by organizations within the Juneau, Adams, Sauk and Monroe Counties. This program serves several purposes: it provides an opportunity for offenders to cultivate positive work habits and elevate self esteem; it affords offenders the opportunity to increase awareness, concern, responsibility, and contributions for the needs of the community; and, it serves the identified needs of area nonprofit agencies through donations of products and services.

Some of the projects completed this fiscal year include: Donating 334 blankets/quilts and 3895 stuffed animals, 514 backpacks, hats and mittens, to area nursing homes, health care facilities, schools, fire and police departments, the Children's Miracle Network and toy drives. Other projects include donating refurbished TVs that were abandoned by inmates to area food pantries, completing 3 hand-made wood strip canoes and providing various other woodworking items crafted by our Maintenance Department to area non-profit organizations. NLCI also continues to coordinate efforts with a local sports club to raise and release over 1,000 pheasants in the Juneau County area.

Work Assignments

Industries: Bureau of Correctional Enterprises-Badger State Industries; Hydro-stripping, which includes the remanufacture, repair and reconfiguration of highway, and all types of informational signs. Materials may vary from Aluminum to Plexi-glass. Duties range



Work Assignments (continued):

from Janitorial to high tech Hydro-stripper operation, maintenance and repair. Shear and Punch Press set up and operation along with blue print reading, are also part of the operation.

Institution: Inmates hold a wide variety of jobs throughout the institution to include, but not limited to tutor, janitor, maintenance and unit positions. Please refer to the Business Office section for inmate completion information.

PSYCHOLOGICAL SERVICES (PSU)

Psychological Services has provided needed mental health services to approximately 30% of our inmate population who are considered to have on-going mental health issues. Inmates having situational stressors or grief reactions without significant mental illness often seek services. Segregation rounds are done weekly with all inmates in Segregation. Inmates are provided with reading material and homework and individual counseling as needed. Multiple group programming is offered on an on-going basis.

The NLCI SO-2 Program continues and is currently serving 24 inmates who meet in two separate groups, two times per week for Sex Offender Treatment. Thirty nine inmates have successfully completed the program and many of those participate in the voluntary Aftercare Group until they move to other facilities or are released. Five inmates were moved to Minimum Custody, nine inmates were released to Extended Supervision and two inmates moved to a Residential AODA program. One inmate has returned to custody due to a non-sex related offense. A Phase One Group of the SO-2 Program completed recently and another Phase One Group will begin this fall. Phase One is the pre-requisite portion of the primary SO-2 Program primarily educational and allows us to keep our groups one ended.

NLCI has developed and implemented a Special Handling Unit. The goal of the Special Handling Unit (SHU) is to assist mentally ill and or vulnerable inmates with achieving and maintaining mental and emotional stability. In regard to mental health treatment, inmates on the SHU unit have the option of participating in a weekly process group in order to address mental health and other issues they are faced with. The group also stresses the importance of paying attention to strengths and positive aspects of their life. Inmates are also followed individually by the Unit Psychologist. There are currently 25 inmates on the SHU, and 15-20 inmates attend group on a weekly basis.

NLCI has also developed and implemented a Transitions Group. This group is divided into two phases. In Phase One-Beginning, each inmate has skills that need to be improved. The purpose of the Group is to assist inmates in developing the skills and coping mechanisms that will enable them to successfully be incarcerated in a medium-level security prison, general population unit. Phase Two-Advanced, is more of a



PSYCHOLOGICAL SERVICES (continued):

process group this is used for peer support, peer reality testing and feedback, didactic education, improving skills, and decreasing isolation.

More recently a Tools for Personal Growth (TPG) group has been started. This group is a weekly psycho educational/personal growth group designed to complement reentry programming. Group sessions began in June, 2009. Eight modules are offered on a rotating basis to allow flexibility and accommodate inmates with different release dates. Primary objectives are to assist the inmate to develop and maintain positive attitudes about community adjustment and the supervision process, and to develop strategies for meeting the expectations of community supervision.

Psychological Services staff also participates in re-entry programming as an element of the DOC Reentry Program. An eight session mental health module explores mental health issues relevant to offenders returning to the community. Topics include mental health overview, stigma of mental illness, addictions, and identification of community resources to support reentry. Psychiatric services, counseling, medication, health coverage, and support groups are among the resources considered. Individual contact with psychologist is also available to support the above.

Psychological Services staff and Security staff work jointly to provide the Annual Suicide Prevention Training to all NLCI Staff.

RECORDS

	<u>FY07</u>	<u>FY08</u>	<u>FY09</u>
Scheduled Phone Calls (attorney, court)	647	740	699
Scheduled Professional Visits	261	341	243
Scheduled Court Pick-ups	450	442	295
Releases from NLCI	263	287	205
Transfer IN to NLCI	826	755	561
Transfer OUT of NLCI	467	468	350
Parole Hearings	273	204	165
File Reviews	319	274	210
Scheduled Video Hearings	48	49	44

The Records Office also does sentence computations and service of documents, holds open office hours twice a week, provides notary services and inmate legal loans and responds to litigation (as backup) issues on behalf of the institution.



SECURITY

The Security Department consists of: 1 Security Director, 8 Captains, 5 Lieutenants, 48 Sergeants, 148 Officers and 1 Security Program Assistant - Confidential.

Training - In an effort to provide more training at a reduced cost, we continue to provide two training days per month. Forty staff were trained in the use of the Taser. All mandatory training was completed.

ERU continues to perform at a high level. NLCI attended the joint ERU at Fort McCoy. All ERU staff were certified in the use of the pepper ball gun.

Field Training Officer Program (FTO) continues to improve as staff gain favorable experience in their roles as the FTO. We currently have 8 staff trained as FTO's.

Key Control Officer Position - NLCI combined the duties of the Armory Sgt. and Key Control Officer, resulting in moving the key control officer to a new position. The key control officer position was moved to a Horticulture Officer position. This move increased the security within the Institution and will help reduce overtime cost.

Perimeter Patrol - NLCI went from having 2 perimeter vehicles to 1 in order to provide better security coverage within the Institution.

Weapons re-qualifications - NLCI conducted the training at Oxford Correctional Institution Range.

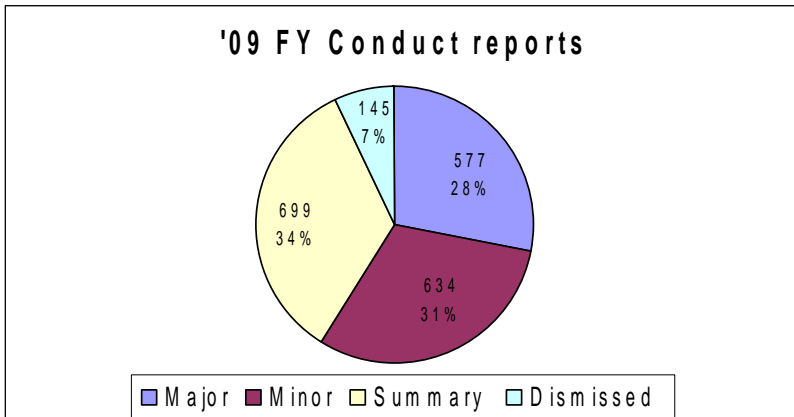
Segregation Unit - Our segregation unit continues to operate at a high level and staff has only had to conduct 1 cell entry in the pass year, this excludes the force feeding of a high profile inmate which resulted in 3 entries per day for an extended period of time.

Transportation Department - The Health Services care providers expanded by one, which resulted in NLCI now conducting medical trips to Black River Hospital.



SECURITY (continued):

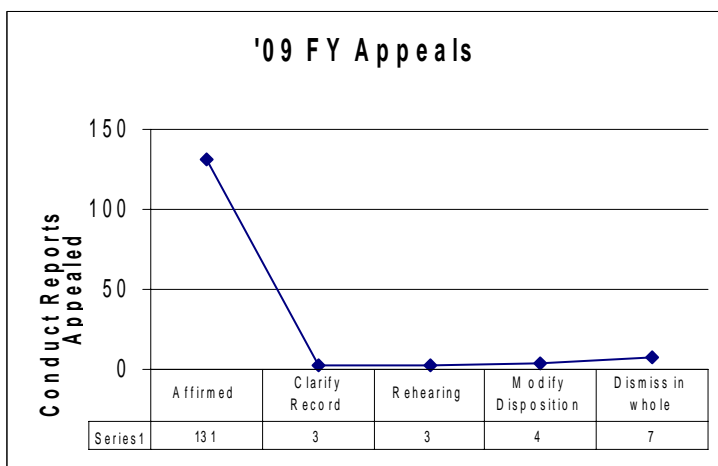
Conduct Reports –



2055 Conduct Reports were written in FY 2009, 772 inmates receiving those Conduct Reports.

In 2009, Major Conduct Reports decreased by 5% from 2008. Minor Conduct Reports increases by 3% from 2008. Summary Dispositions increased 12% since 2008, an all time high since the institution opened.

Appeals –



Of the 1211 appealable conduct reports heard, only 38% were appealed by the offender. 88% of the appealed conduct reports were upheld with the original disposition given by the hearing committee.



TREATMENT

Treatment programs facilitated by institution Social Workers included Cognitive Interventions Programs (CGIP), Anger Management and Domestic Violence

CGIP Phase 1 & 2 - There was 2 groups that occurred during the fiscal year with a total of twenty two (22) inmates completing the program.

CGIP Aftercare Program – Fifteen (15) inmates participated in the program during this fiscal year. The Aftercare Cognitive-based continued Care Support Group is designed for inmates who have successfully completed CGIP Phases 1 & 2, and strives to promote positive psycho-emotional and behavioral change using Cognitive Intervention educational skills & techniques during continued interaction and integration within the institutional setting.

MISCELLANEOUS INFORMATION

H.O.P.E. PROGRAM (Helping Others through Preventative Education)

H.O.P.E. PROGRAM is a Youth Diversion program designed to raise awareness in youth from our surrounding community and provide a crime prevention service aimed towards at-risk youth. They are introduced to a panel of inmates who talk about the impact their choices have had on their lives, as well as those of their family, friends and community. Selected inmates are given an opportunity to acknowledge mistakes they have made and use their stories to help youth recognize the direction their actions have taken them and hopefully help them to make better choices and avoid criminal action. Through prevention and awareness we seek to touch the lives of each child that comes through these gates at NLCI. The inmates are carefully chosen and of their own free-will use their lives as living examples to assist our youth in making positive choices that will better our communities.

RESTORATIVE JUSTICE

The goals of Restorative Justice are to restore and respect each individual needs, repair broken relationships and contribute to the common good. People impacted are victims, offenders, their families and communities. This requires hard work which leads to accountability and long term healing. Thoughtful reflection and deliberation is needed to fully understand the crime and individual needs. Restorative Justice allows offenders and victims to meet or communicate with each other.

Two inmates at NLCI completed Restorative Justice/Offender Dialogue. Restorative Justice strives to directly address the needs of all persons affected by crime or harm, by



Restorative Justice (continued):

bringing together victims, offenders and community members in some form of structured mediation or dialogue.

COMMUNITY ADVISORY BOARD

The DOC encourages and supports the creation of a Community Advisory Board (CAB) for all facilities in the Division of Adult Institutions. The CAB is intended to act as a positive link between the correctional facility and the community in which it is located.

REENTRY

Reentry is a Department-wide initiative focused on preparing offenders for success in the community. It means that for most offenders, we start focusing on their opportunities for success in the community from the first day they come in contact with the corrections system.

The reality, however is that the vast majority of prisoners will one day return to communities across Wisconsin. This is what we call prisoner reentry.

The public is best served if offenders are not only held accountable for their actions, but also have the opportunity to become law abiding and successful members of the community. By improving reentry, our goal is crime reduction, fewer new crime victims, reduced state and local criminal justice costs, and most importantly, safer families and communities.

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The program consists of ten modules.

Education: In our adult prisons, 47 percent of inmates lack either a high school diploma or its equivalent. 49 percent read below the ninth grade level and 74 percent perform math below a ninth grade level. The Education Module is to help inmates who have not received their HSED or GED for academic refresher. This module also helps inmates with obtaining those certificates as well as teaching them how to apply for financial aid. This course is geared towards giving inmates resources who are interested in furthering their education upon release.

Employment: DOC educators are working hard to address these needs and increase the chances of productivity and employment following release. Inmates take mock interviews, apply for jobs, use Jobnet to look for employment, and complete an up to date resume and cover letter. One of the biggest factors for recidivism is unemployment.



REENTRY (continued):

Family Support: Maintaining positive family relationships is essential to assist inmates with reentry. To further improve family ties, DOC is enhancing parenting education for male and female inmates and expanding fatherhood programs. Maintaining these connections is important for kids, and also can give incarcerated mothers and fathers hope, and a reason to be successful upon their return to the community. The reentry initiative seeks to foster family relationships to help break the intergenerational cycle of crime and incarceration.

Financial Literacy: This module focuses on many topics related to budgeting, credit, how to re-establish credit, checking and savings accounts, banking dos and don'ts, and how to save for the future. It touches on investments, insurance needs, check cashing services, and loans. Inmates have found this module to be one of the most informative and most beneficial. NLCI uses a power point and handouts created by M&I bank to teach this module.

Health: This module is to make inmates aware of their physical health. This module addresses areas such as STD's, AIDS, high blood pressure, cholesterol, negative effects of stress, dental care, and many other topics to keep inmates thinking about a healthy life style upon release. It also covers the importance of a good diet, exercise, and healthy leisure time activities.

Housing: Offenders with stable housing and support systems are more likely to stay gainfully employed, and less likely to commit new crimes. Stable housing, coupled with a strong system of community supervision, helps DOC probation and parole agents hold offenders accountable. Ultimately offenders are expected to support themselves and maintain stable residences.

- Prior to reentry, agents work with law enforcement agencies, local organizations and families to help offenders locate suitable housing locations close to employment, treatment and support systems.
- If a suitable housing placement cannot be identified prior to release, temporary housing options are explored to avert homelessness. Offenders who are homeless are more difficult to monitor, more likely to go underground, and more likely to engage in high-risk or criminal behaviors.

Personal Development: Personal Development centers on a number of topics that engage the inmate in taking a good look at who he really is. This module focuses on victim impact, understanding perspectives of others, understanding and dealing with personalities, and character flaws.

Transitional Preparation: Individualized case planning that begins six months prior to release. This focuses on needs the inmate has upon release. Needs might be food, clothing, shelter, medical appointments, a list of community resources, Social Security



REENTRY (continued):

cards, Birth Certificates, etc.. It is also during this module that the inmate makes contact with probation agents to develop a realistic release plan.

Transportation: Lacking a driver's license or state ID is a common barrier to employment for many offenders following release. To address this, DOC has developed programs to remove these barriers, and facilitate the transition back to becoming productive, law-abiding citizens. DOC has developed the Inmate ID program, a partnership with the Department of Transportation (DOT) to streamline the process of obtaining a state ID card for inmates nearing release. Offenders who need to get their driver's licenses reinstated can access DOT instruction to help expedite the process of reinstatement, including paying fines and getting insurance up to date.

Wellness: 70 percent of inmates entering our adult prison system have alcohol or drug abuse (AODA) treatment needs. 8 to 10 percent are seriously mentally ill, with conditions such as bipolar disorder, schizophrenia and major depression. 24 percent of inmates are on clinical monitoring for mental health needs. Because these problems do not disappear when inmates return to the community, Reentry works to ensure that a continuum of treatment is available for offenders. This module is to help inmates identify signs and symptoms of mental health illnesses. This also focuses on options and resources for treatment in the community.

Reentry has many purposes. If the inmates are applying themselves and use the resources and skills provided in the pre release program, they are less likely to return. This is a cost saving measure for tax payers. And most importantly, if inmates are not committing new crimes, there will be fewer victims and safer communities.

SPECIAL HANDLING UNIT

The targeted population is vulnerable offenders with medical, or clinical, or cognitive issues who need to be monitored, encouraged and provided a safe environment to develop skills that will help make a successful transition to population. It is not about disabilities. It is about developing better coping abilities to deal with life in a medium level security.

Our objectives are to provide and encourage self-confidence and self discipline. Promote medication compliance. Determine placement of offenders to the most appropriate unit based on identified program or educational needs.

A psychologist has an office on the unit and interacts with the offenders on a daily basis. Correctional officers treat vulnerable offender in accordance to their daily living functioning level from criminal behaviors.



SPECIAL HANDLING UNIT (continued):

Offenders are encouraged to apply for and accept jobs, participate in recreation, spend more time out of their cell, be more responsible for medication compliance and communicate concerns with staff.

Weekly groups are help with the offender on the unit. The offenders are able to voice any concerns they may be experiencing as it relates to daily living skills, survival behaviors, family issues and taking responsibility for his actions.

Our goal is to develop, improve and assist the offender to other general population unit where he is able to cope thru a renewed process.

ADA COORDINATORS

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ACRONYMS

ABE	Adult Basic Education
ADA	Americans with Disabilities Act
BCE	Bureau of Correctional Enterprises
BSI	Badger State Industries
CAB	Community Advisory Board
CFSL	Corrections Food Service Leaders
CGIP	Cognitive Intervention Program
CSP	Community Service Program
DOC	Department of Corrections
ERU	Emergency Response Unit
ESL	English as a Second Language
FTO	Field Training Officer
FY07	Fiscal Year 2007
FY08	Fiscal Year 2008
FY09	Fiscal Year 2009
GED	General Equivalency Diploma
HIPAA	Health Insurance Portability and Accountability Act
HOPE	Helping Others Through Preventative Education
HSED	High School Equivalency Diploma
HSU	Health Services Unit
HVAC	Heating, ventilation, air conditioning
ICE	Institution Complaint Examiner
ICRS	Inmate Complaint Review System
IIP	Incarcerated Individual Program
IYOP	Incarcerated Youth Offender Program
MR	Mandatory Release
NLCI	New Lisbon Correctional Institution
PD	Personal Development
PRC	Program Review Committee
PSU	Psychological Services Unit
SEG	Segregation Unit
SRSTC	Sand Ridge Secure Treatment Center
TABE	Test of Adult Basic Education
WICS	Wisconsin Integrated Corrections System
WITS	Wisconsin Inmate Trust System
WRC	Wisconsin Resource Center
WTC	Western Technical College