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**MILWAUKEE SECURE
DETENTION FACILITY**

Message from Warden John Husz –

Milwaukee Secure Detention Facility (MSDF) took its first inmates in October of 2001. **It has been four years.** I want to again congratulate all the staff for their professional response to numerous challenges and growth opportunities. MSDF is maturing as a medium security institution, with proactive planning to meet various missions that have been set for this institution.

MSDF has faced many challenges. It started under one division, Division of Community Corrections (DCC), and is now within the Division of Adult Institutions (DAI).

MSDF continues to take in more inmates than the reception center at Dodge Correctional Institution. Since October of 2001, MSDF has taken into intake males and females. In that same period of time, MSDF has had releases.

Other challenges and opportunities include:

- MSDF has both male and female offenders.
- Direct book by the DCC Absconder Unit.
- 24/7 intake/expanded Probation/Parole Agent apprehension and intake to all Region 3 staff.
- Expanded Division of Community Corrections ATR programming, incorporating “What Works Philosophy.”
- Numerous physical plant changes throughout MSDF to enhance overall security.
- Regular review of policy and procedures by the Policy and Procedure Committee.
- MSDF has embraced integration with a pilot program coordinated with WCI.
- Meeting operation needs while extensive highway construction being completed.
- Review/improvement of all inmate property procedures.
- Providing for additional attorney access.
- New Deputy Warden and Security Director.
- Monthly training days.

Staff have **worked together as a team** and have been responsive to these challenges, meeting them and striving for continuous improvement.

The future will bring additional challenges/opportunities:

- Focus on reintegration of the offender back into the community, presently being led by Unit Manager Kelly Quarles, but also the continued expansion of alternative to revocation opportunities here at MSDF, led by Jeff Radcliffe.
- Education Director
- JobNet/West Law
- More community/university involvement at MSDF – transparent institution.
- More consistency between DAI institutions
- The goal of improved clinical services and responsiveness in the area of suicide prevention and intake screening.
- Improvements with Health Services Unit (HSU)—under direction of Deputy Warden.
- Improvements with BOCM (Bureau of Offender Classification and Movement)—ICS.
- Cost containment.
- Community Family meeting—answer hard questions.

The Division of Adult Institutions has made a series of recommendations through a **transformation process**. (See http://docnet/apps_news/notices_view.asp?onid=584).

These recommendations have impact on MSDF. The utilization of management councils, whether it be education, health services, fiscal, etc. will also be instrumental in our progress as a medium security institution within DAI.

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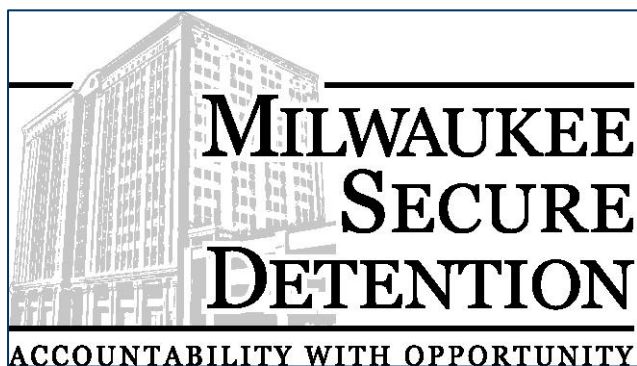
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INTRODUCTION

The Wisconsin Supreme Court ruled in 1997 that due to crowding conditions in the Milwaukee County Jail, the Sheriff of Milwaukee County was no longer required to hold offenders who were in violation of their community supervision. Milwaukee County sought that ruling through litigation because of severe crowding in the jail.

The mission of the Wisconsin Department of Corrections is to ensure the safety and protection of the public by the safe, secure and humane treatment of offenders entrusted to its custody and supervision. This includes the provision of programs and services, which will enable offenders to acquire life coping skills and positive attitudes and values in order to manage their freedom without reverting to criminal behavior. It was under these circumstances that Milwaukee County and the Department of Administration agreed to an exchange of properties in downtown Milwaukee and the site of the new Milwaukee Secure Detention Facility was established.

Designed by Durrant Architects, the Milwaukee Secure Detention Facility was the first of its kind facility operated by the Division of Community Corrections. MSDF was built to meet the specific needs of Probation and Parole, knowing that public safety is best served when a non-compliant offender can be held in secure detention for a period of time pending investigation of an alleged violation. During this time, the alleged violation can be investigated and the offender can be placed into programming, including appropriate treatment. Following this placement, some offenders may return to the community while others may be revoked and sentenced to a period of confinement.



MSDF has a design capacity of 1040 beds. 800 secure detention beds are medium security and function as a holding facility for adult men who have violated the terms and conditions of community supervision. 42 of these beds have now been designated for adult females who have violated the terms and conditions of community supervision. 210 beds are used to provide alcohol and other drug abuse (AODA) programming, focusing on Alternatives to Revocation (ATRs). Our facility also houses offenders from Milwaukee County, sentenced by local courts to the Department of Corrections, and are awaiting transport to Dodge Correctional Institution. We also house temporary lock ups (TLU's) from local minimum-security prisons when their behavior warrants secure custody.

Operational Philosophy

Our operational philosophy is that of limited offender movement within the facility. This means that services are provided to offenders in their assigned housing unit. In addition, all programming is provided internally to the facility. There are interview rooms for agents and attorneys on each floor, as well as televisiting booths and health care offices. Classrooms and group rooms on each floor are also used in the delivery of programs and services. There is no off-site programming such as work release, community crews, or off-site treatment.

Length of Stay

The average length of stay for Division of Community Corrections detainees is estimated to be approximately 64 days, but individual stays can be much shorter or longer depending on the reason for the stay and the investigative process. Offenders awaiting transportation to another facility should remain no longer than two to three days. The AODA program offenders will have lengths of stay from 16 weeks up to 9 months.

Public Access Areas

- Administrative offices for business purposes
- Televisiting center
- Revocation Hearings area

TIMELINES

- **December 1998:**
Environmental Impact Statement completed
- **May 1999:**
Construction began
- **December 1999:**
Hiring of staff began
- **July 2001:**
Construction of facility completed
- **October 2001:**
First offenders received
- **December 2001:**
Notification of re-organization; MSDF will move from DCC to DAI;
First DAI offenders received and housed on the 9th floor
- **January 2002**
42 bed female pod created and accepted first female offenders

FACILITY

FLOOR – BY – FLOOR

First Floor: Intake
Vehicle Sallyport
Group Holding Rooms
Handicap Holding Room
Outtake Holding Cells
Food Services/Kitchen
Warehouse

Second Floor: 55 Televisit Booths, each connected point-to-point on each floor;
5 additional booths for out-of-state, Stanley Correctional Institution, and Wisconsin Secure Program Facility visits
4 Revocation Hearing Rooms, each with different entrances for offenders and victims
Separate Victim Waiting Room
Capability to have the offender and/or victim testify through intercom from small rooms adjacent to hearing rooms with two-way mirrors
Probation/Parole substation
Administrative Staff Offices/Workstations
Training Room
2 Conference Rooms
Male and Female Locker Rooms
Interview Rooms

Third Floor: Transport Unit – 38 beds/19 cells (2 handicap cells); Health Services Unit; Library; Education; Maintenance

Fourth Floor: AODA Programs; FDOATP

Fifth Floor: 70 AODA Beds; 50 Segregation Cells

Sixth Floor – Ninth Floor: Housing Units

FAST FACTS

Opened	October 1, 2001
Security Level	Medium/Maximum
Operating Capacity	1040
Current Population	1029
Security Staff	249
Non-Security Staff	144
Inmate to Staff Ratio	3:1
Site Size	1 City Block/300,000 Sq. Feet Building Space
Operating Budget	\$28,000,000

MSDF MISSION

Provide detention/accountability and programming to adult offenders in a safe, secure institution being responsive to all criminal justice and community stakeholders.

1. Maintain a safe and secure facility.

- Establish comprehensive, concise, and up-to-date Milwaukee Secure Detention Facility (MSDF) policies and procedures that are in compliance with state and federal law, Department of Corrections (DOC) Administrative Rules and DOC Policies.
- Provide staff training to maintain and enhance security and job performance, as well as increase commitment/investment in maintaining a safe and secure facility for all.
- Create and practice consistent, safe and efficient ways to respond to emergencies to ensure the security of inmates and staff.

2. Maintain the highest quality staff.

- Utilize the latest technology to recruit and retain a high quality work force.
- Provide a variety of educational and training opportunities for staff along with positive and constructive feedback to encourage professional growth and skill development.
- Treat a diverse workforce as valued partners by fostering staff development and effectiveness.

3. Provide education and treatment programming that meets the needs and risks of the inmate population as resources permit.

4. Community/Reintegration

- Develop individual plans for each offender to meet their financial obligations consistent with their resources.
- Establish coordinated release plans with the assigned probation and parole agent that address the Critical Success Factors of residence, employment, support and treatment.
- Develop and encourage the use of community resources including our Community Advisory Board and Volunteers to support inmate's positive community adjustment and reintegration.

MSDF VISION

To create a highly successful secure detention facility by encouraging and providing opportunities for:

- ◆ staff training and development
- ◆ offender rehabilitation
- ◆ restorative justice and victim sensitivity
- ◆ community partnerships
- ◆ new technologies

and, with collaborative management, to be identified nationally as one of the top secure detention facilities in the country.

MSDF VALUES

The staff of the Milwaukee Secure Detention Facility supports the following values:

- Respect Others
- Cultivate the Strengths in people to Create Independence
- Demonstrate Professional Conduct
- Follow through on Responsibilities and Communicate Effectively, because as a Team, we all have Ownership
- Recognize the Achievements of Others
- Retain a Sense of Humor

WHAT MAKES A GOOD INSTITUTION?

- ◆ Staff
 - Acting in a professional manner
 - Perception others have of them
 - Employee morale
 - Interactions/expressions
- ◆ Cleanliness
 - Physical plant appearance
 - Attention to detail (picking up cigarette butts, etc.)
- ◆ Effective communication flow
- ◆ Good cooperation between departments
- ◆ Good food and healthcare for offenders
- ◆ Community support
- ◆ Credible policies and procedures
- ◆ Safety of employees
- ◆ Fully staffed
- ◆ No inmate idleness
- ◆ Leisure activities for inmates
- ◆ Positive staff attitude
- ◆ Good staff training
- ◆ Staff accountability
- ◆ Sense of humor
- ◆ Environment where complaints can be voiced safely and addressed

ACRONYMS

AA	Alcoholics Anonymous	ICRS	Inmate Complaint Review System
AED	Automated External Defibrillator	ID	Identification
A&E	Assessment & Evaluation		
AODA	Alcohol and Other Drug Abuse	LPN	Licensed Practical Nurse
ARCW	AIDS Resource Center of WI	LWOP	Leave Without Pay
ATR	Alternative to Revocation		
		MATC	Milwaukee Area Technical College
BCE	Bureau of Corrections Enterprises	MESCC	Marshall E. Sherrer Correctional Center
BOCM	Bureau of Offender Classification and Movement	MICA	Mental Illness Chemical Abuse (the AODA SD Program at OSCI)
BTM	Bureau of Technology Management	MP2	Maintenance Program 2
		MSDF	Milwaukee Secure Detention Facility
CCAN	North Fork Correctional Facility		
CFSL	Correctional Food Service Leader	NA	Narcotics Anonymous
CISD	Critical Incident Stress Debriefing	NC	Nurse Clinician
CNT	Crisis Negotiation Team	NCCHC	National Commission for Correctional Health Caregivers
CTC	Corrections Training Center		
CTO	Corrections Training Officer	NT	Network Operating System
DAI	Division of Adult Institutions	OC	Oleoresin Capsicum
DCC	Division of Community Corrections	OCS	Offender Classification Specialist
DCI	Dodge Correctional Institution	OSCI	Oshkosh Correctional Institution
DOC	Department of Corrections		
		PA	Program Assistant
ERU	Emergency Response Unit	POS	Purchase of Service
		POSC	Principles of Subject Control
FCCC	Felmers O. Chaney Correctional Center	PRC	Program Review Committee
FDOATP	Felony Drug Offender Alternative to Prison	SCI	Stanley Correctional Institution
		STD	Sexually Transmitted Disease
FTE	Full Term Employee		
FY	Fiscal Year	TLU	Temporary Lock Up
GED	General Education Diploma	UW Hospital	University of Wisconsin Hospital
HOC	House of Correction	VOP	Violation of Probation or Parole
HR	Human Resources	V/W	Victim/Witness
HSED	High School Equivalency Diploma		
		WCCS	Wisconsin Correctional Center System
HSU	Health Services Unit	WSEU	Wisconsin State Employees' Union
HVAC	Heating Ventilation, Air Condition		
		WSPF	Wisconsin Secure Program Facility
ICE	Inmate Complaint Examiner		



HUMAN RESOURCES

The mission of the Human Resources Office within the Milwaukee Secure Detention Facility (MSDF) is multifaceted. We support the goals of the institution and Department by providing necessary support and resources to our staff of nearly 400 employees. One primary goal is to attract qualified prospective applicants through recruitment efforts and subsequently staff the vacancies. The focus then evolves into retention.

As of June 30, 2005, MSDF was budgeted for **248 FTE** Officer/Sergeant positions and **150 FTE** Non-Officer/ Sergeant positions.

MSDF Staff as of June 30, 2005						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
(1) Black	79	36%	58	41%	137	38%
(2) Asian	1	<1%	1	<1%	2	<1%
(3) Native American	1	<1%	1	<1%	2	<1%
(4) Hispanic	12	5%	3	2%	15	4%
(5) White	128	58%	79	56%	207	57%
TOTAL	221	100%	142	100%	363	100%

61% total staff are males
39% total staff are females

*Percentages are approximate and rounded to next highest percentage.

PERSONNEL TRANSACTIONS JUNE 2004 – JULY 2005

- 94 - New incoming employees to MSDF
- 81 – Outgoing employees (transfer out, promotion out, termination, etc.)
- 17 - Internal transactions (transfers, promotions, etc.)

JOB FAIRS ATTENDED BY HUMAN RESOURCES JULY 2004 – JUNE 2005

Date	Sponsor	Location
08/18/04	Maximus	State Fair Park-West Allis
10/13/04	Maximus	Office site – 76 th St.
02/22/05	Maximus	State Fair Park-West Allis
03/03/05	UWM – Career Day	UWM WI Room-Milwaukee
04/19/05	Maximus	State Fair Park-West Allis
05/04/05	Workforce Development Ctr	WCTC-Waukesha
06/28/05	Maximus	State Fair Park-West Allis



Of important recognition is MSDF/HR's commitment to regularly attending job fairs with Maximus, a W-2 agency with a predominately minority clientele. In partnering with Maximus on a regular basis, the HR Department at MSDF and as a representative of the Department of Corrections has established a strong recruitment presence and viable job source for this strong minority population. Although strong recruitment efforts are focused on attracting possible applicants for the Correctional Officer positions statewide, the entire gamut of Department positions are highlighted and discussed with interested applicants, including those positions offered statewide through monthly centered exams proctored by the Office of State Employment Relations.

The impact of these efforts on MSDF and the Department have little, if any, financial cost to the agency as the Maximus job fairs are at no cost. The costs of other job fairs are minimal as a recruitment tool and have proven to be well worth any fee associated with the participation.

BUSINESS OFFICE

The Business Office provides accounting and purchasing functions for the entire institution. Specific responsibilities include offender trust account activity, accounts payable and receivable, offender payroll, major assets inventory, purchasing and providing support for the canteen and warehouse operations. The Business Office staff, under the direction of the Financial Program Supervisor, consists of:

Financial Specialists - 5
Purchasing Agent - 1

BUDGET

MSDF's operational budget for State Fiscal Year '05 ran from July of 2004 to June of 2005. The total budget was approximately \$28 million. Major cost areas are outlined below.

<u>Salaries</u>	<u>Food Services</u>	<u>Maintenance</u>	<u>Fuel and Utilities</u>	<u>Purchase of Services</u>
\$19.8 Million	\$1.8 Million	\$133,000	\$533,000	\$162,000

Purchase of Service funds were used in conjunction with the FDOATP program.

Remaining funds are used for the day to day materials and operational needs—supplies and services such as waste management, office supplies, costs for municipal services, technology support.



ANNUAL PER CAPITA COST

The average cost to house an inmate at MSDF in FY '05 was \$76.14 per day.

WAREHOUSE

The Warehouse provides services to MSDF in three primary areas. Those are Laundry, Canteen, and Material/Supplies. The staffing pattern is as follows:

Two Storekeepers
One Correctional Officer – Warehouse
One Correctional Officer – Laundry

LAUNDRY

The laundry co-ordinates provision of clothing for approximately 700 offenders per month. On average this includes two (2) exchanges per week for underwear, t-shirts, and socks and one exchange per week for yellows (pants, shirts, and shorts). Linens and blankets were also exchanged once per week. Soiled laundry is sent to the warehouse from all floors for transport to Badger State Industries Laundry at the Oshkosh Correctional Institution. The laundry warehouse area is approximately 900 square feet and is staffed by the Laundry Officer and several minimum-security offender workers.

CANTEEN

Canteen allows offenders to purchase primarily personal hygiene items and writing supplies. The facility's Food Services Administrator reviews the food items available on the canteen list. He ensures we have a healthy, nutritious selection. A percentage of these sales are returned to the institution for the purchase of items directly related to offender activities including education, programming, religion, and recreation. Canteen is coordinated through a contracted vendor and delivered 5 days per week.

MAINTENANCE

The Maintenance staff consists of a Superintendent of Buildings and Grounds, Buildings and Grounds Supervisor, Electrician, Plumber, Electronics Technician, HVAC Specialist, Program Assistant, two Facility Repair Worker 4's and four Maintenance Mechanics 3.

The Superintendent provides direction for the Buildings and Grounds Supervisor, Program Assistant, Electrician, Plumber, Electronics Technician and HVAC Specialist. The two Facility Repair Workers and four Maintenance Mechanics are supervised by the Buildings and Grounds Supervisor.

We have seen some changes to the buildings surrounding, with a lot more to come. Right now our building is in the middle of the Marquette Interchange construction. The State Street bridge to the south of us had been completely removed limiting access to the south west side of the building. Once the construction has been completed the Highland Street Bridge on the northwest side of the building will be removed. Along with the major construction there is all the



peripheral work which causes us some head aches. To alleviate that problem we have been paying close attention to this construction, are in almost daily communications with the project managers and greatly look forward to the completion of this project.

We have also had some changes to the inside of our building as well. We created a new office in the HSU for the Psychologist Supervisor. In the kitchen a new office was created for the Food Services Officer for better monitoring of the inmate workers. The receptionist station on second floor was relocated to the lower lobby of the facility to better control public access to the facility. Several camera changes have been made throughout the facility. A 2000 gallon water softening system was installed for the kitchen area to add to the service life of equipment and trays. We had to postpone the installation of the motorized dampers in the stairwell to the new fiscal year.

In the up coming year we would like to install the motorized dampers, explore the possibility of making our north and south back entrance gates motorized, rewire the female segregation lighting system, replace the doors in the female segregation rooms, install the new segregation safety vent covers, review additional cameras, replace all of the UPS in the building and install a backup hot water circulating pump.

FOOD SERVICE

The Milwaukee Secure Detention Facility's Food Service Department provides the meals to all inmates and security staff. Over 3,500 meals are prepared and served each day with a total of approximately 1,250,000 served per year. The kitchen is run by a Food Service Administrator and is staffed with one CFSL3 and nine CFSL2s. Daily operations run from 5:30 AM to 7:00 PM.

Review of events for MSDF Food Service over the past year:

- Until June 30, 2004, MSDF contracted its food through the Milwaukee County's House of Corrections. Due to diminishing quality by their vendor, Aramark Correctional, it was decided that MSDF would begin in July of 2004 to produce its own food.
- Through a bid process, Indianhead Foodservice of Eau Claire became MSDF's Prime Vendor for lunch and dinner meals and began supplying food on July 1, 2005. Milwaukee County it was also decided would continue to supply bakery and breakfast packages to MSDF through January 2005 at which point MSDF would begin using other vendors.
- A Request for Bid was issued in the fall of 2004 for the breakfast packages and after review of the final bids Indianhead was chosen to be the vendor while MSDF would use the state contract for bread with Pan-O-Gold.
- Beginning February 1, 2005, MSDF began preparing and cooking meals to compensate what was no longer supplied by the county with various convenience-style and frozen foods.
- In the spring of 2005, with talks of new contracts being issued by the Department of Administration through bids requested by Silver Oaks, a private consulting firm, the state reviewed MSDF's breakfast contract so that it could continue as it was. The contract was signed over under a new agreement with Indianhead to L.E. Phillips, the sheltered



workshop in Eau Claire who packages them. Indianhead would continue to deliver them for L.E. Phillips to MSDF.

Challenges Facing MSDF Food Service in the Coming Year:

- With the possibility of a new prime vendor coming in under the bid requests issued by Silver Oaks and DOA, challenges could be numerous due to the limited abilities of the MSDF kitchen area. Food Service will work with a possible new vendor to try to keep our operation running as smooth as it has under the current system.
- Work with vendors and state dieticians to continue to provide nutritionally balanced, high quality meals for inmates and staff.
- Food Service also will work at continuing to try and find ways of improving our budget.

SECURITY DEPARTMENT

The Security Department is responsible to ensure the safety and protection of the public by the safe, secure and humane treatment of offenders entrusted to MSDF's custody and supervision. This type of atmosphere and environment will enable offenders to participate in programs and services enabling them to acquire life- coping skills and positive attitudes and values in order to manage their freedom without reverting back to criminal behavior.

Within the Security Department are a number of other Units that provide support and services to MSDF and its offenders:

- **INTAKE/TRANSPORTATION UNITS**
- **SEGREGATION UNIT**
- **TELEVISITING**
- **TRAINING DEPARTMENT**
- **CRISIS NEGOTIATIONS**

INTAKE

The Intake Unit is responsible for efficiently processing offenders in and out MSDF. Upon their arrival offenders are given a shower, medical assessment, offender photo ID, internal classification, and initial clothing and allowable property prior to being assigned to a housing unit.

The Intake unit for the year 2004 processed a total of 8,194 offenders into MSDF averaging 683 offenders per month. The Intake unit has processed a total of 8,100 offenders out of MSDF averaging 675 offenders per month. A total of 466 female offenders were processed in with a monthly average of 39.



The Intake unit for the year 2005 (up to the beginning of October) has processed a total of 6,057 offenders into MSDF averaging 673 offenders per month. The Intake unit has processed a total of 6,026 offenders out of MSDF averaging 670 offenders per month. A total of 293 female offenders were processed in with a monthly average of 33.

In 2005 several significant changes took place as it relates to accepting offenders at MSDF. Direct booking of offenders was implemented. A new release policy and procedure was developed and implemented to enhance the over all security of releasing offenders from MSDF via the Intake Unit. It is the expectation the Intake Unit will continue accept the many challenges that will be placed upon it in 2006 and maintain a high degree of excellence and professionalism.

TRANSPORTATION UNITS

The Milwaukee Secure Detention Facility 4-member transportation team completed its fourth year of operations. They continue to stand at a high level of readiness when transporting offenders to and from Milwaukee Secure Detention. An average of 400 offenders are transported by the transport team monthly, DCC inmate releases, off site and/or UW Hospital medical appointments are routinely completed. The transport team is provided the highest degree of training to carry out their assignments, POSC, armed escort and AED certification. Members of MSDF have provided restraint training to other staff. Helping to ensure high security levels are maintained, staff have completed advance security checks of new medical facilities and met with medical facility staff at established sites to enhance awareness of our security needs and ensure a low profile while out in the community. The over all experience and professionalism demonstrated by the MSDF transportation team has enhanced the greater image of MSDF. It is the expectation of the transport team that they will continue to abide by all security internal management procedures when executing their duties on behalf of Milwaukee Secure Detention Facility and the Department of Corrections.

SEGREGATION

The Disciplinary Segregation Unit, under the direction of the Security Director, became operational in October 2001. The unit was designed to house 50 offenders in segregated status in addition a 24-bed Program Unit on Housing Unit 6C. The cells in the current segregation units are equipped with bed, sink and toilet facilities. Eight of the cells are designed to allow for a more direct observation of offenders at all times.

There is an attached core space that includes office space for the support staff of the Program Unit: Programs Captain, Crisis Intervention Worker, Clinical Psychologist and a Program Assistant.

The Unit also houses room for clerical support, four no contact visiting rooms, a due process hearing room, an inmate property storage room for offenders housed on the unit, and a Satellite Law Library.

The units provide very close supervision of offenders in Adjustment Segregation, Program Segregation, Disciplinary Separation, Observation Status, Control Status, and Temporary Lock-



up. The Program Unit also supports Center System TLU's and disciplinary statuses. The population of the units varies greatly from day to day. The average daily count was 59 in 2003.

Offenders housed in the Disciplinary Segregation Unit in program status can earn additional privileges through good behavior, and may be eligible for program segregation Step 2 and program Step 3 statuses. Offenders in these statuses are housed on the program floor 6C.

Offenders housed in 6C in program segregation Step 2 and Step 3 receives additional property privileges. Offenders in program Step 2 and 3 may involve themselves in specific programming available in the institution. This allows program segregation Step 2 and 3 offenders the opportunity to facilitate their reintegration into the general population at Milwaukee Secure Detention Facility.

Highlights Of 2004

- Continued the step program for program segregation offenders to earn privileges based on positive institution adjustment.
- Modified hearing room.
- Crisis Intervention Worker office located on the Segregation Unit.

Challenges For 2005

- To continue to maintain high standards in managing offenders with behavioral problems leading to disciplinary issues within the framework of an expanding inmate population, while still maintaining the standards and mission of both the DOC and MSDF.
- Managing the maximum-security segregation population at MSDF and dealing with the shortage of maximum-security segregation beds.

MSDF TELEVISIT 2004

- ◆ 55 Televisit booths each connected point to point on each floor. 4 booths per pod.
- ◆ 5 off-sites Televisit booths.
- ◆ 2 currently being operated to conduct offender visits to WSPS (Boscobel, WI) and Stanley Correctional Institution (Stanley, WI). MSDF no longer conducts Tele-visits outside the State.
- ◆ Off-site visits were conducted between 2 sites for Fiscal year 2004. Stanley Correctional Institution (SCI-80) and Wisconsin Secure Program Facility (WSPF-512).
- ◆ In March of 2005, all offenders being housed out of the state of WI were returned. Tele-visits with Prairie Correctional Institution were discontinued.
- ◆ Off-site visitors are being provided a 15 minutes visit once a week. Wednesday and Friday (SCI) 8-11AM. Thursday (WSPF) 8-11AM, Saturday and Sunday (WSPF) 8-4PM. Each visit must be scheduled at least 2 weeks in advance. Because of the limited space only 2 people are allowed to visit.
- ◆ Tele-visiting at MSDF is very unique because it is the first facility within the Department that conducts all visits via tele-visiting booth. It allows for absolutely no contact between



offenders and visitors. It reduces the amount of contraband that could come in through the visitors. The off-site booth serves as a positive step for families to see their relatives who are incarcerated in facilities Stanley Correctional Institution and WSPS. Tele-visiting at MSDF is paving the way for future facilities within DOC.

- ◆ Each offender is allowed up to 9 hours per week or 3 visits per week. 7AM-4PM visit may last up to 3 hours. After 4PM visit is only 1hr. This is due to the large volume of visitors and limitation of space.
- ◆ Institution total visits for Fiscal Year 2004: Adults and children were 19,498. Because of the numerous amounts of visits at a time, visits are some times cut short to provide others to visit. Visits are cut from the longest going.
- ◆ All visitors must clear the metal detector failure to do so can result in denial of visits.
- ◆ Visitor denial forms are filled out and the inmate does receive a copy.

TRAINING PROGRAM

The MSDF Training Program strives to help staff work up to their potential by teaching job skills and behaviors, and helping staff improve performance. Effective training produces greater job satisfaction, peer acceptance, improved self-esteem, and opportunities to advance. In 2004, MSDF staff has improved job productivity, accepted greater responsibilities, enhanced problem-solving skills, and advanced the quality and standards of our facility.

MSDF received 25 new Correctional Officers from the Corrections Training Center Pre-Service Program. New Officer's receive 80 hours of on-the-job training to learn and demonstrate an understanding of the unit operations.

Training for Uniform staff included: ERU Basic 3-day, ERU use of Intermediate Weapons, Electronic Control Devices, Single Officer Baton, Weapons Re-qualification, POSC Update-Cell extraction, RIPP restraints, and Tactical handcuffing. 637 security staff participated in training to improve personal safety and institution security.

Security for Non-Uniform Staff, a 4-day program conducted by CTC for all non-uniform staff new to the correctional environment, was completed by 10 staff. MSDF provided a 3-hour, Basic Security introduction to security and safety for 30 interns and new staff.

Health and Safety training included: Blood Born Pathogens, Cardio Pulmonary Resuscitation/Automated External Defibrillator, Self-Contained Breathing Apparatus, Heat related illness, Van training and Fire drill/medical emergency scenario training. Approximately 364 security and non-security staff participated.

Initial Officer In Charge and Emergency Preparedness Drills are programs designed to develop a better understanding of disturbance management and command post operations. Approximately 70 staff participated in these trainings in 2004.

NT/Outlook Computer training was conducted for 50 people.

Corrections Training Officer training was conducted for 15 Correctional Sergeants/Officers. The CTO program is a mentoring system developed to guide and train probationary officers to perform the duties of a professional correctional officer. The CTO also helps clarify Institution



expectations, and give new Officers an additional resource to seek guidance and advice regarding work and / non-work related issues.

Special interest training such as AODA Re-screen, Communication across the Generations, Professionalism, Ethical Dilemma's, Interviewing Skills, Workplace Differences, Evidence collection, Crisis Negotiations, Train the Trainer, Inmate Advocate, Suicide Awareness/Prevention, Disruptive Groups and Orientation for Volunteers, served a variety of needs and interests for Uniform and Non-Uniform staff.

CRISIS NEGOTIATION TEAM

Milwaukee Secure Detention Facility has a 16-member crisis negotiation team that is dedicated to achieving the optimal level of success when called upon. They are all trained in the area of basic crisis negotiation. Training has been provided in specialized equipment available at MSDF. Providing yearly training to all CNT members continues to be the priority to enhance the over all readiness of its members. This year there was a change in leadership as Captain R. Miller has taken over. Recently the team had an excellent training with the MSDF ERU team. The valuable knowledge obtained will truly enhance the Crisis Negotiation Team's abilities to negotiate and coordinate its efforts with ERU during a disturbance.

Goals of the Milwaukee Secure Detention Crisis Negotiation team:

- A. To protect the public
- B. To secure the release of hostages in a manner consistent with DOC policy ultimately with a peaceful resolution and limiting any loss of property.

EMERGENCY RESPONSE UNIT (ERU)

MSDF Emergency Response Unit team members are selected because they have set a positive, professional example for others to follow. As role models they strive to achieve optimal levels in work performance and accomplishments. Team members are comprised of volunteer Correctional Officers that who have made a commitment to the ERU team and MSDF.

Our ERU team receives specialized training to include electronic control devices, hostage rescue, riot/crowd control, incapacitating agents, pepper ball and tactical formations to name a few. Also, this past year our team has participated in a DAI joint ERU training exercise as well as joint training with the Racine Youthful Offender Correctional Facility. This next year will be filled with challenges budgetary and through available resources. I am confident that our Team will meet these challenges creatively and positively!

DISCIPLINE

From July 2004 to June 2005 MSDF had a total of 1,586 Major conduct reports, 1,555 Minor conduct reports and 60 Appeals.



HOUSING UNITS

PROGRAM FLOORS

FELONY DRUG OFFENDER ALTERNATIVE TO PRISON (FDOATP)

This fiscal year saw many changes for these two areas. The most notable would be the change in supervisors. Early in 2005 Unit Supervisor Melanie Zurheide left state service to pursue other career interests. Melanie's position was subsequently transferred to another institution as the result of a comprehensive review of Unit Management for the Dept. of Corrections statewide. MSDF was forced to adjust the job responsibilities of the remaining 4 Unit Supervisors. Troy Hermans was named as the new Supervisor of FDOATP and the 7th Floor.

We continues to hold monthly unit meetings for both areas rotating between all three shifts to communicate new information to staff and foster cooperation between all members of the multi - disciplinary team that provide services to the Offenders in our custody.

FDOATP Program Overview and Accomplishments:

FDOATP, a 70 bed treatment unit, started the year accepting court sentenced offenders as well as ATR's. We operated well below our capacity due to the restrictive admission criteria and inconsistent sentencing by the court system. Due to an increasing waiting period for 90 day ATR's and the low numbers in FDOATP a proposal was put into place to reduce the FDOATP beds to 36 and turn the other pod of 34 beds into an additional ATR program. This proposal was approved and the split occurred on July 11th, 2005. 3 FDOATP social workers as well as one teacher were transferred to the new ATR Pod. This left FDOATP with 3 social workers, 1 teacher and 2 contracted teacher aides. With the creation of the new ATR unit, FDOATP also stopped accepting ATR's into the program.

The following statistics reflect the 2004 make up of the FDOATP Program:

- 15 ATRS were in the program at the start of 2004.
- 24 more ATR's entered the program between 1/14/2004 and 1/3/2005.
- One ATR Offender was revoked and the remaining 38 completed the ATR successfully.
- There were 44 Court Ordered participants as of January 14, 2004.
- 78 more entered Phase 1 between January 14, 2004 and January 3, 2005.
- 6 Court Ordered participants were revoked from Phase 1
- 2 were administratively discharged
- The remaining 114 successfully completed Phase 1 and went on to Phase 2 at Felmers Chaney Correctional Center.

Education:

- The education goal of FDOATP is for each inmate to earn their HSED.



- The majority off Offenders entering the program have not completed high school or attained their GED / HSED.
- The teacher and teacher's aides work with each individual at their level to increase their knowledge base and prepare them to take their GED / HSED tests when they are ready. Of course each student's education level upon entry into the program and their desire to learn determines how successful our overall efforts will be in the 6 months they are at MSDF in Phase 1.
- Dr. Paul Gulgowski (8th Floor Teacher) assists the FDOATP Education Staff by teaching a Civics Class on an ongoing basis to prepare the students for that particularly difficult test. This effort has contributed to an increase in our HSED Graduates.

2004 Education Statistics:

- Of the 218 HSED component tests taken there is an 89% passing rate overall.
- 19 offenders earned their GED and 7 earned their HSED.
- Offenders who are not far enough along in their schooling generally have shown a 1 – 2 grade improvement in their reading levels and 2 - 3 grade advancement in their math levels.

Treatment:

- CGIP, Anger Management, Alcohol and Other Drug Abuse remain as the core of our focus for the treatment portion of the program.
- Inmates attend Groups each day of the week with Wednesday afternoons reserved for weekly staffings with the Offenders and the Multi Disciplinary Team of FDOATP Staff as well as the Offender's Agent.
- Inmates also have 1 to 1 meetings with their Social Worker throughout their 6 month stay in Phase 1.

MSDF ATR PROGRAMS

As noted in last year's report, DAI Programming at MSDF was converted to DCC ATR Programming starting in July of 2004, with all of 4 North and 5 South having ATR Pods running by December of 2004. This remained intact with 140 beds of DCC ATR Programming (104 beds of Cog/AODA programming; and 36 beds of DV/AODA programming) through the end of this fiscal year (changes did occur on July 11th, 2005, when the FDOATP Unit was split—reducing their maximum number of beds to 36, and adding another 34 DCC ATR (Cog/AODA) beds for a current total of 174 ATR beds).

The DCC ATR Programs are running smoothly, noting that staff have been doing an excellent job of providing quality programming with limited staff. Numerous offenders with serious mental health issues have provided a significant challenge to Program staff, and our Psych. Services staff have been trying to keep up with the demand. This is an issue we are currently working on, specifically in trying to have tighter criteria of what types of offenders we are able to deal with in our Programs. The number of sex offenders in the program has been noted as an issue, as we are not able to deal directly with those issues in a group setting, and staff are not always sufficiently trained to deal with some the issues involved. In spite of the challenges, it is felt that



the MSDF staff is doing an excellent job in dealing with the extreme range (example: education levels range from elementary to high school and above---noting that the lower functioning offenders present a difficult challenge) of offenders that are placed in our programs.

We continue to have monthly meetings with Program staff. We continue to have a good mixture of experience with our staff at present. Both the Social Workers and Teachers continue to remain committed to providing quality programming, and show both enthusiasm and compassion for what they do.

Early Statistics:

The number of offenders completing their ATR Program has stayed ahead of expectations so far. Noting the transition period from July until December when the last ATR Pod started programming, the numbers for this fiscal year (for groups completing by 6/30/05):

Total number of offenders who completed their ATR Program by 6/30/05:	318
Total number of offenders terminated from their ATR Program by 6/30/05:	36
Percentage of Completions of total number in program during period:	89.8%

GENERAL HOUSING UNITS

SIXTH FLOOR

The sixth floor consists of 3 50-bed pods and a 48 bed female pod for a total of 198 offenders.

The 6N side (A & B Pods) houses the orientation unit. On these pods all of the male probation and parole holds start out here. They are given an orientation to the institution and packets of forms, handbooks and information. It is here that they begin to learn the rules of MSDF and its operations. They are only allowed out of their cells 1 hour per day for recreation, showers, phone calls, etc. They are also allowed out of their rooms for meals and count. There are 2 DAI swamper that live on these units. This is necessary due to the transientness of the population and the necessity to have consistency with someone to do laundry and cleaning of the unit.

The 6S side (C & D Pods) houses an eclectic mix of populations. Starting with the 6C unit, it houses Program 2 and 3 Segregation inmates. It is here that they do their program time and earn back privileges while they work their way back into general population. The 6C pod also house the DCI holds that come from Milwaukee County and are being transported to DCI. These men are usually only in the institution for 48-72 hours before they are transferred out. They are locked in their cells for the duration of their stay and are fed in their cells as well. This pod also holds the WCCS TLU's when they first come to our facility. The TLU's stay on 6C until they have their disciplinary hearing and disposition. Due to a recent onset of the MRSA virus, the men who test positive for MRSA are also placed in medical confinement on the 6C pod. All of these different populations prove to be a real scheduling challenge for the staff who work on the unit.



The 6D side is our most dramatic unit. The offenders on this unit are DCC women in on a VOP. They are either pending revocation, an ATR or just in on a disciplinary hold. Also on the 6D pod we do the women's segregation right on the unit. We have 4 cells blocked off by yellow tape on the floor that have been designated as TLU/Seg. cells. Two of the rooms have been made into Observation cells by putting on a new door, taking out the bunk bed and adding a slab bed with restraint bars. We also put in a caged shower on the 6D side in order to accommodate showers for the Seg. women and those in TLU status.

Program Approach:

On the 6th floor there are some programming opportunities for the inmates to participate in.

We no longer have a teacher, so educational classes have been discontinued on the 6th floor. We heavily utilize volunteers for programming purposes.

We also have numerous volunteers who run weekly religious programming

Finally, I have had the great opportunity to utilize student interns from some of the local colleges to run groups. This has been of great assistance as there has not been a Social Worker available on either floor to run groups.

Staffing:

Permanent staff have been assigned to all housing units for all shifts. I feel very fortunate to have the same staff on the 6N side that I have had from the time that we opened.

Challenges for 2005:

- Meeting the needs of 42 female offenders and the challenge of doing TLU's and Segregation status' right on the unit.
- Keeping up with the rapid turnover on the 6N pods.
- Doing more with less.

SEVENTH FLOOR

The 7th floor houses 200 DCC offenders who are on a probation or parole hold pending investigation / revocation or alternative action. Their stay is only 45 days on the average. Our Security staff are on the front line in providing services to this challenging and ever changing population as they go through the revocation process or await ATR's.

The 7th floor also houses the DCC Field Supervisor who is in charge of 7 Probation and Parole Agent Liaisons who interview new arrivals, take their statements and serve them their revocation paperwork along with any other requests from the agents of record.

Finally Melinda Gruelke from the Aids Resource Center of Wisconsin works out of an office on the 7th floor each Wednesday. Melinda provides information and counseling to our inmate population about Sexually Transmitted diseases and how to improve their personal safety etc.



This is a necessary service due to our ever changing population that oftentimes is accepted directly from the community.

Social Work/Programs:

Groups:

- 131 group sessions facilitated
- Average group size being 7 offenders
- Materials used during groups included:
 1. "The 5 Love Languages" - (relationships and marriage)
 2. "Breaking Barriers" - (CGIP)
 3. "Houses of Healing" - (CGIP, victim impact, family relationship)
 4. "English for the Spanish Speaker" - (English as a Second Language)
 5. "World" magazine and children's stories - (reading practice with children ages 0-18 years old)
 6. "Nurturing Fathers" - (fatherhood and family relationships)

All program material is well received by inmates. The single biggest challenge to the groups is the rapid turnover of the offenders housed on 7th floor. The largest groups are always criminal thinking groups.

Activity Carts:

Another important part of the 7th floor programming is the cart carrying brain teasers and community re-entry information, and the cart carrying the jigsaw puzzle. Inmates consistently request use of these carts for material that keeps them busy during their confinement.

Materials on the handout cart include:

- ✓ Academic study handouts such as math, science, law, language skills, study skills
- ✓ Crossword puzzles
- ✓ ADHD management
- ✓ Housing and food resources
- ✓ Employment resources
- ✓ Re-entry resources
- ✓ Parenting
- ✓ Spanish language books

The handout cart remains especially popular for re-entry information and general time-passing.



Volunteers:

- Spiritual:

Volunteer Bible study and worship leaders were scheduled on Sunday, Monday, Tuesday, and/or Thursday.

- Alcoholics Anonymous

Regrettably, the very consistent volunteer Mr. Lefebvre passed on earlier in 2005. The replacement volunteer he trained continues to meet with inmates regarding AODA 12-steps.

Education:

- Educational programming continues to focus on inmate's reintegration into the community.
- Seven Classes are Offered: Literacy, Math, Money Management, Advanced Money Management, Advanced Literacy (Race Relations), Parenting and Employability.
- Attendance of education classes is voluntary though highly encouraged for the Offenders.
- Due to staff vacancies there was not a full time teacher throughout the entire year. 7th and 8th floors had one teacher that rotated his classes through the pods. At the beginning of January we again had a full time teacher on the 7th floor.
- Student Enrollment for the 7th floor for the dates of January through July, 2005

February	40 Inmates enrolled
March	30 Inmates enrolled
April	31 Inmates enrolled
May	37 Inmates enrolled
June	41 Inmates enrolled
July	64 Inmates enrolled

Most students enroll in more than one class and would be counted twice in the above numbers.

197 Completion Certificates were issued for the above classes.

EIGHTH FLOOR:

The 8th floor also continues to house 200 male DCC offenders who are at MSDF due to violating conditions of their probation or parole supervision. Like the seventh floor, offenders are held on this floor for a variety of reasons. They may be awaiting the outcome of their agent's violation investigation, awaiting an alternative to revocation, awaiting a revocation hearing, or awaiting a post revocation hearing return to court for sentencing. The 8th floor also houses offenders that work in the facility's kitchen.

The eighth floor has 16 permanent security staff across three shifts. First shift and second shift have 2 sergeants and four correctional officers on each shift. Third shift has 2 sergeants and two correctional officers. The eighth floor also has one Social Worker, Dorothy Reynolds, a Teacher, Paul Gulowski and the Unit Manager Kelly Quarles



The unit's social worker is the point of contact for many offender issues. The Unit Social Worker's facilitates inmate's orientation to the 8th floor either individually or as part of a group. The Social Worker acts as a liaison between our inmates and the legal system in helping inmates resolve court appearances with municipal, family, and children's court. The unit Social Worker also assists the inmate's agents in gathering information needed for release planning. In addition to being a support to the offenders, the Social Worker provides support to inmate's families who inquire about their well being. The Social worker also leads three peer discussion groups a week relating to anger management.

The unit manager is responsible for the joint supervision of the permanent security staff assigned to the eighth floor. This includes all three shifts of security staff.

The eighth floor houses four probation and parole agents. The agents act as liaisons to probation and parole and are responsible for taking statements and serving revocation and alternative to revocation paperwork. DCC Agents as well as MSDF's staff work together to provide ongoing services to the offenders.

NINTH FLOOR:

The ninth floor population has changed from two 50-bed pods for a total of 100 DAI GP male offenders; to only 50 DAI GP beds and 150 DCC beds. The 50 DAI beds are now short-term revocation cases that will remain at MSDF instead of being processed at DCI. We continue to accept inmates within 60 days of release from other institutions who are classified as SBN cases that will be released in Milwaukee County. This initiative allows the DCC agent to have face to face contact with the inmate prior to release to clarify rules and expectations of supervision. The other 150 beds are for DCC offenders who are awaiting revocation or who have had their hearing and are waiting to be transported to DCI. This has helped improve climate on the floor by taking individuals who have already adjusted to the uniqueness of our facility, as well as giving them a definite goal as to when they will be released from MSDF.

MSDF also assumed responsibility for the 64-bed State contract unit located at the Milwaukee County Jail. This unit is being used to house short term revocation cases from Milwaukee County. MSDF handles all business office and release planning/programming for the inmates housed at that location.

Staffing:

Staffing on 9th floor for the majority of 2005 consisted of 2 Sergeants and 4 Officers on the 1st and 2nd shifts, and 2 Sergeants and 2 Officers on 3rd shift.

Non-Security staff on 9th floor consists of a Social Worker, a Teacher, and a Classification Specialist.



Unit Team Meetings:

Unit Meetings are occurring on a regular monthly level between all three shifts. We are also bringing in other departments to speak on different topics, issues, and normal daily operation subjects.

Offender Workers:

Current offender job positions on the Pods consist of Unit Workers and Unit Clerks. 9th floor DAI offenders also worked as Custodians in Intake, Segregation, and on 1st and 3rd Sanitation crews in the building and we have added a second 3rd shift crew that now clean the Revocation Area. Ninth floor offenders also provide positions as facility barbers and library aides.

Highlights of 2004/2005:

- Assumed management of the 64-bed state contract pod at Milwaukee County Jail.
- Conversion of a 50 bed unit to DCC offenders
- Programming on floor, including ABE Education, Breaking Barriers groups, Reintegration group, Employability group; victim impact groups
- Wiser Choice Male Re-entry partnership with Wisconsin Community Services began.
- Screening began for veteran status of inmates and referral to Dept. of Veterans Affairs to establish programming and benefits prior to release.

Challenges for 2005:

- Continued stability with staffing to keep communication and consistency on floor. This has greatly improved climate on floor.
- Further, improve delivery of law library to offenders.
- Improve regarding employability/reintegration to community
- Decrease idleness on pods with programming and more jobs

Future/Anticipated Programming for 2005/2006:

- Transition Programming back to the Community (link with DCC) Reintegration focus. Improved computer access to Law Library and giving inmate access to Library.
- Partnering with Max custody institutions to begin moving inmates within 60 days of release to Milwaukee County so they can participate in reintegration programming.
- Enhancing and establishing community collaboration as part of the reintegration programming.

Unit Objectives for 2005/2006:

Continue with improved communication and consistency between staff/shifts. Continue with Unit Team meetings. Train all appropriate staff to allow access to computers. Focus on aspects of being a well-run unit. Begin training security staff in the reintegration philosophy.



PSYCHOLOGICAL SERVICES

Several staffing changes occurred during the past fiscal year. Dr. Dale Bepalec became the psychologist supervisor in October 2004. Dr. Timothy McGuire continued as a staff psychologist and Mr. Poul Sandersen remained a clinical social worker on the Special Management Unit (SNU). Mr. Rudy Renteria served as a crisis intervention worker until he accepted a position as captain in June. The program assistant position went unfilled from May 2005 through the end of the fiscal year with the medical leave of Ms. Karen Williams. The treatment specialist position was unfilled from the point where Ms. Michelle LeCloux left for a new job in December 2004 until that position was converted to psychological associate position in May 2004. Dr. David Goodman transferred from REEC to fill the new position.

The Mental Health Interdisciplinary Team continues to meet weekly to coordinate care for mentally ill inmates housed on the SNU, general population, Segregation and the female unit. The Team has representatives from HSU, security, classification, administration, unit management, DCC, and PSU. All observation placements are reviewed.

Mr. Sandersen leads a weekly unit staffing for all inmates housed on the SNU and coordinates volunteers to provide additional recreational activities on the unit. With the help of psychology interns, a weekly group was started on the female pod and a volunteer has started to provide individual and group activities to aid in their adjustment. A weekly report is sent to the Mental Health Interdisciplinary Team meeting.

Dr. McGuire and Mr. Renteria served as members of the Hostage Negotiation Team. Dr. McGuire also serves on the Critical Incident Stress Management Team at MSDF.

Students from Marquette University, the Chicago School of Professional Psychology, the Illinois School of Professional Psychology and DOC Psychology Interns obtained clinical field experience under the supervision of Dr. Bepalec. The application process and criteria for student placement at MSDF were revised and several applicants were accepted for the placement next year. Dr. Bepalec participated in a number of school information sessions for prospective practicum students.

Suicide prevention training was offered several times on all three shifts for current staff. In addition, all new staff now attend an introductory training session on suicide prevention as part of the orientation process.

The psychologist supervisor and program assistant offices were moved to the 3rd Floor with HSU and an electronic scheduling system was implemented to more efficiently schedule initial and follow-up appointments for the psychiatrist.



HEALTH SERVICES UNIT

History:

The Health Services Unit (HSU) at the Milwaukee Secure Detention Facility (MSDF) functions similarly to a county jail operation because it is a 24-hours a day 7-days a week system. Due to this operational set-up, there are numerous offender intakes and discharges that occur around-the-clock on a daily basis. Services provided through the HSU include physician and physician assistant appointments, emergency services, medication administration and delivery, laboratory, dental, optical, x-ray and other off-site appointments throughout the Milwaukee and Madison communities.

When MSDF became operational, the health services unit was contracted out to a private vendor, CMS. The contract was not renewed and MSDF went through the accretion process in order to retain some of the CMS staff so as to not have a major disruption in health care services. Health Services staff were accreted February 1, 2002.

Unique Distinctions:

- Population includes DAI and DCC offenders, with male and female offenders
- Operation functions 24-hours a day 7-days a week, much like a county jail operation
- Offenders most often arrive from "off the street"
- Offenders often have had little to no prior access to health care
- Operation receives overflow from Milwaukee County Jail, thereby increasing the offender intakes on a daily basis

Challenges:

- NC 2 and LPN 2 recruitment within the Milwaukee area which has major medical centers
- Provide quality care with a large amount of staffing from agency services
- Caring for increasing amount of mentally ill in the general population
- Serving an offender population which is sicker due to the fact that they most often come from right off the street and have had little to no prior access to health care

Goals:

- To provide quality health care in a cost efficient manner
- Screening for undiagnosed conditions and providing referrals upon release
- To work as a multi disciplinary team and provide continuity of care between medical, clinical, dental and optical services
- To provide continuity of care between MSDF and other DOC facilities
- To intervene early in the illness continuum so as to achieve the best possible outcome
- To improve the level of staffing by DOC nurses and decrease dependence on contracted staff
- To maintain open channels of communication between security and health services
- Provide ad require continued education for DOC nursing staff



CLASSIFICATION & PROGRAM REVIEW COMMITTEE

The external Classification office at MSDF is under the direction of the Division of Adult Institutions, Bureau of Offender Classification and Movement (BOCM). The classification office at MSDF employs 1 FTE Offender Classification Specialist (OCS) and 1 FTE Program Assistant. The OCS at MSDF is also responsible for classification functions at Felmers O. Chaney Correctional Center (FCCC) and Marshall E. Sherrer Correctional Center (MESCC).

Under the supervision of a BOCM Section Chief, the OCS monitors, coordinates and implements the offender classification review processes in accordance with Wisconsin Department of Corrections (DOC) Administrative Code s. 302.

The OCS is responsible for leading, managing and directing the review of each offender's custody level designation, program assignment, and facility placement. The OCS chairs and administers classification review hearings conducted by a multi-disciplinary committee comprised of supervisory level institution personnel.

Program Review Committee (PRC) Members:

- **Offender Classification Specialist**
- Corrections Unit Supervisor
- Security Supervisor

The Program Review Committee assesses the relative risk and needs of each offender to make classification and movement recommendations that ensure public, staff and offender safety by effectively utilizing DOC and contract facility space and programmatic resources. Approximately 10-20 offenders were reviewed by PRC on a monthly basis at MSDF in 2003.

The OCS at MSDF conducts alternate site assessment and evaluation (A&E) on Milwaukee County Parole violators that have been revoked and have 6 months or less to serve. These offenders remain at MSDF for A&E instead of being transported to DCI. In the year 2003, MSDF retained 333 alternate site A&E's, with a monthly average of 28.

The OCS also manages the program priority lists and coordinates movement for MSDF's offense-related programming. These programs include AWARE (AODA 5B) and NEW VISION (AODA 5C).

INTERNAL CLASSIFICATION NORTHPOINT

The Offender Classification Specialist (OCS) makes recommendations that affect the lives of offenders supervised by the Department at Milwaukee Secure Detention Facility (MSDF). Recommendations are made on risk (relative to violence, assault, misconduct and escape), custody classification, and treatment needs and priorities. These recommendations, based on



the Northpointe Classification System, lead to placement which ultimately affects institutional and community corrections operations and movement. The position has a substantial degree of input into decision making especially regarding the assessment and evaluation component.

The Offender Classification Specialist's duties include, but are not limited to:

- Directing the implementation of classification decisions by arranging for offender movements.
- Monitoring classification decisions within the facility and maintaining a familiarity with the pending internal transfer listings. Coordinating and/or confirms pre-transfer service plan arrangements.
- Scheduling internal offender movements to maximize the use of bed space and program resources.
- Identifying and working to resolve special placement need conflicts, as well as “holds” or “conditions” that affect specific offender transfer availability.
- Gathering and entering data into the Northpointe system which aids in making decisions regarding custody placement that ensures public, staff, and offender safety and effectively utilizes facility space.
- Daily tracking, data collection and analysis for specific offender populations (i.e. under age18, women, center system TLU's, etc.)
- Assessing, evaluating and determining each offender's risk relative to violence, assault behavior, misconduct, escape and continued criminal activities. Retrieving information relative to the offender's current and past offense(s), community corrections supervision, current or past institutional behavior/conduct, past or current episodes or references on escape(s).
- Applying risk-rating assessment and evaluation following guidelines set forth by the Northpointe objective based internal classification system and internal policies and procedures applicable to objective based risk-rating systems.
- In conjunction with Bureau of Offender Classification and Movement staff, determining which DCC female offenders are appropriate for transfer to other DAI facilities for temporary placement. Retrieving information that concludes with decisions on custody and placement that ensures public, staff, and offender safety, and effectively utilizes facility space.
- Providing institution population reports on a daily basis to Warden, institution management team and DCC staff.
- Serving as a classification and movement resource.

Classification is involved in classifying the following populations:

- DCC field agents
 - Over 5600 bookings from August 2003-September 2004
 - 550 women booked from August 2003-September 2004

Challenges for 2005:

- Incorporate Restorative Justice Concepts to Classification Position.
- Utilize the Northpointe Classification database to its full potential, with more report generating and utilizing housing assignments.



DCC LIAISONS

MSDF – DCC Liaisons’ mission is to interface between offender and their probation and parole agent. Liaison’s are required to assist the agent of record in obtaining the various types of required information; services; and to act as a go between the offender and Agent of Record while the offender is incarcerated at MSDF. The majority of the work has time limits so the Liaison is constantly moving from floor to floor in order to complete the agent of record requests in a timely manner.

The total number of services for 2004 completed by Liaisons was 12,782
5, 576 Individual /Information Request forms we answered by the liaisons some of these request involving conference calls between the agent of record and the offender.

Year 2005 – First Quarter

Services completed by Liaisons 6260 and process 1724 Individual /Information Request forms.

Total number of Release DCC Transportation Team did for 2004 is below. It should be noted MSDF also does releases of offenders to the agent of record office. DCC releases are to HWH, Residence, TLP Placement, and Other County Jails for SAR, and miscellaneous moves.

MSDF Releases within Region: 1080

Out of Region Moves normal from various jails to MSDF or MSDF to various Jails: 950
IL – MOVES to MSDF 56 which saves the Department of Corrections \$300.00 per offender if Region 3 does its on moves directly to MSDF.

Total number of Transport for the year of 2004 2086

First Quarter 2005

MSDF Releases w/in Region: 266

Out of Region moves: 243

IL moves: 22 *However, some of these moves where transported for Region 2 directly to the Kenosha or Racine County Jail.

CHAPLAIN SERVICES

Chaplaincy services conducted at the Milwaukee Secure Detention Facility are non-denominational and multi-faith based. There is opportunity for offenders to learn, chose, and practice the faith of their choice. Instruction and worship times are available to each offender upon request.

Religious practice groups include but are not limited to the following:*



Buddhist – Christian Catholic – Christian Protestant – Christian Science – Islam – Jehovah’s Witness – Judaism – Native American Indian – Wiccan

*Religious leaders for other faith groups not mentioned above are contacted if a request is submitted by an offender. This is not an all inclusive listing.

Approximately 19,965.00 inmates/offenders participated in religious services in 2005, which averages out to 1,664 inmate/offenders per week receiving exposure to faith-based services.

Forty (40) various Churches, Ministries, & other Religious Organizations supplied volunteers to conduct religious services at the facility.

There are 160 active volunteers providing the above listed faith-based services & studies on a weekly basis.

MSDF also offers faith based volunteer programs to offenders. These are:

- Alcoholics Anonymous
- Correspondence Bible Studies
- Tutoring
- Mentors
- Prison Fellowship Angel Tree Program (Toys for Christmas to qualified interested offenders)
- Philemon Ministry (Toys for children of incarcerated women).
- Referrals to the Ready 4 Work Program (prepares ex-offenders for workforce)
- Domestic Violence discussions

In addition to instructional and worship opportunities, the following services are also available:

- Pastoral visits with community spiritual leaders of their faith group choice
- Spiritual consultation with the Chaplain
- Family Support Groups sponsored by community agencies and religious organizations
- Clothing for offenders having none in personal property upon release
- Community resource information and religious organization networking for offenders being released into the community.

Faith based libraries currently exist on each floor in every living unit housing offenders. Books pertaining to specified faith groups may be requested through the Chaplain.

VOLUNTEERS - PEOPLE HELPING PEOPLE

The dictionary defines volunteer as one who enters into any service or undertaking of his own free will; to offer to give or do; springing up naturally or spontaneously, as from a fallen or self-sown seed.



MSDF appreciates the hard work, dedication, commitment, and unselfish giving of these seeds of hope that enrich the lives of offenders and staff, and without whom some offender programs would not exist.

Any approved individual, including Department of Corrections' staff not in pay status, who enters an institution to provide services to offenders, is considered a volunteer. In order to become "approved", one must first attend an orientation session where they are trained in institution entry and exit protocols, correctional policies and procedures, and appropriate standards of behavior. In addition, the goals and objectives of volunteer services are reviewed, as well as the many areas of service needs. A volunteer application package is completed and potential volunteers must read and acknowledge receipt of DOC policies, including:

- Work Rules
- Confidentiality
- Arrest and Conviction Policy
- Fraternalization Policy

Security then completes a background check and potential applicants are approved or denied based on established DOC standards.

Volunteer Opportunities:

- Teaching
- Worship
- Family Support Group
 - ✓ Family of offenders meet to discuss areas of concern with community-based agencies and others offering support
- Restorative Justice Group
 - ✓ Follows general agenda of Restorative Justice principles and issues
- Community Assistance Network
 - ✓ A network of volunteers assisting in meeting the needs of newly released offenders (food, clothing, shelter, education, employment)
- Mentoring & Tutoring
 - ✓ Available to visit, answer questions, give counsel to individual offenders
- Prayer Support Group
 - ✓ Pray regarding specific requests
- Library Development Assistant – Religious & Non-Religious books
 - ✓ Assist in the development of library resources
- Clothing Assistance
 - ✓ Assists with acquiring clothing for offenders being released that have none

Highlights of 2005:

- Approved active volunteers - (160)
- AA Meetings – Weekly
- Studies – Weekly



-
- Worship Opportunities – Weekly
 - Angel Tree Project (Toys for children of the incarcerated)
 - Philemon Project (Toys for children of incarcerated women)
 - Domestic Violence discussions for women

Challenges for 2005:

- Continue to recruit volunteers, both faith and non-faith based
 - ✓ Recruit volunteers for Islamic (Muslim) services and other religious groups not currently served.
 - ✓ Recruit bilingual volunteers.
 - ✓ Increase the number of AA/NA volunteers to provide institution-wide programming.
 - ✓ Activate Community Assistance Network, Restorative Justice Group, V/W Aids, and increase Mentoring opportunities throughout MSDF.
- Host the annual MSDF volunteer banquet.
- Maintain the database for tracking volunteer involvement and hours of service.
- Maintain the volunteer activity report form and database to track number of offenders served.
- Incorporate community based agencies and organizations to provide additional services to Enhance what DOC offers while individuals are incarcerated.
- Develop MSDF chaplain advisory board to aid with development and implementation of programs in the facility.

INMATE COMPLAINTS

The Inmate Complaint Review System (ICRS) allows MSDF inmates an opportunity to have their grievances addressed. Types of complaints investigated by the Institution Complaint Examiner (ICE) include, but are not limited to, issues of rules, living conditions, and staff actions. Issues such as these can impact the daily living conditions of the inmates housed at MSDF. These investigations are done under the supervision of the Warden. This process allows staff and inmates the opportunity to understand correctional policies and to correct these policies should any errors be found.

This office receives between 25-35 complaints per week. This is due to the facility's high inmate turnover rate.

The ICE office is also involved in the new employee orientation programs at MSDF. This gives new employees an opportunity to ask questions and allows the ICE to explain how complaints are investigated and addressed.

The ICE office is actively involved in the MSDF Inmate Handbook committee. The ICE continued to work with a unit manager to complete the second revision (due in early 2005) of the MSDF Inmate Handbook. The ICE has continues to work closely with property staff to refine



the MSDF policy regarding MSDF inmate property. We are working collectively to correct problem areas. The complaint examiner is also a member of the MSDF Policy/Procedure Committee, Community Advisory Board in Milwaukee and the Chief Examiner for the HSED/GED program at MSDF. The ICE has also been regularly providing educational tours of MSDF for various community groups and correctional science classes.

Highlights of 2004:

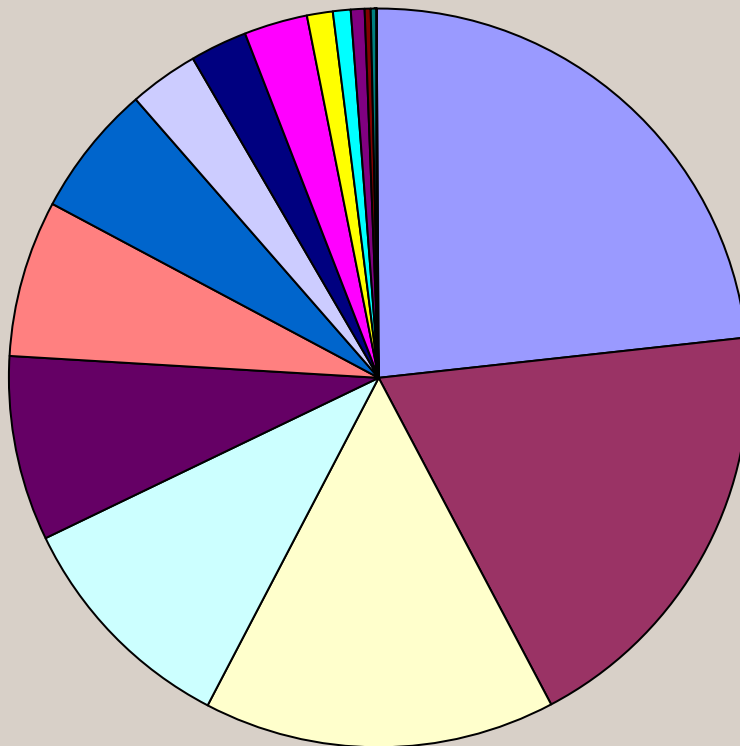
- *Investigated approximately 1258 complaints from January 1, 2004 until December 31, 2004.
- *Began review of inmate appeals for disciplinary hearing decisions on behalf of the Warden for his signature.

**Count of Complaints by Subject
01/01/2004 to 12/31/2004**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
STAFF	16	24	22	28	7	7	33	32	20	13	12	22	236
CORRESPONDENCE/ PUBLICATIONS	7	5	9	14	5	4	2	8	2	9	4	4	73
DISCIPLINE	10	9	9	9	9	8	5	9	3	11	10	9	101
MEDICAL	49	22	28	23	18	20	19	21	36	15	30	14	295
PAROLE	0	0	0	0	0	0	0	0	0	0	0	0	0
PERSONAL PHYSICAL CONDITIONS	7	1	1	1	0	0	8	4	3	3	7	4	39
PERSONAL PROPERTY	10	20	29	17	17	19	13	10	13	7	25	12	192
RULES	2	3	2	5	1	1	6	1	5	3	1	2	32
RELIGION	1	1	2	1	0	0	0	0	0	0	0	0	5
WORK/SCHOOL PROGRAM	0	0	0	0	0	0	1	0	0	0	0	0	1
VISITING	7	2	1	4	3	2	3	0	1	5	3	1	32
OTHER	20	8	14	8	14	12	15	8	6	15	8	1	129
FOOD	1	2	2	3	0	0	0	0	1	1	0	1	11
CLASSIFICATION	1	0	0	1	0	0	0	0	0	2	1	2	7
ICRS	2	3	1	0	0	2	2	1	2	2	0	0	15
DISCRIMINATION	0	0	0	0	0	0	0	0	0	0	0	1	1
INMATE ACCOUNTS	9	7	5	15	6	6	6	9	9	5	3	9	89
BCE	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	142	107	125	129	80	81	113	103	101	91	104	82	1258



Percentage of Complaints by Category



- MEDICAL 23.45%
- STAFF 18.76%
- PERSONAL PROPERTY 15.26%
- OTHER 10.25%
- DISCIPLINE 8.03%
- INMATE ACCOUNTS 7.07%
- CORRESPONDENCE/PUBLICATIONS 5.80%
- PERSONAL PHYSICAL CONDITIONS 3.10%
- RULES 2.54%
- VISITING 2.54%
- ICRS 1.19%
- FOOD .87%
- CLASSIFICATION .56%
- RELIGION .40%
- WORK/SCHOOL PROGRAM .08%

Challenges for 2005:

- *Continue to develop more efficient practices for processing complaints within the ICE office.
- *Maintain the integrity, ethics, and professionalism of the ICRS.
- *Continue to develop regular inmate orientation sessions with both the DCC and DAI Unit Managers
- *Maintain open lines of communication with staff and inmates in an effort to reduce the amount



of written complaints

- * Strive to be consistent with other institutions regarding DAI policy and procedure.
- * Continue working with the Property Sergeant and Security Director to ensure that MSDF is implementing policies consistent with other DAI facilities, Administrative Code, IMP's, etc.

RECORDS OFFICE

The Records Office at Milwaukee Secure Detention Facility is responsible for maintaining legal and social service files on offenders from the Division of Adult institutions as well as creating and maintaining files for probation and parole violators housed temporarily at MSDF from the Division of Community Corrections. Records staff coordinate parole hearings and disseminate legal information; they coordinate releases; calculate parole eligibility dates; mandatory release/extended supervision release and maximum discharge dates; enter court-ordered sentences and sentence modifications into offender records; and process revocation orders; record institutional disciplinary actions and set up parole board hearings.

MSDF Records Personnel also coordinate and document all offender movement to and from the institution. They organize all intake, releases, court visits, and detainer pickups. They arrange for offender file reviews, open records requests, and respond to the public regarding legal matters and offender status, serve warrants, detainers and other legal papers to the offenders. They also now maintain the Legal and Social Service files on offenders that are housed in the 64 contract beds over at the Milwaukee County Jail.

The Records Supervisor is designated as the institution legal custodian and litigation coordinator. MSDF and Central Office are supplied with a daily offender population count from the Records Office.

The Records Office faces many challenges with the different types of offenders that are housed at MSDF and the amount of offender movement into and out of MSDF. The accompanying table breaks down the amount of movement handled on a monthly basis.



MONTH (2004/2005)	VOP in (male)	VOP in (female)	DCI Holds in	DAI	TLU	Releases	DCI Holds out	Revoked	Transfers
July '04	470	52	170	0	12	385	163	111	14
August '04	534	27	116	1	9	407	122	124	33
September '04	504	25	106	2	15	393	111	88	19
October '04	478	45	119	3	19	420	112	107	15
November '04	533	35	121	3	15	453	121	114	22
December '04	445	26	113	1	13	360	113	99	7
January '05	481	26	98	1	12	413	102	119	6
February '05	483	29	72	2	10	375	73	118	27
March '05	500	39	111	19	14	425	109	92	64
April '05	566	31	105	7	14	485	111	92	20
May '05	465	37	88	5	7	381	72	105	27
June '05	515	24	116	11	7	400	120	107	53
TOTAL (2004/2005)	5974	396	1335	55	147	4897	1329	1276	307
AVERAGE (per month)	497.83	33.00	111.25	4.58	12.25	408.08	110.75	106.33	25.58
Total in (2004/2005)	7907								
Average (per month)	658.92								
Total out (2004/2005)	7809								
Average (per month)	650.75								