

# **New Lisbon Correctional Institution**



**ANNUAL REPORT**  
**JULY 1, 2009 – JUNE 30, 2010**



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of the effects of this impact were:



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## **MESSAGE FROM THE WARDEN'S OFFICE**

June 30, 2010 marked the end of fiscal year 10 after going through a substantial budget deficit as a result of the nation wide poor economy.

The Annual Report for FY 10 clearly illustrates the profound impact the economy had on NLCI's budget. The institution experienced a substantial reduction in funding while fuel, utilities, food, clothing, etc substantially increased.

It is during this time the Department of Administration (DOA) implemented a new process for securing approval to fill vacant positions. As a result during the FY NLCI had nine an average o nine vacant positions at any given time, some of which had been vacant for about a year.

Regardless of these challenges, NLCI achieved many accomplishments some of which were:

- Expansion of the Horticulture program. Including the construction of the green house and substantial increase of the garden space.
- Successful roll-out of the consolidated menu generating thousands of dollars worth of savings.
- Strengthening of the Re-Entry Program.
- Roll out of Act 28.
- Expansion of the Maintenance Dpt. Tool room.
- Move of Community Services program from using three classrooms in a housing unit to a new space built in the BSI area.
- HSU attaining full staffing levels since the opening of the Institution.
- Began very costly repairs to a portion of the institution's main water main.
- Strengthening working relationships with community partners.
- Implementation of scheduling changes in order to roll out the 8 furlough days/year adopted by the State as a cost saving measure.

The economy is not expected to get better any time soon, however credit goes to NLCI staff who continue to focus on the day to day operations of the institution.



Kevin N. Wright wrote a book entitled "Effective Prison Leadership." He describes the characteristics of well run facilities as follows:

1. A good prison stresses care, custody and control;
2. Good prisons are safe, clean and humane; and
3. Effective prison staff members are characterized by pride, professionalism and proficiency.

NLCI has all of these characteristics thanks to the staff's commitment and efforts.

In their honor, we respectfully present the NLCI FY 10 Annual Report.

Ana M. Boatwright  
Warden

Lizzie Tegels  
Deputy Warden



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## **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.



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## **ACCOMPLISHMENTS and HIGHLIGHTS**

- NLCI held its fourth 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' second Horticulture Program. 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 5th Annual Volunteer Dinner in March 29, 2010.
- 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.
- Collaborative effort of staff and inmates resulted in a grand total of \$574.50 raised of which Local Union 134 donated \$250.00 and inmate fund raising efforts netted \$324.50 for New Lisbon Food Pantry.
- 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: \$23,733,167.00

Inmates Income and Obligation Report:

YEAR-TO-DATE SUMMARY	
Offender Wages	
Institution Pay:	281,720.38
Project Crew Pay:	-
Work Release:	-
Bureau Corr	
Enterprises:	16,711.86
Total:	<u>298,432.24</u>
*Work Release Placements	
Obligations / Collections	
Obligations:	62,195.64
Medical Co-pay:	7,414.85
Total:	<u>69,610.49</u>



Inmates Income and Obligation Report (continued):

<b>OFFENDER WAGES</b>					
<b>Month</b>	<b>Year</b>	<b>Institution</b>	<b>Work Release (Gross)</b>	<b>Bureau Corr Enterprises</b>	<b>Totals</b>
July	2009	22,342.61		1,251.08	23,593.69
August	2009	22,197.26		1,377.20	23,574.46
September	2009	21,818.15		2,080.76	23,898.91
October	2009	31,505.96		1,340.07	32,846.03
November	2009	21,656.29		1,172.19	22,828.48
December	2009	21,051.31		1,238.83	22,290.14
January	2010	19,686.34		1,186.33	20,872.67
February	2010	21,724.87		1,231.72	22,956.59
March	2010	22,267.69		1,999.08	24,266.77
April	2010	33,119.73		1,363.57	34,483.30
May	2010	21,447.94		1,261.16	22,709.10
June	2010	22,902.23		1,209.87	24,112.10
Totals:		281,720.38	0.00	16,711.86	298,432.24
CK TOTALS		281,720.38	0.00	16,711.86	298,432.24



Inmates Income and Obligation Report (continued):

OBLIGATIONS/COLLECTIONS							
Month	Years	Child Support	Court Ordered	VWS/DNA Surcharges	Institution Restitution	Medical Co-Pay	Totals
July	2009	1,221.96	1,125.06	2,215.37	90.59	570.00	5,222.98
August	2009	1,546.43	1,025.45	2,838.81	104.74	562.50	6,077.93
September	2009	1,151.20	1,065.17	2,511.03	40.77	524.85	5,293.02
October	2009	1,974.06	1,273.85	2,646.57	62.11	547.50	6,504.09
November	2009	1,310.23	1,082.94	2,611.11	131.12	742.50	5,877.90
December	2009	1,295.26	977.76	2,661.79	392.98	330.00	5,657.79
January	2010	1,163.76	2,146.20	2,396.89	58.22	630.00	6,395.07
February	2010	1,412.47	1,393.73	2,936.42	199.86	675.00	6,617.48
March	2010	1,574.57	1,131.54	2,277.81	35.80	750.00	5,769.72
April	2010	1,682.98	1,082.32	1,689.01	80.50	667.50	5,202.31
May	2010	1,354.57	869.56	1,791.66	111.75	615.00	4,742.54
June	2010	1,722.72	957.60	2,661.52	107.82	800.00	6,249.66
<b>Totals:</b>		17,410.21	14,131.18	29,237.99	1,416.26	7,414.85	69,610.49

\* 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
<b>Segregation</b>	44	41	36	35	32	37	36	42	38	36	43	42
<b>BSI</b>	8	8	8	8	7	7	9	9	10	10	10	10
<b>Vol Unassg</b>	93	100	108	109	99	110	104	100	102	90	86	90
<b>Total on Payroll</b>	<b>864</b>	<b>861</b>	<b>852</b>	<b>855</b>	<b>875</b>	<b>850</b>	<b>855</b>	<b>853</b>	<b>857</b>	<b>868</b>	<b>863</b>	<b>863</b>
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
<b>Total Population</b>	<b>1009</b>	<b>1010</b>	<b>1004</b>	<b>1007</b>	<b>1013</b>	<b>1004</b>	<b>1004</b>	<b>1004</b>	<b>1007</b>	<b>1004</b>	<b>1002</b>	<b>1005</b>

**PROGRAM ASSIGNMENTS**

<b>Education*</b>	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.



Education (continued):

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

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.



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## **FOOD SERVICE**

The Food Service Department had (1) Food Service Manager and (8) Correctional Food Service Leader 2's (CFSL2) were 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, (1) part-time and (6) 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, a full-time agency LPN and a full-time agency Unit Clerk.

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), digital x-ray exams on-site ultrasound imaging exams and OCT exams for glaucoma. We are now linked to Central Pharmacy in Waupun through WebConnect for on-line medication re-ordering.

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.



Maintenance (continued):

Our maintenance department is pleased to announce that NLCI has reduced its energy consumption by seventeen percent from our 2005 levels. The Governor has set a mandate that all state agencies reduce their energy consumption by twenty percent, so NLCI is very close to meeting the Governor's goal. We are also pleased to announce that we had no staff injuries this year. Some of the following are accomplishments for our maintenance department this past year:

- Four well points were driven to provide water to the garden. Use of these well points will save \$1,000 per week in institution costs with the discontinuation of using the city water to water our garden.
- There was an addition added to our tool room.
- We manufactured a salt brine distiller and applicator for snow and ice control.
- Repaired two additional underground water leaks in the heating system.
- Repaired concrete in inmate courtyards.
- Repaired a water eroded culver on our perimeter road.
- Installed a permanent concrete pad for our mobile observation tower.

**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 302 allocated staff positions.

Officer/Sergeant Staff: **201** (154 Officers and 47 Sergeants)

Non-officer/Sergeant Staff: **101**

Total Staff: **302**

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.



Inmate Complaints (continued):

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:

<b>Complaints Processed by Subject</b>	<b># of Complaints</b>	<b>Complaints Processed by Subject</b>	<b># of Complaints</b>
01 Staff	89	12 Other	25
02 Correspondence & Publication	65	13 Food	17
03 Discipline	55	14 Classification	7
04 Medical	121	15 ICRS	9
05 Parole	2	16 Discrimination	1
06 Personal Physical Conditions	16	17 Inmate Accounts	31
07 Personal Property	213	18 BCE	1
08 Rules	26	19 HIPPA	1
09 Religion	2	20 Staff Sexual Misconduct	0
10 Work & School Programs	42	21 Inmate Sexual Misconduct	0
11 Visiting	18	22 Dental	1
		<b>Total</b>	<b>1338</b>

<b>Method of Disposition</b>	<b>Number</b>
Affirmed	66
Affirmed With Modification	12
Dismissed	398
Dismissed With Modification	14

<b>Rejected Complaints</b>	<b>Number</b>
Beyond 14 Calendar Day Limit	43
ICE Appealed	2
Inmate Does Not Allege Sufficient Evidence	6
Inmate Does Not Raise A Significant Issue	3
Inmate Submitted Complaint Solely To Harass	3
Moot	102
Previously Addressed	17
Scope	42
Issue Raised Does Not Personally Affect Inmate	1
<b>Total</b>	<b>219</b>

Complaints Referred Into NLCI:	31
Complaints Returned to Inmate:	667



## **PROGRAM REVIEW COMMITTEE (PRC) STATISTICS**

### **PRC HEARINGS:**

Total of 1,154 Conducted  
126 Early  
1028 Scheduled  
0 Program Change  
797 Appeared  
355 Waived  
2 Referred (Second Step)

### **TRANSFERS OUT:**

317 INMATES  
35 to Maximum  
98 to Medium  
110 to Minimum  
74 to Minimum-Community

### **DEATHS:**

1 Deceased

### **TRANSFERS IN:**

499 INMATES  
463 from Maximum/Unclassified  
34 from Medium  
2 from Minimum  
0 from Minimum-Community

### **CORRESPONDENCE:**

153 Responses to Correspondence  
95 Requests Received for Early  
PRC Review

## **PROGRAMMING**

### **Religious**

Weekly opportunities for worship and/or study groups continue to be offered for Protestant, Jehovah's Witness, Catholic, Islamic, Pagan, Jewish and Native American inmates. Buddhists meet with their spiritual leader twice 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. Inmates have the opportunity to participate in our greeting card project where local organizations donate greeting cards for inmates to access and send to their loved ones. NLCI also participates in the Salvation Army Angel Tree program which allows inmates the opportunity to select and gift toys to their children.

### **Volunteers**

At the end of June 2010, NLCI had 149 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 March of this year was the fifth annual volunteer banquet. Reverend Ahrens was our keynote speaker for the banquet. Volunteers were invited for a program with a dinner and cake prepared by NLCI staff and inmates. NLCI also



offered our third 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 includes three Recreation Leaders each working one evening a week and one weekend a month. Many recreational opportunities are available to the inmates including the following leagues: Horseshoes, Handball, Sand Volleyball, Running Club, Indoor and Outdoor Volleyball, Basketball, Ultimate Frisbee, Whiffle-ball (Indoor and Outdoor) and Shuffleboard. Structured fitness classes including yoga, step aerobics, weightlifting instruction, exercise ball (core training), and boot camp are also available throughout the year. The Recreation Department also offers a low impact aerobics class for inmates identified as having limited physical abilities due to injury recovery or debilitating illnesses. Recreation Staff also participates in the Departments Re-Entry Efforts, specifically by assisting in facilitation of "Wellness Module" component of the DOC Reentry Program. The Recreation Department also is responsible for the supervision of inmate hobby and music room.

During the winter recreation season a multi-disciplinary team consisting of HSU, Security, Recreation, Program Services, and Health and Safety Staff was created to assess and monitor inmate recreation related injuries. Statistical reviews and analysis of injury numbers, types, frequency and other contributing factors were conducted with the goal of prevention and intervention

### **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.

Examples of organizations receiving donated goods include

- DOC 8<sup>th</sup> annual restorative justice auction
- Wisconsin Correctional Association Raffle
- Safe Harbor Child Advocacy Center
- St. Joseph's Children's Miracle Network-neonatal facility hats for the preemies and the terminally ill children are supplied with
- Local Police and Fire Departments who give children stuffed animals and blankets as "comfort" offerings during traumatic times
- Local Churches
- Local Schools
- Numerous chapters and organizations including, Chesky Den, Girl Scouts, Helping Hands, Lions Club, Friends and Family Cancer Foundation



## **Fund Raising**

On January 12, 2010 a series of earthquakes with magnitudes ranging from 6.5 to 7.3 devastated Haiti. New Lisbon Correctional Institution established an opportunity for inmates to make financial donations to the American Red Cross with proceeds going to the Haiti relief effort

Donations to the American Red Cross supported emergency relief and recovery efforts to help those people affected by the earthquake in Haiti, total amount raised by inmates was \$155.00.

On February 15, 2010 New Lisbon Correctional Institution held an inmate fundraiser and staff food drive with the proceeds and goods donated to the New Lisbon Food Pantry. The collaborative effort of staff and inmates resulted in a grand total of \$574.50 raised of which Local Union 134 donated \$250.00 and inmate fund raising efforts netted \$324.50. In addition to the financial contributions New Lisbon Institution employee's donated dozens of canned goods and other items to the Food Pantry. Engaging in community partnership such as this enriches the lives of others who live and work in the community and exemplifies the positive impact the New Lisbon Correctional Institution has to the greater New Lisbon area. Beverly Fritz, Food Pantry Coordinator, was grateful to receive the donation and indicated the Food Panty serves hundreds of area families monthly and there continues to be increased need for donations due to tough economic times and a growing elderly population

## **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.

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. Sixty inmates have successfully completed the program and many of those have participated in the voluntary Aftercare Group until they move to other facilities or are released. Eleven inmates were moved to Minimum Custody, thirty-four inmates were released to Extended Supervision and six inmates moved to a Residential AODA program. Two inmates have returned to custody due to a non-sex related offense, and one has subsequently released again. A Phase One Group of the SO-2 Program completed recently. Phase One is the pre-requisite portion of the SO-2 Program primarily educational and allows us to keep our groups open 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 10-15 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 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 (continued):

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>	<u>FY10</u>
Scheduled Phone Calls (attorney, court)	647	740	699	686
Scheduled Professional Visits	261	341	243	204
Scheduled Court Pick-ups	450	442	295	221
Releases from NLCI	263	287	205	183
Transfer IN to NLCI	826	755	561	536
Transfer OUT of NLCI	467	468	350	308
Parole Hearings	27	204	165	199
File Reviews	39	274	210	189
Scheduled Video Hearings	4	49	44	68

Records (continued):

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. The Records staff has been very busy this fiscal year implementing Wisconsin Act 28, which provides early release initiatives for certain inmates and offenses.

## **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.

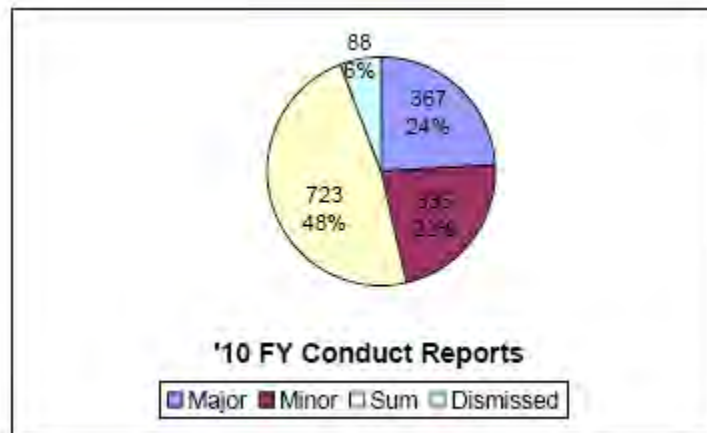
**Perimeter Patrol** - NLCI went from having 2 perimeter vehicles to 1 in order to provide better security coverage within the Institution.

**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.

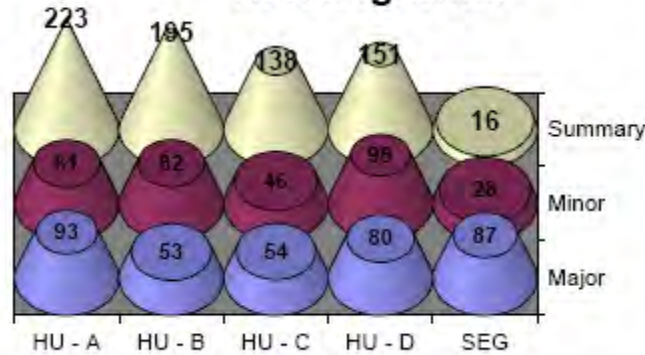
**Conduct Reports –**



1513 Conduct Reports were written in FY 2010, that is a decrease of 542 written in 2009. 731 different inmates received the conduct reports written by NLCI staff.

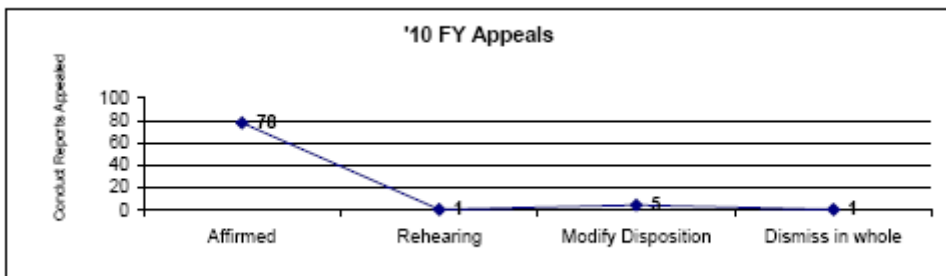


**'10 FY Conduct Reports by Housing Units**



Summary dispositions were accepted the most on the housing units again this year.

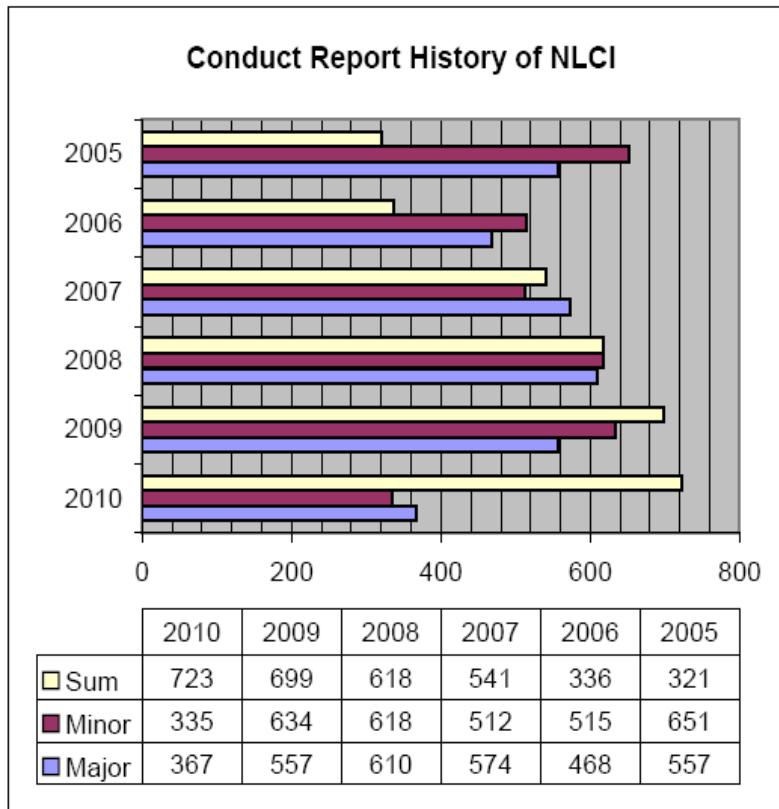
**Appeals –**

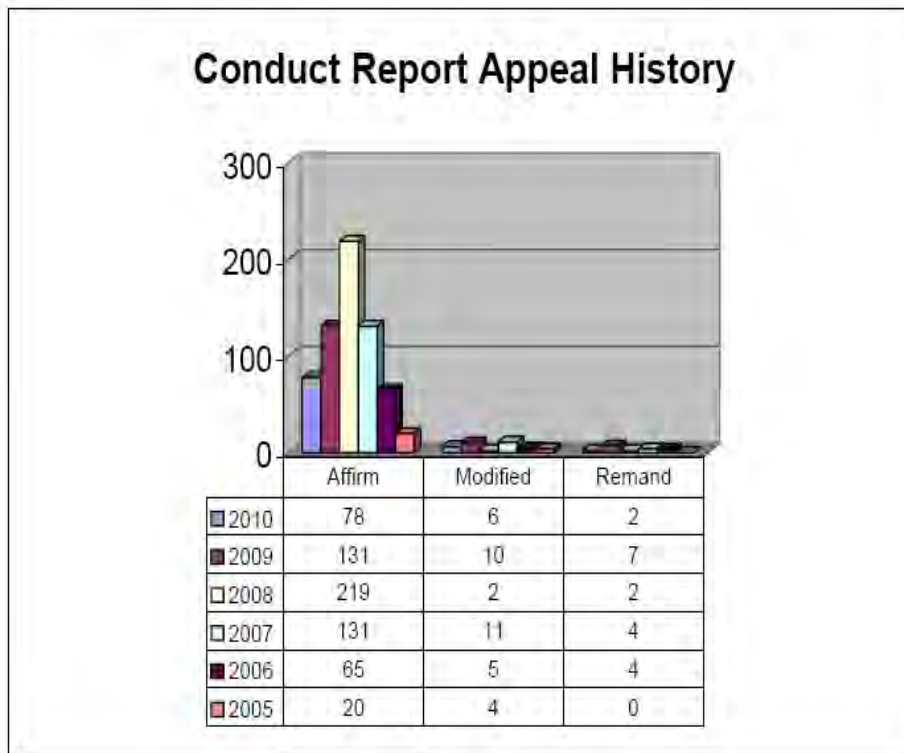


Of the 702 appealable conduct reports heard, only 12% were appealed by the offender. And of the 12% appealed, 90% were upheld with the original disposition given at the due process hearing.



**Conduct Report History-**





2010 had the 2nd lowest number of conduct reports written since the opening of New Lisbon Correctional. Summaries were accepted more than half of the time. 2010 is the highest year for summaries accepted. The appeals did hit the lowest number appealed by offenders.

**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.



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## **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 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.

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.



Reentry (continued):

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: 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.

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



Reentry (continued):

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: 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.

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.



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.

Special Handling Unit (continued):

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**

Jeff Jaeger, Management Services Director, (608) 562-7316  
Timothy Thomas, Program Director, (608) 562-7301



## **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