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**MILWAUKEE SECURE
DETENTION FACILITY**

Message from Warden John Husz ~

I'm very proud of the staff at MSDF and its ability to respond to the challenges that are faced daily.

This pride is based on an effective team that can problem solve and respond efficiently to provide for the safety and security of both staff and inmates in the only state high-rise facility.

We all recognize that although MSDF is identified as a medium security prison its population of both male and female felons represent the full range of classifications that are housed at DAI facilities across the state. Fortunately, our facility provides for containment with its podular design and unit manager philosophy.

I would like to highlight several of the accomplishments by departments:

Security Department

- The Security Department has been moving forward with shift training protocols and drills in a variety of areas and staff have been responding in improving overall security operations.
- Security staff have been issued bench made security knives and CPR masks to all security staff.
- Improved staff awareness in security procedures and protocols, and I want to particularly highlight the structured recreational activities that have been made available through the creative energy of our Security Department.

Human Resources Department

- Human Resources has vastly improved our new employee orientation with evaluation forms to monitor effectiveness.
- We reached an all time low of institution vacancies and HR continues to expedite hiring processes to fill positions quickly.
- Continues to work cooperatively and collaboratively with local Union to resolve problems at the local level.

Management Services

- New procedures implemented for release checks and canteen refunds.
- Improved efficiency and processing time and reducing the number of checks processed.
- Hand sanitizers available for all staff.

Maintenance

- Windows in doors added throughout facility.
- HSU exam rooms added to Intake area.
- Kitchen exhaust fan upgraded.
- Remodeling of the HSU offices.
- Converted storage room to segregation holding cell for segregation hearings.

Food Services

- Hired a food service manager, Chris Loberg.
- Moved the security station into the main kitchen.
- Installed vertical mixer.
- Added equipment on the emergency power.

These accomplishments are only a few. We continue to move forward.

We have a new Education Director that has set ambitious goals for her department and has done an excellent job in bringing in the community in a collaborative effort which will enhance the reentry efforts for offenders going into the community.

Our 6th floor construction project will provide tempered air for the 6th floor and the ability to expand Special Needs populations as needs arise.

We can always identify areas for improvement. We recognize that the large agency, the Division of Adult Institutions, will set the highest standards for proficiency, meeting the needs of our inmate population and planning effectively for successful reentry into the community.

Through the dedicated leadership provided by our management team, working closely with Union leadership, and having clear expectations and support in training to meet those expectations, I continue to ask MSDF staff to take pride in work challenges and their response to the challenges that they face daily.

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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:	Special Needs 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	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

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

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)
BTO	Better Treatment Options	MP2	Maintenance Program 2
CCAN	North Fork Correctional Facility	MSDF	Milwaukee Secure Detention Facility
CFSL	Correctional Food Service Leader		
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	OC	Oleoresin Capsicum
DCC	Division of Community Corrections	OCS	Offender Classification Specialist
DCI	Dodge Correctional Institution	OSCI	Oshkosh Correctional Institution
DOC	Department of Corrections		
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
		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, 2007, MSDF was budgeted for **248 FTE** Officer/Sergeant positions and **141 FTE** Non-Officer/Sergeant positions.

MSDF Staff as of June 30, 2007						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
(1) Black	78	33%	58	40%	136	36%
(2) Asian	3	1%	2	1%	5	1%
(3) Native American	2	1%	1	1%	3	1%
(4) Hispanic	15	6%	5	3%	20	5%
(5) White	140	59%	79	55%	219	57%
TOTAL	238	100%	145	100%	383	100%

*Percentages are approximate and rounded to next highest percentage

62% Total Staff are Males (238)

- 33% are Black
- 1% are Asian
- 1% are Native American
- 6% are Hispanic
- 59% are White

38% Total Staff are Females (145)

- 40% are Black
- 1% are Asian
- 1% are Native American
- 3% are Hispanic
- 55% are White

Of 383 Total Staff:

- 36% are Black
- 1% are Asian
- 1% are Native American
- 5% are Hispanic
- 57% are White

PERSONNEL TRANSACTIONS JULY 2006 – JUNE 2007

- 73 - New incoming employees to MSDF
- 77 - Outgoing employees (transfer out, promotion out, termination, etc.)
- 35 - Internal transactions (transfers, promotions, etc.)

B U S I N E S S O F F I C E

B U S I N E S S O F F I C E

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 '07 ran from July of 2006 to June of 2007. 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>
\$24.9 Million	\$1.66 Million	\$148,000	\$616,000	\$58,998

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, and technology support.

Annual Per Capita Cost

The average cost to house an inmate at MSDF in FY '07 was \$86.04 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 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.

MSDF is proceeding with the major renovation to the sixth floor of the facility. The project is to include tempered air for this floor to deal with female inmates with medical needs such as taking psychotropic medications or respiratory health related issues. Also included in this project, the institution will switch over to primary power. The project is still in the planning and pre-construction phase.

Projects completed this year were the gate project now making our north and south back entrance gates motorized and are working to our expectations. This project has stopped the foot traffic behind our facility. We have completed the installation of the window light kits and are continuing the process of enclosing all of the exposed pipes in the utility closets.

The staff built a raised platform for the Food Service officer moving the location to the general work area of the kitchen which should increase security.

In the upcoming year we have projects to add windows to doors in our Dental/HSU and Food Service area for added security measures. We are looking at remodeling some areas of the administration floor; the warden's secretary office/reception area and expanding the conference room/command post utilizing unused lobby space.

FOOD SERVICE

The Milwaukee Secure Detention Facility's Food Service Department provides the meals to all inmates and security staff. Over 3,600 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 Food Service Manager and is staffed with eight Corrections Food Service Leader 2s (CFSL). Daily operations run from 5:30 AM to 7:00 PM.



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

- For FY07, the Milwaukee Secure Detention Facility served 1,253,064 meals at an average cost of \$1.75 for our pre-packaged breakfasts and \$1.14 for lunch and dinner.
- In the fall of 2006, MSDF received the approval to hire a Food Service Manager (FSM). In March of 2007 Chris Loberg, a registered dietician, was hired for this position. Her main duties include overseeing the staff and inmate workers in their daily work. The FSM addition has greatly assisted in streamlining our operation and the ideas Ms. Loberg has brought in have made it more efficient. She also developed a new inmate cleaning schedule and a Team Recognition Program for our CFSLs.
- In the spring of 2007 a reach-in cooler was removed from the kitchen and the security desk for Food Service was moved out into the main line area from its original office space. Plans are to use the old office for a new sharps room.
- A new vertical mixer was installed. It will be used to make items like egg and tuna salads to replace too much repetition of luncheon meats on the menus.

Challenges facing MSDF Food Service in the coming year:

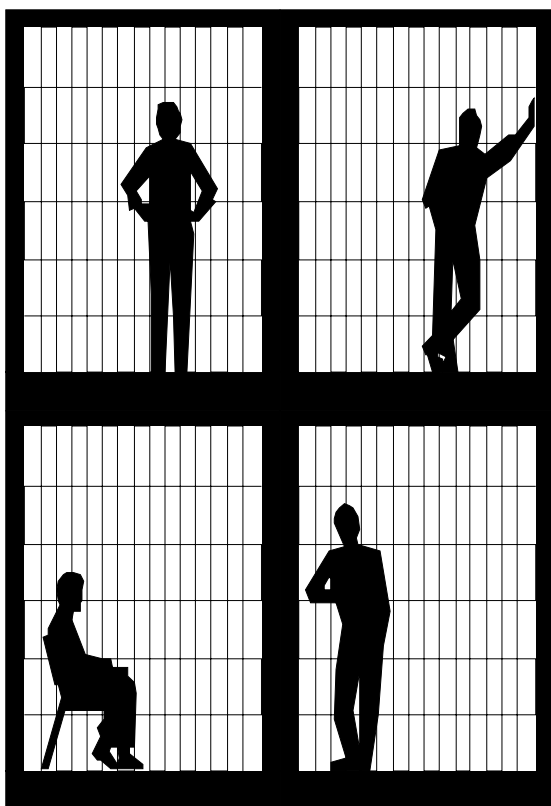
- Look towards the possibilities of producing our own breakfasts to replace the purchased meal packages that we use thereby creating more of a cost savings and control of all our food production.
- Work with vendors and state dieticians to continue to provide nutritionally balanced, high quality meals 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. This continues to become a growing challenge due to the overcrowding MSDF faces. On an average day the food service program serves 250-300 more meals than we are budgeted for.

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**
- **EMERGENCY RESPONSE UNIT**
- **DISCIPLINE**



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 2007 processed 8,290 offenders into MSDF, averaging 690 offenders per month. The Intake Unit also processed a total of 8,195 offenders out of MSDF, averaging 682 offenders per month. A total of 369 female offenders were processed in with a monthly average of 31. MSDF's Intake Unit processed a total of 16,485 offenders, averaging 1,373 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. It is the expectation the Intake Unit will continue to accept the many challenges that will be placed upon it in 2008 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. Add to this STF 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. 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. We are also a good neighbor and regularly loan out the medical transport van to RCI and RYOCF for their special needs trips. 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 and 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.

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 receive 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. These step moves are approved through a multi-disciplinary step review committee that meets once per week.

HIGHLIGHTS OF 2007

- Continued the step program for program segregation offenders to earn privileges based on positive institution adjustment.
- Changes were made in the observation cells to facilitate a safer, more protective environment for inmates placed into observation.
- Added higher visibility door numbers for better safety for staff.

CHALLENGES FOR 2008

- 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.

VISITING

MSDF provides inmate family members with visiting through tele-visit.

- 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 WSPF (Boscobel, WI) and Stanley Correctional Institution (Stanley, WI).
- Off-site visits were conducted between 2 sites for fiscal year 2007. 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 at Stanley Correctional Institution and WSPF. 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 visits may last up to 3 hours. After 4PM the visit is only 1hr. This is due to the large volume of visitors and limitation of space.
- Institution total visits for Fiscal Year 2007: Adults and children were 13,358. Because of the numerous amounts of visits at a time, visits are some times cut short to allow 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 Handcuffing, Escort Procedures, Cell Extraction and Use of Force Decisions, Use of Mechanical Restraints, Unit Operations – Count Procedures, Transportation/Medical Trip/Vigil Procedures, including Use of Incapacitating Agents, Property Procedures, Gang Awareness, and Containment Team Drills.

Health and Safety training included: Prison Rape Elimination Act, Cardio Pulmonary Resuscitation/Automated External Defibrillator, Self-Contained Breathing Apparatus Operation, Awareness of Heat-Related Illness, Medical Van Lift Operation, fire/medical emergency scenario drills, Infectious Disease Control, Suicide Prevention, including the First Responder Philosophy and Bench made Rescue Hook.



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, Incident Management Systems, Anatomy of a Screech Alarm, Basic Emergency Preparedness, Area Involved in a Disturbance, and Elevator Entrapment.

Uniform and non-uniform staff participated in special interest training such as Diversity Circles, Crisis Intervention Program, Being a Hostage, Workplace Differences, Inmate Advocate Duties, Child Support Issues, Conduct Report Processing, 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 (CNT)

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 overall readiness of its members.

The focus of the past couple of years 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 southeast regional team. The teams from MSDF, RCI and RYOCF have conducted 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 southeastern 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 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 the Mock Riot that is hosted in Moundsville, WV.

This next year will be filled with challenges – budgetary and through available resources. MSDF is confident that our team will meet these challenges creatively and positively!

DISCIPLINE

For Fiscal Year 2007 MSDF had a total of 1247 major conduct reports, 416 minor conduct reports and 29 appeals.

INMATE HOUSING

MSDF ATR PROGRAMS

This was our third full year with the Alternative To Revocation (ATR) Programs at MSDF, and we continue to have 174 beds (5 Pods) dedicated to ATR Programming. Just as a note, the Felony Drug Offenders Alternative To Prison (FDOATP) Program continues to have 36 beds dedicated at this time, and continues to take ATR offenders (different program structure than the 174 ATR beds) in their program.

The DCC ATR Programs continue to run smoothly. MSDF would like to thank BOCM Classification Specialists statewide and Heather Paulsen and Amy Larson here at MSDF, specifically, for screening and approving referrals from across the state. The referral process and coordination of scheduling groups/transports in is an ongoing challenge.

We continue to have challenges in the types of referrals/offenders that we are given from DCC. This issue has been brought to the ATR Steering Committee this year to look for some type of resolution. 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 also have many offenders who either come

in with or we discover once they're here that they are on serious pain medications that are not allowed in program. We continue to work on this issue in terms of criteria for offenders we are able to work with, and educating staff on those criteria. It has been suggested that other programming may need to be tapped into or developed to deal with these types of offenders. We also continue to have a significant number of sex offenders in the program, but note they are not receiving treatment for that while here.

In spite of the challenges, it is felt that the MSDF staff continues to do 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, as well as meetings with individual staff on a weekly basis.

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. We now have six staff that have attained their Substance Abuse Counselor certification or above, with the remainder continuing as SAC-In Training status.

It is also noted that our teachers now are supervised by our new Education Director position. We continue to look for different outside agencies/speakers to come in on a variety of educational subjects, to ideally address each ATR group as they go through the program.



One of our teachers was successful in getting a Parenting Network representative to come in and provide parenting sessions for two of the ATR Pods. We are hoping to expand that in 2008.

This teacher also was responsible for bringing in a Financial Management Program curriculum provided by M&I Bank in Milwaukee through their community outreach program. Both programs have been positively received by inmates and staff alike.

Updated Statistics:

The number of offenders completing their ATR Program has stayed ahead of expectations so far. **Since 6/30/06**, the numbers are as follows:

Total number of offenders who completed their ATR Program by 6/30/07: 615
Cog: 521
DV: 94

Total number of offenders terminated from their ATR Program by 6/30/07: 50

6TH FLOOR

Unit Description

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 the majority of the male probation and parole holds start out here. They are given a face to face orientation to the institution, pertinent forms, handbook and PREA information. It is here that they begin to learn the rules of MSDF and its operations. They are 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 permanent swamper that live on this unit. This is necessary due to the transiency 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 Step 2 and 3 Segregation inmates, whether Program Segregation or Disciplinary Separation. It is here that they do their program time and earn back privileges while they work their way back into general population. This pod also holds the WCCS TLU's when they first come to our facility. The WCCS TLU's stay on 6C until they have had their disciplinary hearing and disposition. 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 have been approved major modifications of the female unit for parity with the male Special Needs Unit where the male inmates have access to tempered air. We are currently in the process of meeting with the contractor to begin the construction process. 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 6th floor there are limited programming opportunities for the inmates to participate in.

We heavily utilize volunteers for programming purposes and for weekly religious programming.

Finally, MSDF has 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. There is 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 2008

- 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.
- Assisting in the design and construction of the new women's pod modifications.
- Keeping up with the rapid turnover on the 6N pods.
- Doing more with less.

7TH FLOOR-GENERAL HOUSING UNIT (DCC)

Unit Description

The 7th floor houses 200 DCC felony offenders who are on a probation or parole hold pending investigation, revocation or alternative action. Their average stay is 45 days. Our 16 regular security staff, 1 social worker, 1 teacher along with a Unit Manager make up the team that provides the needed services to this highly transient population.

Our population has generally been over our design capacity during the last year. Due to overcrowding we have had to place at times three offenders to a cell, putting the third offender 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 7th floor also houses the DCC Field Supervisor who is in charge of nine Probation and Parole Agent Liaisons, three of which are assigned to the 7th floor. The Liaisons interview new offender arrivals, take offender statements, and serve offenders their revocation paperwork, along with any other requests from the offenders' Agent of Record.

The 7th floor social worker is the point of contact for many offender issues; acts as a liaison between offenders and the legal system in helping offenders resolve court appearances with municipal, family, and children's court; assists the offender's agent in gathering information needed for release planning; and, facilitates groups. The social worker has also incorporated the use of undergraduate students from Marquette University. Students from Criminal Justice, Psychology, Spanish Language, and Social Welfare & Justice spent group time and tutor time teaching and learning from inmates.

8TH FLOOR-GENERAL HOUSING UNIT (DCC)

Unit Description

The 8th floor continues to house 200 male DCC offenders who are at MSDF due to violating conditions of their probation or parole supervision. Like the 7th 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 8th 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 8th floor also has one social worker, a teacher, and a unit manager.

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

The 8 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.

9TH FLOOR – GENERAL HOUSING UNIT (DAI/DCC)

Unit Description

The ninth floor population consists of 50 DAI 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. 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 the 9th floor for the majority of 2007 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. Offenders awaiting an ATR program are also utilized in the kitchen as food service workers. The 9th floor DAI inmates also worked as Custodians in Intake, Segregation, and on 1st and 3rd shift sanitation crews in the building and we have added a second 3rd shift crew that now cleans the Revocation Hearing area. The 9th floor inmates also provide barber services for the other units in the building.

Highlights Of 2006/2007

- Maintained management of the 64-bed state contract pod at Milwaukee County Jail.
- 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 with Word of Hope Ministries that provides pre-release and post release mentoring services to inmates that meet the eligibility criteria.
- Partnership with New Hope Project/Project Return to provide limited pre-release orientation to inmates regarding a transitional jobs program.

Challenges For 2008

- 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 into the community.
- Implementation of the pre-release standardized curriculum to the DAI population.
- Decrease idleness on pods with programming and more jobs.

Future/Anticipated Programming For 2007/2008

Transition Programming back to the Community (link with DCC) - reintegration focus.

Improved computer access to Law Library.

Enhancing and establishing community collaboration as part of the reintegration programming.

Enhance collaboration with faith-based and other community agencies.

Unit Objectives For 2007/2008

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.

PSYCHOLOGICAL SERVICES

Psychological Services continues to change and evolve as we provide services to the ever increasing population of mentally ill inmates. We have had several staff changes during this last year. Dr. Michelle Harris has transferred to Dodge Correctional Institution and we were able to hire Dr. Kelly Duggan to fill her place. We were also able to hire a .5 LTE position and welcomed Dr. Bronson Levin to the MSDF Psychological Services Unit (PSU). Dr. Ramel Smith will be leaving us and working in the private sector next year and we will be filling his position as well as another .5 LTE 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. All inmates placed in observation are reviewed weekly at the meeting. A Segregation Step Meeting continues to meet to provide for multidisciplinary input into the progress and management of inmates placed in segregation.

Mr. Sandersen, social worker, has begun a stress and coping group on the Special Needs Unit to help teach the inmates housed there more coping skills and problem solving techniques. His group runs twice a week and he has the help of some practicum students to facilitate this group process. 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 general population floor, helping those inmates to learn to cope with life in prison and change their thinking in preparation for release. The group is based on the book *Houses of Healing*.

There are also orientation groups going on in the Male and Female Unit to teach the new inmates ways to adjust to their incarceration and to discuss how to access psychological services within the institution. All inmates admitted to the Orientation Unit are given a PSU Workbook with strategies for dealing with incarceration and other common mental health problems.

Dr. Smith developed and implemented an Anger Management group for the Program Units.

Dr. McGuire and Dr. Smith served as members of the Hostage Negotiation Team. Dr. McGuire also serves on the Critical Incident Stress Management Team at MSDF. Dr. Abrams is a member of the Training Committee and a rotation of psychologists has represented MSDF at the Better Treatment Options (BTO) meetings. Dr. Arndt continues to monitor and provide services to the inmates in the segregation unit, and is an active member of the Step Review team helping to find creative solutions to deal with the mentally ill in the segregation units.

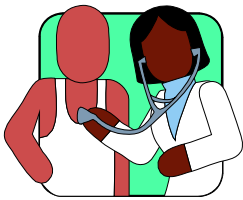
Students from the Chicago School of Professional Psychology, the Wisconsin School of Professional Psychology, and DOC Psychology Interns obtained clinical field experience under the supervision of Dr. Abrams and Dr. McGuire.

A revised suicide prevention training session was offered several times on all three shifts for current staff by Drs. Arndt, Smith, and McGuire. In addition, all new staffs attend an introductory training session on suicide prevention as part of the orientation process.

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 are placed on a priority system and most requests are now addressed in face-to-face contacts within two weeks. All service requests for Mental Health are given a written within response the same day that they are received. Sleep complaints are addressed with a Sleep Information Brochure and a Sleep Diary within two working days of the request. Two other brochures regarding Suicide Prevention and Staying Healthy in Prison are discussed during face-to-face orientation meetings, which are held weekly, on the orientation floors. The brochures are also available in the dayroom on the orientation floors.

MSDF had 239 observation placements in the calendar year 2006 and has had 256 placements in 2007 with several months still to go. This represents a significant increase in observation placements from 2006 and is reflective of the increasing number of mentally ill inmates. There was a completed suicide in March 2007.

HEALTH SERVICES UNIT (HSU)



HISTORY

The Health Services Unit (HSU) at the Milwaukee Secure Detention Facility opened its doors for offenders in Oct 2001. MSDF functions more like a county jail than a traditional prison. MSDF is a 24-hours/7-days a week system that intakes offenders during the first shift (0700-1500) and the second shift (1500- 2300) and on occasion intakes offenders on the (2300-0700) shift. 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 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 became operational, the HSU was contracted out to a private vendor, Correctional Medical Services (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.

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- Operation receives overflow from Milwaukee County Jail, thereby increasing the offender intakes on a daily basis.

Staff Recruitment Strategies

- More successful in recruitment of NC 2 and LPN within the Milwaukee area.
- Use of more LTE staff (RNs, LPNs and PAs).
- Minimal use of agency staff.

Community Partnerships

- Partnered with Wisconsin Division of Public Health Department STD Control Section to provide 397 free STD testing to inmates housed at MSDF.
- Partnered with Marquette University Service Learning to provide Spanish and English education to Spanish speaking inmates.
- Partnered with Marquette University Certified Nurse Midwife to provide education and support to pregnant patients.
- Partnered with Kaplan College to provide Medical Assistants, Medical Office Specialist and Pharmacy Assistants.
- Partnered with Komen Foundation in providing breast health education to inmates at MSDF and MWCC.

Challenges

- Caring for increasing amount of mentally ill in the general population.
- Serving an offender population which is sicker due to many offenders that are being admitted to MSDF from the community and have had little to no prior access to health care.

Goals

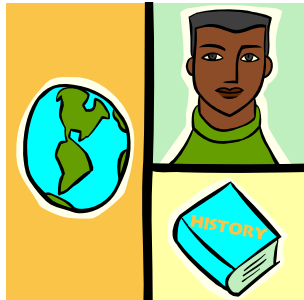
- To provide quality health care in a cost efficient manner.
- Screening for undiagnosed conditions and providing referrals upon release.
- To work as a multidisciplinary team and provide continuity of care between medical, clinical, dental, optical services and security.
- To provide continuity of care between MSDF and other DOC facilities.
- To intervene early in the illness continuum so as to achieve the best possible outcome.
- To maintain open channels of communication between security and health services.
- To develop MSDF specific policies to guide nursing practice at MSDF.
- To improve service to other community programs (TAP, Challenge Incarceration Program and etc.).

Goals Achieved

- Improved the level of staffing by DOC nurses and decreased dependence on contracted staff.
- Partnered with community resources (Komen's Foundation, Healthy Beginning, etc.) to enhance services provided to staff and offenders.

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- Developed monthly chronic care clinics (diabetes, hypertension, etc) to improve monitoring of these conditions to improve quality of life and decrease financial resource utilization. Ongoing development
 - Partnered with some community resources (Visiting Nurses, UW Milwaukee to provide continued education for DOC nursing staff (i.e., all staff be up-to-date on CPR, IV insertion and PICC line care, etc.).
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EDUCATION



OVERVIEW

Education programming at the Milwaukee Secure Detention Facility consists primarily of Adult Basic Education and personal development classes. Rapid inmate turnover presents unique challenges for attainment of long-term education goals, however, inmates are given opportunities to upgrade their academic skills and receive classroom and individual instruction in preparation for a GED/HSED.

All education instruction at MSDF is delivered by teachers who are certified by the Wisconsin Technical College System. The department consists of an Education Director, 8 certified teachers and 2 teacher assistants. In addition, we utilize several community resources for assistance in delivering non-academic program content, including The Parenting Network, M & I Community Education, MATC, and WRTP/Big Step. Classroom instruction is provided in the following areas:

- Civics
- Math
- Science
- Writing/Reading
- Health
- Employability Skills
- Money Management
- Parenting

Programs

- **Adult Basic Education (ABE):** The goal of ABE is to prepare inmates over age 18 who have not completed the requirements for a high school diploma to pass the required core competencies (Math, Reading, Writing, Science and Social Studies) for attainment of a General Education Diploma (GED). Those students wishing to receive a High School Equivalency Diploma (HSED) must complete the GED requirements along with passing Health, Civics, and Employability Skills requirements.

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- **The Incarcerated Youth Offender Program (IYOP):** IYOP is a federally funded program designed to offer inmates under age 26 academic opportunities toward the attainment of an Associate or Bachelor degree from the Wisconsin Technical College System. Through a partnership with Corrections Learning Network and MATC, eligible inmates are able to receive college credits for certain courses offered via satellite. These “College of the Air” courses consist of viewing of video broadcasts on CLN, reading from textbooks and study guides, and completing course activities and assignments. These courses are equivalent to the general education requirements for freshmen and sophomores enrolled in regular degree programs.
 - **Parenting:** These classes for incarcerated fathers teach inmates how to connect with their children while inside and prepare them for a lasting relationship with their families when they get out. There are 12 modules offered cover a variety of topics including: Being a Man, Spirituality, Handling and Expressing Emotions, Discipline, and Child Development.
 - **Employability Skills:** The Division of Adult Institutions has developed a comprehensive Employability Skills program designed to prepare inmates for obtaining and maintaining employment post-release. Modules include: Career Assessment, Job Seeking, Applying for Jobs, and Maintaining a Job. Completion of core competencies is formally documented and is required for HSED.
 - **Breaking Barriers:** This training series is designed for use with men and women who are in correctional settings. The series is very effective at creating within its participants an awareness that change is possible and then providing tools to develop cognitive thinking skills so change can take place. The workshops provide hands-on practice in using the concepts taught on a daily basis.

Fiscal Year 2007 Enrollment

Total number of full/part-time students served: **1,936**

Total number in ABE: **1,936**

Averaged over 12 months: **161**

Vocational programs: **0**

Special Education: **0**

HSED completions: **25**

Program Goals for FY08

- Increase college-level courses offered within the institution.
- Continue efforts to identify and educate inmates with special education needs.
- Increase the number of female inmates enrolled in education programming.
- Implement DOC Re-entry curriculum with DAI inmates.
- Job/Resource fair for inmates.

LIBRARY SERVICES

2007 was a year of transition for the Wisconsin correctional libraries. The institutional online Spectrum catalogs were replaced by a union catalog, now called Accent. The Westlaw legal database system Premise was replaced by Lexis/Nexis. Each change has had its advantages and disadvantages. Additionally, daily responses to reference questions, system maintenance and the delivery and updating of legal materials and periodicals remain a constant.

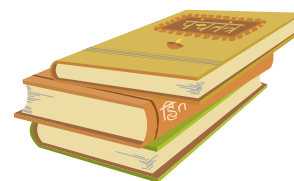
In spite of major system changes, large numbers of library books were circulated to resident inmates.

Fiction books circulated during 2007: **1813**

Nonfiction books circulated during 2007: **721**

Library books placed on 9A circulated during 2007: **621**

Total: 3155 books were circulated to resident inmates during 2007.



CHAPLAINCY SERVICES

Chaplaincy services offered at Milwaukee Secure Detention Facility (MSDF) are multi-faith and diversified in nature. This allows the MSDF chaplain to provide religious services for its diverse offender population. Instruction and worship times are available to each offender upon request.

In 2007 MSDF provided the following services:

- Openly communicated with staff, inmates and family members.
- Provided Prison Fellowship Angel Tree Program (Toys for Christmas to qualified interested offenders).
- 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.
- Provided clothing for offenders having none in personal property upon release.
- Provided community resource information and religious organization networking for offenders being released into the community.
- Alcoholics Anonymous
- Narcotics Anonymous
- Correspondence Bible Studies
- Religious Tutoring
- Religious Mentoring
- Domestic Violence discussions

Religious practice groups 2007:

- Approximately 60 active volunteers provided the diverse services to MSDF offenders: Buddhist, Catholic, Protestant, Christian Science, Islam, Jehovah's Witness, Judaism, Native American Indian, Wicca and Eastern Religions.

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

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

Additional endeavors MSDF Chaplain worked to establish are:

- Engendered trust and respect by rapid response to all religious requests.
- Ministered to all in an empathetic and effective manner, especially those with physical and/or emotional and mental health problems.
- Fostered rehabilitation and restorative justice.
- Provided clinical pastoral care (including basic and developmental psychology), counseling, group and family dynamics, and crisis intervention.
- Provided staff training on religious practices and issues.
- Generated connections with community faith group leaders and religious providers and provided religious volunteer training.

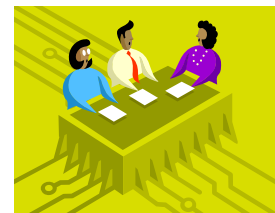
CLASSIFICATION & PROGRAM REVIEW COMMITTEE

EXTERNAL CLASSIFICATION

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

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.

The OCS also acts as the regional Alternative to Revocation (ATR) Coordinator, covering regions 2, 3, 4 and 7. MSDF has 174 program beds, 36 of them designated for domestic violence and AODA, and the others to cognitive thinking and AODA. We fill vacant beds in the Felony Drug Offenders Alternative to Prison (FDOATP) program, which houses an additional 36 offenders at MSDF. 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



The Offender Classification Specialist (OCS) makes recommendations that affect the lives of offenders supervised by the Department of Corrections 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, current or past institutional behavior/conduct, past or current episodes or references on escape(s).
- **The OCS at MSDF conducts 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 2007, MSDF retained 340 alternate site A&E's, with a monthly average of 40.

- 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 2006-September 2007

Challenges for 2006:

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

INMATE COMPLAINT REVIEW SYSTEM

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 fourth revision of the MSDF Inmate Handbook.

The ICE 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, MSDF Property Committee, and the Community Advisory Board

in Milwaukee. The ICE has also been regularly providing educational tours of MSDF for newly hired DCC agents, various community groups and correctional science classes.

HIGHLIGHTS OF 2006

- Investigated approximately 1371 complaints from January 1, 2006 until December 31, 2006.
- MSDF has a total of 48 less complaints in 2006 than it did in 2005.
- Continues the review of inmate appeals for disciplinary hearing decisions on behalf of the Warden for his signature.
- The total reimbursements to inmates in 2006 as a result of the complaint system is \$1267.83.

NUMBER OF COMPLAINTS AFFIRMED IN 2006: 18

NUMBER OF COMPLAINTS AFFIRMED w/MODIFICATIONS IN 2006: 199

NUMBER OF COMPLAINTS DISMISSED IN 2006: 462

NUMBER OF COMPLAINTS DISMISSED w/MODIFICATIONS IN 2006: 143

NUMBER OF COMPLAINTS REJECTED IN 2005: 766

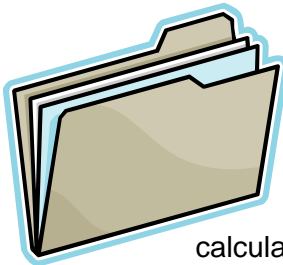
COMPLAINTS BY CATEGORY FOR 2006

01 Staff	206
02 Correspondence/Publications	130
03 Discipline	98
04 Medical	318
05 Parole	0
06 Personal Physical Conditions	37
07 Property	198
08 Rules	21
09 Religion	1
10 Work/School Programs	2
11 Visiting	8
12 Other	217
13 Food	9
14 Classification	5
15 Inmate Complaint Review System (ICRS)	15
16 Discrimination	0
17 Inmate Accounts/Canteen	105
18 Badger State Industries (BCE)	1
19 Breach of Confidential Health Information	0
20 Staff Sexual Misconduct	0
21 Inmate Sexual Misconduct	0

CHALLENGES FOR 2007

- 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.

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 (2007)	VOP In Male	VOP In Female	DCI Holds In	DAI	TLU	Releases	DCI Holds Out	Revoked	Transfers
January	633	42	100	9	10	453	100	139	37
February	501	25	121	8	13	419	127	96	38
March	592	23	82	4	12	456	84	138	28
April	522	34	0	5	4	428	0	141	23
May	483	48	0	10	11	409	0	97	26
June	437	24	99	3	14	339	96	101	29
July	341	37	102	1	13	288	102	91	28
August	475	36	110	5	13	353	110	139	31
September	435	15	88	4	18	292	88	134	31
October	369	20	122	10	21	313	122	108	36
November	453	38	119	0	12	416	119	71	13
December	394	27	100	1	7	352	100	77	30
TOTAL (2007)	5635	369	1043	60	148	4518	1048	1332	350
AVERAGE (per month)	470	31	87	5	12	377	87	111	29
Total in (2007)	7255								
Average (per month)	605								
Total out (2007)	7248								
Average (per month)	604								