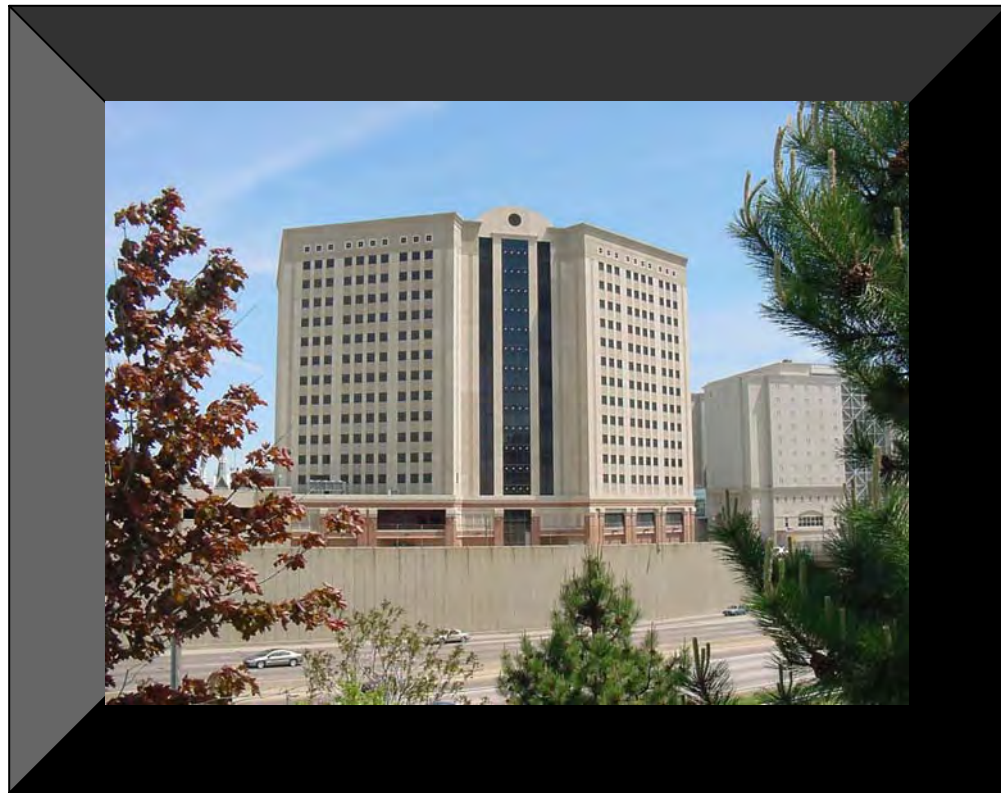


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**MILWAUKEE SECURE  
DETENTION FACILITY**

## Message from Warden John Husz ~

It's hard to believe that it has been five years since the facility received its first inmates in the fall of 2001.

The challenges that we have experienced have helped develop a professional, responsive team to meet the mission and goals of the Division of Adult Institutions (DAI).

Our operations here at MSDF may be different than other medium facilities within DAI. But our focus on public safety and the positive re-entry of offenders back into the community remain clear. New initiatives that have taken place or are in the development stages include:

- A new Security director with fresh eyes to improve overall safety and security within the facility and positive and collaborative working relationships with outside agencies and law enforcement.
- A pilot program of re-entry with Waupun Correctional Institution and Warden Phil Kingston.
- Administrative responsibility for 64-beds at the Milwaukee County Jail.
- The goal is always for continuous program improvement, whether it's the programming for the female inmates, or the development of New Freedom Alcohol and Drug Program on the program floors as examples.
- An Education Director with a focus on educational opportunities within MSDF and positive re-entry into the community.
- An evaluation and audit by NCCHC which has provided some benchmarks for improvement and areas needing attention, as well as resource needs.
- The approval of additional clinical staff to provide clinical screening on all inmates arriving at MSDF.
- A coordinated classification team for internal classification as well as responding to the daily demands of bed availability and crowding.
- Quality programming both in the FDOTAP program and the ATR programs for DCC.
- Two Training Days per month to meet the needs of staff, as well as the required training such as IMS.
- Beginning discussion on incorporating family into a re-entry meeting within MSDF prior to the release of the offender to build for success in the community.

- Responding positively and creatively to challenges whether they are clinical, medical, security, community relations or physical plant.
- Working collaboratively with the community. Examples:
  - In grant initiatives
  - Word of Hope
  - New Hope
  - Wiser Choice
  - Domestic Violence
  - Anti Gang Initiative

The professional team at MSDF has met the challenge. We acknowledge there are areas needing improvement and hope for additional resources, if possible, to meet additional demands. I am confident in the staff and the leadership at MSDF to see obstacles as opportunities and challenges as something not to be avoided but pursued.

# TABLE OF CONTENTS

<b>Introduction</b> .....	5
<b>Facility Floor-by-Floor / Fast Facts</b> .....	7
<b>Mission</b> .....	8
<b>Vision</b> .....	8
<b>Values</b> .....	8
<b>What Makes a Good Institution</b> .....	9
<b>Acronyms</b> .....	10
<b>Human Resources</b> .....	11
<b>Business Office</b> .....	12
Warehouse .....	13
Laundry .....	13
Canteen .....	13
Maintenance Department.....	13
Food Services .....	14
<b>Security</b> .....	15
Intake .....	15
Transportation Units .....	16
Segregation .....	16
Televisiting .....	17
Training Program .....	18
Crisis Negotiation Team .....	18
Emergency Response Unit .....	19
Discipline .....	19
<b>Inmate Housing</b>	
Program Floors (FDOATP and ATR) .....	20
<b>General Housing Units</b>	
6 <sup>th</sup> Floor .....	22
7 <sup>th</sup> Floor – General Housing Unit – DCC .....	23
8 <sup>th</sup> Floor – General Housing Unit – DCC .....	24
9 <sup>th</sup> Floor – General Housing Unit – DAI and DCC.....	25
<b>Program Services</b>	
Psychological Services .....	26
Health Services Unit.....	28
Education .....	29
Library Services .....	30
Chaplain Services .....	31
<b>Support Services</b>	
Classification & Program Review .....	32
Internal Classification .....	33
Institution Complaint Examiner .....	34
Records Office .....	36

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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.

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## **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 9<sup>th</sup> floor
- **January 2002**  
42 bed female pod created and accepted first female offenders

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**FACILITY****FLOOR – BY – FLOOR**

<b>First Floor:</b>	Intake Vehicle Sallyport Group Holding Rooms Handicap Holding Room Outtake Holding Cells Food Services/Kitchen Warehouse
<b>Second Floor:</b>	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
<b>Third Floor:</b>	Transport Unit – 38 beds/19 cells (2 handicap cells); Health Services Unit; Library; Education; Maintenance
<b>Fourth Floor:</b>	AODA Programs; FDOATP
<b>Fifth Floor:</b>	70 AODA Beds; 50 Segregation Cells
<b>Sixth Floor – Ninth Floor:</b>	Housing Units

**FAST FACTS**

Opened	October 1, 2001
Security Level	Medium/Maximum
Operating Capacity	1040
Current Population	1029
Security Staff	248
Non-Security Staff	141
Inmate to Staff Ratio	3:1
Site Size	1 City Block/300,000 Sq. Feet Building Space
Operating Budget	\$28,000,000

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## **MSDF MISSION**

Milwaukee Secure Detention Facility protects the public by detention, accountability and programming of adult inmates in a safe and secure institution while remaining committed to the goals of successful reintegration to the community.

## **MSDF VISION**

We strive to advance as a highly successful secure detention facility by encouraging, supporting and providing:

- ▶ High standards for staff recruitment, retention and development
- ▶ Staff professionalism
- ▶ Successful offender reentry into the community with family involvement
- ▶ Community partnerships, restorative justice and victim/victim family sensitivity
- ▶ Reduction of criminal behavior and restoration of a sense of safety to the community
- ▶ Sound business practices and effective change management
- ▶ Shared leadership and responsibility among all staff
- ▶ And, to be identified nationally as one of the preeminent secure detention facilities in the country.

## **MSDF VALUES**

The staff of MSDF support 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

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

## HUMAN RESOURCES

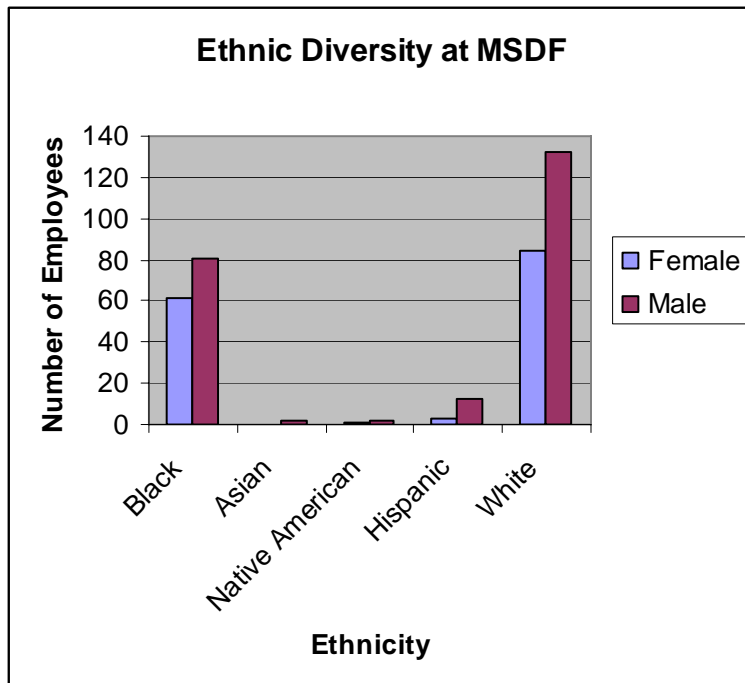
The mission of the Human Resources Office within the Milwaukee Secure Detention Facility (MSDF) is multifaceted. We support the goals of the institution and Department by providing necessary support and resources to our staff of nearly 400 employees. One primary goal is to attract qualified prospective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

As of June 30, 2006, MSDF was budgeted for **248 FTE** Officer/Sergeant positions and **141 FTE** Non-Officer/ Sergeant positions.

<i>MSDF Staff as of June 30, 2006</i>						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
<b>(1) Black</b>	81	35.4%	61	40.9%	142	37.6%
<b>(2) Asian</b>	2	0.9%	0	0%	2	0.5%
<b>(3) Native American</b>	2	0.9%	1	0.7%	3	0.8%
<b>(4) Hispanic</b>	12	5.2%	3	2.0%	15	4.0%
<b>(5) White</b>	132	57.6%	84	56.4%	216	57.1%
<b>TOTAL</b>	<b>229</b>	<b>100%</b>	<b>149</b>	<b>100%</b>	<b>378</b>	<b>100%</b>

60.6% total staff are males  
39.4% total staff are females

\*Percentages are approximate and rounded to next highest percentage.



\*Percentages are approximate and rounded to next highest percentage.

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**Personnel Transactions June 2005 – July 2006:**

- 79 - New incoming employees to MSDF
- 63 - Outgoing employees (transfer out, promotion out, termination, etc.)
- 21 - Internal transactions (transfers, promotions, etc.)

**Job Fairs Attended By Human Resources July 2005 – June 2006:**

<i>Date</i>	<i>Sponsor</i>	<i>Location</i>
08/16/05	Maximus	State Fair Park – West Allis
10/18/05	Workforce Development Center	WCTC-Waukesha
02/08/06	Milwaukee Diversity Job Fair	Midwest Express Center
02/16/06	Maximus	Office site – 76 <sup>th</sup> St.
05/03/06	Workforce Development Center	WCTC - Waukesha

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.

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***BUSINESS OFFICE***

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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

**Budget:**

MSDF's operational budget for State Fiscal Year '06 ran from July of 2005 to June of 2006. 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>
\$22.4 Million	\$1.55 Million	\$158,000	\$604,000	\$33,436

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

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

**Annual Per Capita Cost:**

The average cost to house an inmate at MSDF in FY '06 was \$80.85 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:

Three Inventory Control Coordinators  
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 facilities 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. Our building is still in the middle of the Marquette Interchange construction. The State Street bridge

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to the south of us had been completely remodeled and access to the south west side of the building been restored back to us. Once the construction has been completed the Highland Street Bridge on the northwest side of the building will be removed which it was, and then remodeled the same as State Street. Along with the major construction there is all the peripheral work which causes us some head aches. Much of those have dispersed, but we continue 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 recreated a new office for the Psychologist Supervisor. This space was created out of the old clothing room which was moved. We did the installation of the motorized dampers in the stairwells. We have installed the back up hot circulating pump.

We are in the process of making our north and south back entrance gates motorized, have submitted a project request for major modifications to the sixth floor D-pod, are installing the new segregation safety vent covers, reviewing additional cameras to submit a project for, are in the process of adding window light kits for all the janitorial closets in the building, along with a couple of other door modifications to make those areas better secured.

## **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 eight CFSL2s. Daily operations run from 5:30 AM to 7:00 PM.

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

- For FY06, the Milwaukee Secure Detention Facility served 1,188,170 meals at an average cost of \$1.75 for our pre-packaged breakfasts and \$1.15 for lunch and dinner.
- During the spring of 2006, MSDF served its five millionth meal.
- In the fall of 2005, MSDF began using an all soy based product from Global Foods out of South Carolina for an entrée three times a week, becoming the only state institution to serve an all vegetarian meal as a regular part of its menu.
- MSDF was one of the first institutions to be in compliance with all the requirements of the DOC's Healthy Eating Initiative, having been since the end of the 2005 calendar year.
- The Milwaukee Secure Detention Facility's Food Service began the fiscal year continuing to use Indianhead Foodservice out of Eau Claire as our prime vendor with them also supplying breakfast packages produced by L. E. Phillips, a sheltered workshop also out of Eau Claire. MSDF also purchased bakery through Pan-O-Gold and dairy from Mapleton Dairy Haulers.
- During the third quarter of the fiscal year, the new Food Service Contract for the state went into effect. MSDF began using UW Provisions for much of our meat purchases and A. J. Sweet for frozen vegetables and potatoes. The majority of food purchases under the contract still are through Indianhead and MSDF still does business with Pan-O-Gold and Mapleton.

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**Challenges Facing MSDF Food Service in the coming year:**

- Look towards the possibilities of producing our own breakfasts to replace the purchased meal packages that we use thereby creating more of a cost savings and control of all our food production.
  - 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 to help the Department in this time of fiscal need.
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***SECURITY DEPARTMENT***

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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 all offenders in and out MSDF. Upon their arrival all offenders are given a shower, receive initial clothing, medical assessment, offender photo ID, internal classification, and allowable property prior to being assigned to a housing unit.

The Intake unit for the year 2005 processed 8,201 offenders into MSDF averaging 683 offenders per month. The Intake unit also processed a total of 8,190 offenders out of MSDF averaging 682 offenders per month. A total of 367 female offenders were processed in with a monthly average of 31. MSDF's Intake Unit processed a total of 16,390 offenders averaging 1,365 per month. In the first 6 months of 2006 alone, offenders entering MSDF hit an all time high averaging 750 Intakes and 733 releases per month. Direct booking has been well received and works well for DCC. As the number of Intakes has steadily increased, the number of releases has kept pace. Direct releases appear to be the next challenge for the Intake Unit. During the year, Fast ID has been implemented giving MSDF another way to positively identify

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offenders when their ID is in doubt. Fast ID has been successful in providing the only way to ID several offenders allowing us to release or keep offenders in custody as appropriate. It is the expectation the Intake Unit will continue to accept the many challenges that will be placed upon it in 2006 and maintain its high degree of excellence and professionalism.

### **Transportation Units:**

The Milwaukee Secure Detention Facility 4-member transportation team completed another successful year of operations. They continue to stand at a high level of readiness when transporting offenders to and from Milwaukee Secure Detention. Transportation staff have been spread thin with an increase in the number of releases. MSDF transportation staff have met the challenge of an increase in medical trips and routinely transporting ATR offenders to their agent offices at completion of program. Add to this RCI transports and TCI trips as needed, MSDF's transportation team has a full schedule. The transport team is provided the highest degree of training to carry out their assignments, POSC, armed escort and AED certification. Members of MSDF continue to provide restraint training and transportation 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. MSDF's newest addition to its transportation team is a Medical Transport van. One of MSDF's 15 passenger vans was modified to accommodate a wheelchair lift. This addition has added more flexibility for transportation staff to provide safe and timely transportation of offenders in wheelchairs at the same time reducing costs associated with these transports. All transportation staff have received training on the proper operation of the van and wheelchair lift and are tasked with training other staff as well. 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, shower, 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, 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.

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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 2005:**

- ▶ Continued the step program for program segregation offenders to earn privileges based on positive institution adjustment.
- ▶ In November of 2005 the unit's first Program's Captain, Tim Heschke, transferred to TCI. Captain Randy Miller was assigned as his replacement.
- ▶ With the loss of the Crisis Intervention Worker position the PSU supervisor assigned a Clinical Psychologist to the unit.

### **Challenges for 2006:**

- ▶ 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.
- ▶ Finding ways to encourage segregation inmates to utilize recreation facilities on a consistent basis.

### **MSDF Televisit 2005**

- ▶ 55 Tele-visit booths each connected point to point on each floor. 4 booths per pod.
- ▶ 5 off-sites Tele-visit booths.
- ▶ 2 currently being operated to conduct offender visits to WSPS (Boscobel, WI) and Stanley Correctional Institution (Stanley, WI).
- ▶ Off-site visits were conducted between 2 sites for Fiscal year 2005. Stanley Correctional Institution (SCI-80) and Wisconsin Secure Program Facility (WSPF-512).
- ▶ 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.

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- ▶ 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 2005: Adults and children were 20,476. 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 Mission Statement declares that “The MSDF Training Program is dedicated to providing continuing educational experiences that foster a positive, safe, healthy and secure working environment, for staff, offenders, the institution and the community. Training will offer a knowledge and understanding of security procedures, work ethics, offender issues, health and safety practices, annual updates and career advancements. Opportunities for training will be made available through Training Day, Unit meetings, Specialty Group Training, Corrections Training Center, Field Training Officers, regular training drills, and outside training resources.”

Uniform staff participated in the following training to improve personal safety and institution security: Use of Electronic Control Devices, Weapons re-qualification (rifle, shotgun, and handgun), Principles of Subject Control - Tactical hand cuffing, Escort Procedures, Cell extraction and Use of Force Decisions, Unit operations – Count procedures, Transportation/Medical trip/Vigil procedures, and Property procedures.

Health and Safety training included: Cardio Pulmonary Resuscitation/Automated External Defibrillator, Self-Contained Breathing Apparatus operation, Awareness of Heat related Illness, 16-passenger van operation, and fire/medical emergency scenario drills.

The Department of Corrections initiated training for uniform and non-uniform staff to better prepare them for the challenges that they encounter in the Institution environment – Professionalism, Ethics, and the Correctional Worker, Infectious Disease Control, Suicide Prevention and Incident Management Systems. A statewide Field Training Officer Program was launched to serve as a mentoring and resource program to guide and train probationary officers.

Uniform and non-uniform staff participated in special interest training such as Diversity Circles, Crisis Intervention Program, Wellness, Being a Hostage, Workplace Differences, Inmate Advocate duties, and Focus on Re-Entry .

The Emergency Response Unit, Crisis Negotiation Team, Field Training Officers and Disruptive Groups Specialists members participated in specialized training on-site at MSDF, joint trainings at other Institutions, and professional seminars.

### **Crisis Negotiation Team:**

Milwaukee Secure Detention Facility has an 8-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.

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The focus of the past year has been on “regionalized teams”. The team size has been reduced from 16 to 8 as the focus has shifted from institution teams to a South East regional team. The teams from MSDF, RCI and RYOCF have conducted bi-monthly training together during the past year and the change has gone over well with all three teams.

**Goals of the Milwaukee Secure Detention Crisis Negotiation team:**

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

**Challenges for the MSDF CNT during the next year:**

- ▶ Continue to bond with our neighbor institutions through regionalized training and encourage other Institutions in South Eastern Wisconsin to add members to our regional team.
- ▶ Obtain new technologies to enhance the team’s abilities to negotiate during a crisis situation.

**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:**

For Fiscal Year 2005 MSDF had a total of 1,657 Major conduct reports, 1,053 Minor conduct reports and 63 Appeals.

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## *INMATE HOUSING*

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### **4C FELONY DRUG OFFENDER ALTERNATIVE TO PRISON (FDOATP)**

The FDOATP Unit is a 36 bed AODA treatment program that accepts inmates sentenced by the court or referred by P&P Agents as ATR's. FDOATP is a comprehensive skill building program designed for offenders with a drug related offense that also have a need for a High School Education. It is an open ended program with new groups starting every 6 weeks. The duration of the program at MSDF is 24 to 32 weeks depending upon each offender's behavior. Upon successful completion of the program the court sentenced offenders are moved to Felmers Chaney Correctional Center to work on finding and maintaining steady employment prior to being released back to street supervision. ATR's are released back to street supervision at the conclusion of their stay at MSDF.

FDOATP employs a multidisciplinary team approach to running the program. This team includes 3 social workers, 1 teacher, 2 teacher's aides, the Security Staff (Sergeants and Officer's), an Office Operations Associate and the unit supervisor: We also contract with Roger's Memorial Hospital to provide recreational therapy as another form of programming. In addition to our paid resources there are also many volunteer organizations that come in to assist with other needs such as AA, bible studies and sexually transmitted disease education.

Through trial and error over the last 4 ½ years Unit Supervisors Jeff Radcliffe and Troy Hermans led the charge in creating a Program Floor Handbook. This handbook is an addendum to the main MSDF handbook. It was necessary to create this handbook due to the different mission, physical design and goals of the program floors from the rest of the institution. This initiative has taken us a long way forward in gaining solid consistency in unit operations.

#### **The following statistics reflect the fiscal year 2006 admissions to the FDOATP Program:**

- ▶ 3 ATRS were in the program beginning 7-24-06.
- ▶ There were 36 Court Ordered participants from 8-1-05 through 7-31-06.

Our numbers from court ordered cases were on a slow and continual decline over the last year. Recognizing the problem of unfilled FDOATP treatment beds with our overall overcrowding problem a decision was made by DCC to begin accepting ATR's into the program again. As of July 31<sup>st</sup> we had 3 ATR's in the program and that number is growing. Expectations are to be close to our capacity of 36 by the end of calendar year 2006.

### **MSDF ATR PROGRAMS**

This was our second full year with the ATR Programs at MSDF, and we continue to have 174 beds (5 Pods) dedicated to ATR Programming. Just as a note, the FDOATP program continues to have 36 beds dedicated at this time, and have just recently opened up to taking ATR offenders (different program structure than the 174 beds) in their program.

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The DCC ATR Programs continue to run smoothly. I would like to thanks BOCM Classification Specialists Statewide and Heather Paulsen here at MSDF, specifically for screening and approving referrals from across the State. The referral process and coordination of scheduling groups/transport in is an on-going challenge.

We continue to have challenges in the types of referrals/offenders that we are given from DCC. We continue to have numerous offenders with serious mental health issues, which have provided a significant challenge to Program staff, and our Psychological Services Unit staff has been trying to keep up with the challenge. We continue to work on this issue in terms of criteria for offenders we are able to work with, and will be discussing it on a statewide level via the ATR CDT/Steering Committee. We also continue to have a significant number of sex offenders in the program, but that has not been as much of an issue as of late, noting we are not able to deal directly with those issues in a group setting,

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. We continue to encourage our staff to attend training to enhance their knowledge base for this program, noting our Social Workers are all on their way to obtaining their certification as AODA Counselors. It is also noted that our Teachers now are supervised by our new Education Director position. We are in the process of developing a process whereby we can have different outside speakers come in on a variety of educational subjects, to ideally address each ATR group as they go through the program.

**Updated Statistics:**

The number of offenders completing their ATR Program has stayed ahead of expectations so far. Since the inception of the program in July of 2004, where we transitioned from DAI programming, the numbers are as follows:

<b>Total number of offenders who completed their ATR Program by 6/30/06:</b>	<b>1040</b>
	<b>Cog: 825</b>
	<b>DV: 215</b>
<b>Total number of offenders terminated from their ATR Program by 6/30/06:</b>	<b>73</b>

**6<sup>TH</sup> FLOOR**

The sixth floor consists of 3 50-bed pods and a 42 bed female pod for a total of 192 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

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DAI swampers that live on these units. This is necessary due to the transience 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 houses the DCI holds that come from Milwaukee County and are being transported to DCI. These men are usually only in the institution for 24-72 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 on the unit. We have 4 cells that have been designated as TLU/Seg. cells. We are in the process of getting approval for a major modification on the female unit for parity with the male Special Needs Unit where the male inmates have access to tempered air. That is also necessary for the females who are on medications. In addition, modifications of the segregation area have also been submitted for better visibility into the Observation cells and a better separation from the general population.

### **Program Approach**

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

We heavily utilize volunteers for programming purposes and for 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 the Social Worker has several units that she responds to.

### **Staffing**

Permanent staff have been assigned to all housing units for all shifts. I have 1 Sgt. and 2 officers on the North side and 1 Sgt. with 3 officers on the South side because of the segregation unit.

### **Challenges For 2006**

- ▶ Meeting the needs of 42 female offenders and the challenge of doing TLU's and Segregation status' right on the unit. In addition, we have had some very disruptive females on the unit due to their mental illnesses. We have been working very closely with TCI to facilitate movement to their facility when the need arises.
- ▶ Keeping up with the rapid turnover on the 6N pods.
- ▶ Doing more with less.

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## **7<sup>TH</sup> FLOOR – GENERAL HOUSING UNIT (DCC)**

The 7<sup>th</sup> 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 16 regular security staff, 1 social worker, 1 teacher along with the Unit Supervisor make up the team that provides the needed services to this highly transient population. The average stay for any given inmate is approximately 45 days. Our population has generally been over our design capacity during the last year. Due to overcrowding we are forced to place 3 men to a cell and put the third man in a temporary plastic boat type bed. Staff have managed the overcrowding with positive attitudes but it is still a major ongoing concern for all involved.

The 7<sup>th</sup> 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 revocation paperwork along with any other requests from the agents of record. This year we saw a change in this position from Field Supervisor Diane Bink to Field Supervisor Kevin Ward. Kevin has been a great addition to the MSDF team.

Finally Melinda Gruelke from the Aids Resource Center of Wisconsin works out of an office on the 7<sup>th</sup> floor each Wednesday. Melinda provides information and counseling to our inmate population about Sexually Transmitted diseases and how to improve their personal health safety. This is a necessary service due to our ever changing population that oftentimes is accepted directly from the community.

### **Groups**

The total number of inmate groups facilitated by social worker Carrie Boehlke from September 2005 through August 2006 was 182  
Group size ranged from 2 to 13, averaging 10. Groups were offered two to four times per week.

Materials used during groups included (all relate to CGIP and victim impact):

“The 5 Love Languages”

“Breaking Barriers”

“Houses of Healing”

“English for the Spanish Speaker”

“World” magazine and children’s stories

“Nurturing Fathers”

A variety of public films used for treatment purposes (“Roots” “Alex Haley’s Queen” etc.)

### **Activity Cart**

Important to 7<sup>th</sup> floor programming is the cart carrying brain teasers. Inmates consistently request use of these materials to keep them occupied during their confinement.

Materials include:

- ▶ Academic handouts such as math, science, law, language arts
- ▶ Spanish language materials
- ▶ Crossword puzzles
- ▶ Health related information
- ▶ Logic puzzles
- ▶ Attention deficit management

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Specific re-entry resources have been compiled, organized and made available in the law library on the unit for inmates to reference.

### **Volunteers**

Through the MSDF Chaplain inmates are afforded the opportunity to continue their walk in various faiths through volunteers that come in to conduct bible studies and other worship type functions.

### **University Students**

Social Worker Carrie Boehlke began supervising undergraduate students from Marquette University as of September 2005 for the school year. They numbered four in fall and seven in spring. Students from criminal justice, psychology, Spanish language, and social welfare & justice spent group time and tutor time teaching and learning from inmates. One completed a special writing project by reviewing and recommending adjustments to the MSDF inmate handbook. One conducted group study on Shakespeare.

## **EIGHTH FLOOR - GENERAL HOUSING UNIT (DCC)**

The 8<sup>th</sup> floor 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 8<sup>th</sup> 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, Lori Weier, a teacher, Paul Gulgowski 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 8<sup>th</sup> 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 offender discussion groups once a week relating to anger management.

The eighth floor also 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.

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## **NINTH FLOOR - GENERAL HOUSING UNIT (DAI & DCC)**

The ninth floor population consists of 50 DAI GP beds and 150 DCC beds. The 50 DAI beds are utilized for short-term revocation cases that will remain at MSDF instead of being processed at DCI as well as transferred inmates from other DAI institutions. A new partnership with WCI has allowed the movement of newly classified medium custody Region 3 inmates who are within 4 months of release to transfer to MSDF to participate in reentry programming and increase accessibility to family supports and community resources. Along with this new partnership, DCC has assigned two community corrections agents from Unit 334 to assume release responsibilities for these cases. 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 specialized sex offender agent to have face to face contact with the inmate prior to release to clarify rules and expectations of supervision and facilitate transport by the agent the day of release to law enforcement. The other 150 beds are for DCC offenders who are awaiting revocation, an ATR program 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 9<sup>th</sup> floor for the majority of 2006 consisted of 2 Sergeants and 4 Officers on the 1<sup>st</sup> and 2<sup>nd</sup> shifts, and 2 Sergeants and 2 Officers on 3<sup>rd</sup> shift.

Non-Security staff on 9<sup>th</sup> 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. Offenders awaiting an ATR program are also utilized in the kitchen as food service workers. 9<sup>th</sup> floor DAI offenders also worked as Custodians in Intake, Segregation, and on 1<sup>st</sup> and 3<sup>rd</sup> Sanitation crews in the building and we have added a second 3<sup>rd</sup> shift crew that now clean the Revocation Area. 9<sup>th</sup> floor inmates also Barber services for the other units in the building.

### **Highlights of 2005/2006**

- Maintained management of the 64-bed state contract pod at Milwaukee County Jail.

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- Established partnership with WCI to provide reentry services to newly classified medium custody inmates
  - 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 continued.
  - Partnership began with DCC Unit 334 to provide 2 agents to work with inmates on release and reentry issues.

### **Challenges For 2007**

- 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 2006/2007**

- 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 other 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. Enhance collaboration with faith based and other community agencies.

### **Unit Objectives for 2006/2007**

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. Continue training security staff in the reintegration philosophy.

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## ***PSYCHOLOGICAL SERVICES***

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Psychological Services continued the growth and changes started in the last fiscal year. In August, Dr. Goodman returned to RECC. His position was eventually filled by Dr. Ramel Smith who transferred from RYOC, and Ms. Sue Steffen was hired as the PSU OOA. The Crisis Intervention Worker position was converted to a Psychological Associate position and filled by Dr. Michael Arndt as a transfer from KMCI. A .5 FTE position from RCI and an open .5 FTE position in Central Office were transferred to MSDF and combined as a full-time Psychological Associate. Dr. Michelle Martin transferred from OSCI into that position. Dr. Martin obtained her license as a psychologist and Dr. Smith passed the EPPP in preparation for licensure.

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.

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All inmates placed in Observation are reviewed weekly at the meeting. A new Segregation Step Meeting was initiated to provide for multidisciplinary input into the progress and management of inmates placed in segregation.

Mr. Sandersen continues to lead a weekly unit staffing for all inmates housed on the SNU and coordinates volunteers to provide additional recreational activities on the unit. A weekly report on the status of the SNU inmates is sent to the Mental Health Interdisciplinary Team meeting. An innovative treatment group was initiated on the Female Unit and a new orientation group was established by Dr. Martin. All inmates admitted to the Orientation Unit are given a PSU Workbook with strategies for dealing with incarceration and other common mental health problems. The book has been placed in all of the cells on all of the units. A regular volunteer, Ms. Pegi Taylor provided structured activities to the female inmates. Dr. Smith developed and implemented an Anger Management group for the Program Units.

Dr. McGuire serves as member of the Hostage Negotiation Team. Dr. McGuire also serves on the Critical Incident Stress Management Team at MSDF. Dr. Arndt is a member of the Training Committee and represents MSDF at the BTO meetings. Dr. Bsepalec chairs the MSDF Policy and Procedure Committee.

Students from Marquette University, the Wisconsin School of Professional Psychology, the UWM Bader School of Social Work, and DOC Psychology Interns obtained clinical field experience under the supervision of Dr. Bsepalec and Mr. Sandersen. Dr. Bsepalec participated in a number of school information sessions for prospective practicum students with two students selected for training positions in the fall of 2006.

Revised suicide prevention training was offered several times on all three shifts for current staff by Drs. Smith and Martin. In addition, all new staff attend an introductory training session on suicide prevention as part of the orientation process. At the initiation of MSDF administration, a special law enforcement training program (Crisis Intervention Training – CIT) was completed by five officers from MSDF. The success of this training led to the development of Crisis Intervention Partners (CIP) program. The CIP is to be piloted to 15 MSDF staff members at MSDF in July 2006.

A new database to track PSU contacts and integrate the psychiatric appointments was established along with a more complete filing system to ensure the proper placement of documentation into the medical records. Clinical appointments were placed on a priority system and most requests are now addressed in face-to-face contacts within 2 weeks. All service requests for Mental Health are given a written within response within two working days. Sleep complaints were immediately addressed with a Sleep Information Brochure and a Sleep Diary within two working days of the request. MSDF also piloted the use of the Brief Jail Mental Health Survey on the Orientation and Female Units as a self-report measure to allow inmates to identify problems and request services.

MSDF had 158 observation placements in calendar year 2004 and 181 placements in 2005, a 14.5% increase. The first six months of calendar year 2006 yielded 100 placements. There was a completed suicide in June 2006.

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## *HEALTH SERVICES UNIT (HSU)*

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### **History**

The Health Services Unit (HSU) at the Milwaukee Secure Detention Facility (MSDF) facility first opened its doors for offenders in Oct, 2001. In many ways, MSDF functions more like a county jail, than a traditional prison. MSDF, unlike other institutions in the Wisconsin State Prison System, has intakes/admissions of offenders during the first shift (0700-1500); second shift (1500- 2300) and on occasion, the third shift (2300-0700). Due to this operational set-up, there are numerous offender intakes and discharges that occur on a daily basis, around-the-clock. Services provided through the HSU include physician and nurse practitioner 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 first became operational, the Health Services Unit was contracted out to a private vendor, Correctional Medical Services (CMS). The contract was not renewed. Subsequently, MSDF went through an accretion process in order to retain some of the CMS staff, to avoid a major disruption in health care services. Health Services staff were accreted on February 1, 2002.

### **Unique Distinctions**

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

### **Challenges**

- ▶ Nurse Clinician 2 and LPN recruitment/retention within the Milwaukee area, which has major medical centers.
- ▶ To provide quality care with staff that may not be employed by the Department of Corrections.
- ▶ Caring for an ever increasing amount of mentally ill offenders with limited/non-specific resources.
- ▶ Serving an offender population with untreated medical problems, due to many offenders being admitted to MSDF from the community with little to no prior access to health care.

### **Goals**

- ▶ To provide quality health care in a cost efficient manner.
- ▶ Increased screening for undiagnosed conditions and providing referrals, upon release.
- ▶ To work as a multidisciplinary team and provide continuity of care between medical, clinical, dental, optical services and security.
- ▶ 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 and require continued education for DOC nursing staff.
- ▶ To develop specific procedures to guide nursing practice at MSDF.
- ▶ To develop chronic care clinics (diabetes, hypertension, etc) to improve monitoring of these conditions, thereby, improving the quality of life and decrease financial resource utilization.
- ▶ To improve service to other DOC programs that receive medical assessments through MSDF: i.e. Treatment Alternative to Prison, Challenge Incarceration Program and etc)
- ▶ To partner with community resources (Komen's Foundation, Healthy Beginning, etc) to enhance services provided to staff and offenders.

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## *EDUCATION*

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Educational programming at the Milwaukee Secure Detention Facility is designed to address the significant and diverse needs of both adult male and female populations. We currently serve one pod of female inmates (42) on the sixth floor. It is the goal of the education department to ensure that each inmate has an equal opportunity to participate in GED classes and/or complete his/her HSED, upon release from MSDF. Programming includes Adult Basic Education courses (reading, writing, mathematics, social studies, civics health, and employability skills).

The education department is governed by the Department of Public Instruction, and has strict guidelines it must follow. It is imperative that the education staff meets the needs of all students at MSDF. We provide special educational services to those who are identified through Individual Educational Plan (IEP). These students will have their lessons plans modified to ensure their successful completion of the program, if they remain in the Wisconsin State Prison System. Special education services protects and ensures the needs of all student inmates identified as needing special programming to the age of 21 and younger.

### **Fiscal Year 2005/06**

<b>Student Population</b>	<b>CLN</b>	<b>Special Ed</b>	<b>HSED Components comp. (GED)</b>	<b>HSED Comp.</b>
1018	63	27	211	32

Due to the uniqueness of our institution and the transient population of the inmates, we have a high number of inmates enrolling in educational programs. However, many of them do not complete their program at MSDF, due to release to the community and/or transition to another facility.

MSDF has had several Corrections Learning Network broadcasts. Some of the inmate population participated in educational programs that were intended to provide insightful

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information on educational, health, employability, and other pertinent areas. More recently, we have implemented the Incarcerated Youthful Offender Program (IYOP) that offers our inmate population, who meet the criteria, which is as follows: to be under the age of twenty-six, have five years or less of incarcerated time on their sentencing, and must have completed a GED/HSED or high school diploma, the opportunity to pursue an associate degree from MATC. This program aligns itself well with the Reintegration initiative began by the DOC.

Special Education services are crucial to any educational program. It is important that we have the necessary tools and human resources to meet the rising demand of inmate's educational needs. This fiscal year, MSDF had 27 inmates who qualified for special educational services. I anticipate in the years to come, this number will grow exponentially. The DOC will find itself in need of qualified personnel to meet the demands of this growing population. In the wake of downsizing, we are held accountable for upholding and providing educational services mandated by federal and state laws. No Child Left Behind is a federal mandate that is strictly enforced. It would be advantageous for MSDF to be proactive and seek out services from the local school district, who currently have certified special teachers and other professionals who could help us become more familiar with special education laws. They could also help us implement a system that would help us identify, track, provide special education services, develop and/or follow Individual Lesson Plans(IEP)already in place, and keep current on the laws that are in place to protect the rights of students with special needs.

The ABE program continues to be very successful. We were able to enroll 211 students into the program for fiscal year 2005/06. One hundred seventy-nine inmates completed the GED portion of the program, with 32 completing the HSED component. While I am pleased with the numbers, I believe we can successfully graduate more in fiscal year 2006/07, by improving our recruitment patterns, attending more educational in-services, such as improving reading and math instructions. I would also like to enhance MSDF's Education Department's ability to delivery programs and services to its population as follows:

### **Future Program Enhancements**

- ▶ Increase the number of female inmates enrolled in GED/HSED program
- ▶ Implement and continue to receive educational software and make the computer lab available to more inmates on the program floor
- ▶ Recruit and enroll more inmates both male/female in the IYOP program
- ▶ Improve the math competencies of the inmates. This will improve their ability to qualify for job placement and/or apprenticeship opportunities
- ▶ Create, and maintain educational portfolios for inmates to take with them to perspective jobs or schools, upon release from the institution
- ▶ Design a system to identify special education students upon entrance to MSDF

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## ***LIBRARY SERVICES***

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The average number of library books circulated in 2006, during the months that library books were available, is 175 per month.

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From January 1st, 2006 through September 22, 2006, 687 library books have been checked out by inmates.

772 books have been added to the library collection in 2006.

An average of 400 copies is supplied to MSDF inmates each month.

Donated books have been received from:

- ▶ The Milwaukee Public Library
- ▶ Marquette University
- ▶ BHS - Bureau of Health Services (New health related books, added to the collection).

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## *CHAPLAINCY SERVICES*

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Chaplaincy services at the Milwaukee Secure Detention Facility are non-denominational and multi-faith based. There is opportunity for offenders to learn of, chose, and practice their faith. Instruction and worship times are available for 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 and other faith group leaders are contacted when a request is made for a religious group not mentioned above. The above is not an all inclusive listing.

One hundred and twelve (112) volunteers provided studies and services to the faith based population on a weekly basis throughout the year.

From July 2005 through June 2006 approximately 29,477 inmates/offenders participated in the Chaplaincy program at MSDF.

Approximately 567 offenders participated in Chaplaincy services each week in 2006.

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

- ▶ Alcoholics Anonymous
- ▶ Tutoring
- ▶ Mentors
- ▶ Art Therapy

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

- ▶ Pastoral visits with community spiritual leaders.
- ▶ Spiritual consultation with the Chaplain.

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- ▶ Family Support Group sponsored by community agencies, ministries, religious organizations and churches.
  - ▶ Clothing for offenders is supplied for those having none in their personal property upon release.
  - ▶ Community resource information and religious organization networking is given to offenders being released into the community upon request.

A faith based book and video library is available for use for offenders.

The average number of library books circulated in 2006, during the months that library books were available, is 175 per month.

From January 1st, 2006 through September 22, 2006, 687 library books have been checked out by inmates.

772 books have been added to the library collection in 2006.

An average of 400 copies is supplied to MSDF inmates each month.

Donated books have been received from:

- ▶ The Milwaukee Public Library
- ▶ Marquette University
- ▶ BHS - Bureau of Health Services (New health related books, added to the collection).

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## **CLASSIFICATION & PROGRAM REVIEW COMMITTEE (PRC)**

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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 Operations Program Assistant.

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 Members:**

- ▶ Offender Classification Specialist
- ▶ Corrections Unit Supervisor

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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 5 offenders were reviewed by PRC on a monthly basis at MSDF and the contract bed unit at the Milwaukee County Jail in 2006.

The OCS's at MSDF conduct alternate site assessment and evaluation (A&E) on Milwaukee County Parole violators that have been revoked and have 9 months or less to serve. These offenders remain at MSDF for A&E instead of being transported to DCI. In the first 9 months of 2006, MSDF retained 275 alternate site A&E's, with a monthly average of 30.

The OCS also acts as the regional Alternative to Revocation (ATR) Coordinator, covering regions 2, 3 and 7. MSDF has 174 program beds, 36 of them designated for domestic violence and AODA, and the others to cognitive thinking and AODA. The OSC at MSDF is also responsible for filling the 50 bed unit at Sturtevant Transitional Facility. There is an average 60+ day wait time for the program beds.

## **INTERNAL CLASSIFICATION – NORTHPOINTE DATABASE SYSTEM**

### **Internal Classification**

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. MSDF has two OCS's assigned for Internal Classification.

### **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.
- ▶ Assessing, evaluating and determining each offender's risk relative to violence, assaultive behavior, misconduct, escape and continued criminal activities. Retrieving information relative to the offender's current and past offense(s), community corrections supervision,

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current or past institutional behavior/conduct, past or current episodes or references on escape(s).

- ▶ 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 2005-September 2006

**Challenges for 2006:**

- ▶ Redeveloping the role of Classification at MSDF as the new computer system (ICS) is installed, and more information becomes available to a wider range of staff.

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## *ICE ANNUAL REPORT*

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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 third revision 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 statewide DAI Policy committee, MSDF Policy/Procedure Committee, Community Advisory Board in Milwaukee. The duties of the Chief Examiner for the HSED/GED program at MSDF during this year. The ICE has also been regularly providing educational tours of MSDF for various community groups and correctional science classes.

## **HIGHLIGHTS OF 2005**

- ▶ Investigated approximately 1419 complaints from January 1, 2005 until December 31, 2005.
- ▶ MSDF has a total of 161 more complaints in 2005 than it did in 2004.
- ▶ Continues the review of inmate appeals for disciplinary hearing decisions on behalf of the Warden for his signature.
- ▶ The total reimbursements to inmates in 2005 as a result of the complaint system totals \$871.53.

### **Count of Complaints by Subject 01/01/2005 to 12/31/2005**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>STAFF</b>	18	7	16	18	27	11	12	21	13	9	10	19	<b>181</b>
<b>CORRESPONDENCE/ PUBLICATIONS</b>	11	6	12	7	7	4	6	6	7	3	8	7	<b>84</b>
<b>DISCIPLINE</b>	11	9	13	8	11	16	8	5	4	3	6	10	<b>104</b>
<b>MEDICAL</b>	39	22	32	33	28	27	37	37	42	32	27	24	<b>380</b>
<b>PAROLE</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>PERSONAL PHYSICAL CONDITIONS</b>	13	1	3	5	10	3	13	7	2	4	0	1	<b>62</b>
<b>PERSONAL PROPERTY</b>	18	10	24	14	24	20	26	26	18	36	27	24	<b>267</b>
<b>RULES</b>	5	1	3	0	3	2	3	0	3	3	6	1	<b>30</b>
<b>RELIGION</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>WORK/SCHOOL PROGRAM</b>	0	1	1	0	0	0	0	0	1	0	0	0	<b>3</b>
<b>VISITING</b>	0	3	0	1	1	1	2	3	3	3	1	0	<b>18</b>
<b>OTHER</b>	6	12	10	12	10	7	12	12	11	5	16	14	<b>127</b>
<b>FOOD</b>	2	0	1	0	1	1	1	2	2	1	1	1	<b>13</b>
<b>CLASSIFICATION</b>	0	3	1	0	1	2	0	1	0	0	2	0	<b>10</b>
<b>ICRS</b>	2	0	1	1	0	1	2	3	0	1	3	1	<b>15</b>
<b>DISCRIMINATION</b>	0	0	0	0	1	0	0	0	0	3	0	0	<b>4</b>
<b>INMATE ACCOUNTS</b>	16	8	29	8	15	11	4	3	2	6	9	10	<b>132</b>
<b>BCE</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>BREACH OF CONF. HEALTH INFO.</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>TOTAL</b>	<b>141</b>	<b>83</b>	<b>146</b>	<b>107</b>	<b>139</b>	<b>106</b>	<b>126</b>	<b>126</b>	<b>108</b>	<b>109</b>	<b>116</b>	<b>112</b>	<b>1419</b>

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**Number of Complaints Affirmed In 2005: 15**

**Number of Complaints Affirmed With Modifications in 2005: 196**

**Number of Complaints Dismissed In 2005: 471**

**Number of Complaints Dismissed With Modifications in 2005: 168**

**Number of Complaints Rejected In 2005: 569**

**Challenges For 2006**

- ▶ Continue to develop more efficient practices for processing complaints within the ICE office.
- ▶ Maintain the integrity, ethics, and professionalism of the ICRS.
- ▶ 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, DAI policies, existing IMP's, etc.

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***RECORDS OFFICE***

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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 house 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.

<b>MONTH (2005/2006)</b>	<b>VOP in (male)</b>	<b>VOP in (female)</b>	<b>DCI Holds in</b>	<b>DAI</b>	<b>TLU</b>	<b>Releases</b>	<b>DCI Holds out</b>	<b>Revoked</b>	<b>Transfers</b>
July '05	513	35	110	5	15	414	118	122	25
August '05	608	36	69	22	15	444	87	163	25
September '05	557	36	118	12	11	471	115	126	20
October '05	511	32	109	4	16	371	117	216	1
November '05	476	29	111	6	7	390	107	168	34
December '05	483	33	114	12	14	391	121	141	18
January '06	536	23	99	8	10	426	98	149	25
February '06	532	18	85	4	17	348	85	94	32
March '06	631	33	128	10	9	545	130	164	27
April '06	532	33	107	6	5	375	107	111	21
May '06	570	33	125	6	6	467	117	136	32
June '06	579	26	131	20	16	465	138	153	47
<b>TOTAL (2005/2006)</b>	6528	367	1306	115	141	5107	1340	1743	307
<b>AVERAGE (per month)</b>	544.00	30.58	108.83	9.58	11.75	425.58	111.67	145.25	25.58
<b>Total in (2005/2006)</b>	8457								
<b>Average (per month)</b>	704.75								
<b>Total out (2005/2006)</b>	8497								
<b>Average (per month)</b>	708.08								