

Taycheedah Correctional Institution



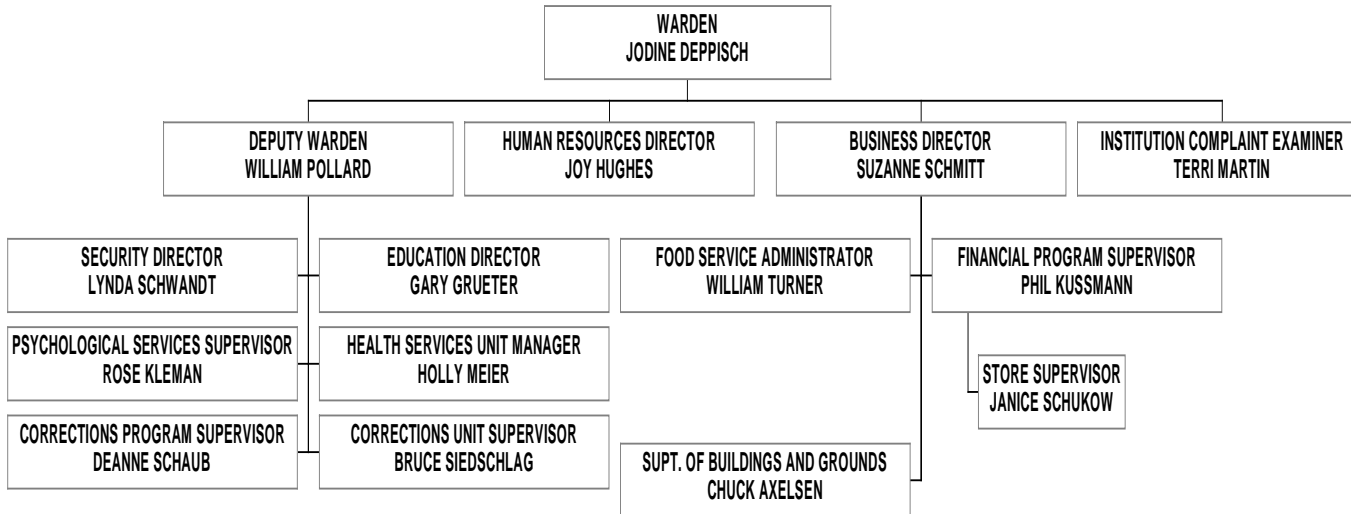
Department of Corrections
Division of Adult Institutions

ANNUAL REPORT FY 04

Jodine Deppisch, Warden

TAYCHEedah CORRECTIONAL INSTITUTION

ORGANIZATIONAL OVERVIEW



INSTITUTION PROGRAMS

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MESSAGE FROM THE WARDEN

MESSAGE FROM THE WARDEN

Greetings:

2003 has been a year of significant growth and improvement for Taycheedah Correctional Institution. On behalf of the TCI staff I am proud to present our collective accomplishments for this fiscal year.

Many initiatives have been put into place that will assist us in attaining our mission of providing a safe and secure institution to house the state's female offenders. This is accomplished through focusing on the offender's personal growth and independence. It is our hope, that through successful programming, we will enable these women to re-enter society equipped with the tools necessary to lead a crime and drug free life. Additionally, we encourage them to teach these same skills to their children.

Many of the women who are incarcerated at TCI are going to have physical custody of their children when they return home. Too often we find that crime and additive behaviors are generational. It is not uncommon to have two or even three generations of families in the criminal justice system at the same time.

It is our hope, that through programs that address the needs of the children, there will be a positive impact on this generational cycle of incarceration. You will see that Taycheedah Correctional Institution has been on the forefront of keeping Moms and their children connected during incarceration. You will also see that we have participated in partnerships with community agencies to assist in addressing the needs of this affected generation.

As always, the staff at TCI have been involved in many community service activities. As members of the Fond du Lac community, we believe in organizing activities that will benefit those in need within our community. Each year we have sponsored the Foster Parent's Association Christmas party by providing food, gifts and our time to this most worthwhile event. We have also conducted several blood drives, food pantry drives and a host of other community service activities.

On behalf of the Wisconsin Department of Corrections, the Division of Adult Institutions and Taycheedah Correctional Institution staff, we proudly present our Annual Report.

Jodine Deppisch

MISSION STATEMENT

Taycheedah Correctional Institution Mission Statement

Taycheedah Correctional Institution is a maximum/medium security facility entrusted with the custody and supervision of the State's female offenders.

Our mission is to protect the public, utilizing a well-trained and professional workforce through the constructive management of offenders, reducing criminal behavior, and restoring a sense of safety to victims and the community.

In keeping with the philosophy and vision of the Department of Corrections, Division of Adult Institutions, Taycheedah Correctional Institution subscribes to the following objectives:

- ✳ To provide a correctional setting which will ensure the safety and security of offenders, staff and public
- ✳ To prepare offenders for successful return to the community by providing education, programming, work, and constructive activities to encourage offenders positive personal growth and independence
- ✳ To maintain an attitude consistent with and conducive to an effective learning environment, thus affording a reduction in recidivism
- ✳ To ensure offenders health care that is consistent with professional, community and correctional health care standards
- ✳ To encourage offenders to fully recognize and to assume responsibilities for their actions and to inspire sensitivity and responsiveness to victims and their families
- ✳ To create and encourage a culture that all staff are responsible for the security, care, and humane treatment of offenders
- ✳ To encourage effective communications between all staff and departments to facilitate positive teamwork
- ✳ To promote professional conduct through staff supervision and training
- ✳ To build, maintain, and empower a diverse, competent, and professional workforce
- ✳ To provide a harassment/discrimination free working/living environment for both staff and offenders
- ✳ To work in cooperation with the community to enhance positive relationships which benefits staff, offenders and society
- ✳ To promote public awareness and understanding of the institution environment
- ✳ To build a mutually supported criminal justice relationship among federal, state, county and community law enforcement agencies

FACTS

INTERESTING FACTS

* TCI opened:	1921
* Security Level: Maximum/Medium	
* Operating Capacity:	653 Females
* Current Population:	662 Females
* Security Staff:	162
* Non-Security Staff:	98.25
* Inmate to Staff Ratio:	2.5:1
* Number of Acres:	50
* Operating Budget:	\$17,176,358.04
* Inmate Restitution:	
Restitution	\$36,398.91
Victim Witness	\$19,507.55
DNA	\$8,837.29
Child Support	\$4,394.94
Medical Co-pay	<u>\$12,696.50</u>
	TOTAL: \$81,835.19
* Inmate Revenue Accounts	\$44,618.85
(used to purchase library books and recreation equipment)	

* Program Participation and Completion:

Education:

- HSED/GED - 32
- Office Software Applications - 28
- Building Maintenance and Care - 26

Treatment:

- AODA - 98 graduates including 9 ATR's
- Parenting - 130 completions
- Anger management - 131 completions
- Domestic violence - 90 completions
- CGIP - 112 completions
- SOT - 6 completions
- SOT aftercare - 4 completions

A Little History:

Taycheedah's history began in the early 1800's, when Governor James Doty established a home in Fond du Lac, which to this day stands on the institution grounds. In the early 1850's, female offenders were housed in the Wisconsin State Prison, known today as Waupun Correctional Institution. In 1912, work began on the creation of a female facility and in 1921, the Wisconsin Industrial Home for Women was opened. Those first women were mostly committed for so called "crimes against morality" while repeat and more violent or serious offenders were housed at the prison in Waupun. In 1931, work began on the Wisconsin Prison for Women, to be located adjacent to the Industrial Home. The facility was completed and opened in 1933, and the women who had been at Waupun were transferred here. There were two separate facilities operating on the same grounds. In 1945, the two facilities were consolidated and given the name Wisconsin Home for Women. In 1975, the Legislature changed the name to Taycheedah Correctional Institution.

In 1995, the first housing unit erected since 1933 was opened. The new unit almost doubled the institution's inmate capacity. In August of 1997, a barracks unit was opened. The unit can house up to 150 inmates. In 2002, 2 new buildings were opened. One building houses offenders with Mental Health needs consisting of 64 beds and also the new Segregation unit with 68 beds. The other building is a general population building consisting of 240 beds.

ACCOMPLISHMENTS

ACCOMPLISHMENTS:

Security

- Provided training in Emergency Preparedness, update POSC, and cell entry.
- Provided advanced training in fraternization, due process, disciplinary process, the role of the ICE, and professional communication.
- An area of the Power House was refurbished to establish the TCI Armory.
- Acquired approval and placed weapons in the Armory to enhance the safety and security of the institution.
- Established a regular ERU training schedule and training.
- Formalized PPD, Post Order, and Policy and Procedure update process.
- Revitalized and re-established the CISD Program through the training of additional peer supporters and update training for current members.
- Acquired approval and hired two additional Security Supervisors to meet staffing requirements and enhance safety and security operations.
- DVD recording system purchased and installed in Control to enhance the camera system for monitoring.
- Elevated observation station constructed in the Visiting Room to increase staff ability to observe visits.
- Pass movement system initiated.
- Height of beds in Observation cells reduced for safety and to increase the ability to observe.
- Database created for SPN's, SN's, Pair with Care, and offenders under 18 (Minors).

Health Services Unit

- Decrease in number of medication outages in the housing units. This is attributed to improved communication with Security and HSU.
- On site Physical Therapy, Podiatry and Screening Mammograms.
- Sick call being done on the housing units to decrease movement in the institution. Inmates are also being seen sooner to have their concerns addressed.
- Exemplary Chronic Condition Clinics for Diabetes, Asthma, Hypertension/Cardiac, Seizure disorders, Hepatitis C.
- **Let's Get Healthy** Program: This has had a positive effect in inmate's attitudes for taking responsibility for their health. Have had one inmate come off of insulin, 1 off of all diabetic medications and 2 inmates with decreases in insulin and anti-hypertension medications.
- Education: Provided inmates with information about healthier lifestyles and understanding of how to optimize their health when living with a chronic disease.
- Healthier snack choices at Canteen. HSU has worked with the Canteen committee to offer healthy snacks for all inmates.
- Multidisciplinary Team Meetings: The M-Team Meetings have been a major contribution to the team approach at TCI. It allows all the disciplines in the institution to work together toward a positive outcome involving many different issues we face in Corrections.
- New Psychiatrists: Dr. Reschke and Dr. Bick have made a significant improvement in the medication management of psychiatric patients at TCI.
- Physical facility: HSU staff have adjusted well to working out of Harris Hall while awaiting completion of the new HSU Clinic scheduled to open in 2004.

ACCOMPLISHMENTS

Human Resources

- Enhanced Orientation Program
- Monthly training provided with minimal or no overtime due to budget constraints
- Sick Leave reviews completed with shorter turn around time
- Monitoring of Sick Leave use became more of a focus for supervisory staff
- Restricting use of alternate duty to work-related injuries only
- Continued focus on assisting employees and making them the priority - being available and approachable for employees
- Continue to teach/train employees to accurately complete and submit HR/Payroll related paperwork in a timely manner
- Continuing to stress importance of confidentiality and privacy of employee
- Improved communications with institution supervisors.

Social Services

- Conversion of all Visiting Lists

Mental Health

- MMHI - 55 intakes
- 52 discharges

Buildings and Grounds

- Harris Hall - rebuilt the entrance steps and handicap ramp and railings.
- Armory - moved old armory into newly remodeled area.
- Homestead - remodeled kitchen area and painted first floor interior.
- Segregation Observation Beds - reconstructed two beds to prevent employee injuries.
- Building Services Classroom, Simpson – installed dust collector system.
- Gower HSU – construction project over ¾ completed.
- Reconstructed the boiler blow-down pit.

Completed work orders for 2003:

- Facilities Repair = 1320 work orders
- Mechanical/HVAC = 638 work orders
- Outside Mechanical = 1250 work orders
- Plumbing = 591 work orders
- Electrical/Electronic = 604 work orders
- Grounds / Miscellaneous = 1126 work orders

Food Service

- Served over 635,000 meals at an average cost of \$.79 per meal
- Only DOC institution to provide caloric amounts on cycle menus (effective 2/9/03) to assist inmate population in making wise dietary decisions
- As a Community service, appropriate left over foods provided to local food bank

Business Office

- Full implementation of the Purchase Plus order system.

ACCOMPLISHMENTS

Education

- Economics *Wisconsin* recognized one of TCI's Stock Market Simulation teams for finishing third in their division for the Fall 2003 competition. The competition ran from October 6, 2003 to December 12, 2003

TCI COMMUNITY ADVISORY BOARD

Board meetings create an opportunity for those involved to learn more about prison operations and initiatives as well as provide a forum for community input regarding issues that impact the system as well as the community. These meetings are held bi-annually. Membership consists of local and state governmental officials, business leaders, and citizens. Information concerning changes or trends that are occurring within the agencies are presented in order to keep all members informed of new and on-going issues. The members provide us with input into community issues that may have an impact on our operations. Members and affiliations are:

- Joe Reitemeier, Association of Commerce
- Robb Jensen, St. Mary's Springs High School
- Tony Barthuly, Fond du Lac Police Department
- Eric Gross, Division of Community Corrections
- Rene Firari Will, St. Agnes Hospital Domestic Violence Program
- Edward Schilling, Dept. of Social Services
- Sr. Stella Storch, Congregation of St. Agnes
- Brenda Schneider, Town of Taycheedah Clerk
- Robert Wirtz, Circuit Court Judge
- John Townsend, Rep. 52 Assembly District
- Penny Werner, Victim/Witness Services DA Office
- John Phillips, Moraine Park Technical College
- Dan Klawitter, FDL Co. Dept. of Community Programs
- Maggie McCullough, FAVR
- Mary Council-Austin, Marian College
- Senator Carol Roessler
- Richard Ridenour, Marian College
- Eurial Jordan, Regional Chief

RESTORATIVE JUSTICE

Restorative Justice: This 25 hour, cognitive program addresses general principles and issues surrounding impact of crime on victims. The goal of the program is for the offender to recognize and accept the trauma and stress caused by her crime and its life long effects. Through this recognition, offenders will not re-offend in any community.

Topics included:

Overview of Restorative Justice	Victims of Gang Violence
Victims of Property Crimes	Victims of Gambling
Victims of Robbery	Victims of Hate Crimes
Victims of Drinking and Driving	Victims of Assaults and Stalking
Victims of Drugs	Victims of Arson
Victims of Domestic Violence	Victims of Homicide
Victims of Child Maltreatment	Racial Diversity

As part of restorative justice efforts, TCI sponsored an organization from Texas called "No More Victims". This was a panel of four teenagers who shared with staff and inmates how they have been victimized because they are children of incarcerated parents. This presentation was well received by inmates and staff.

VOLUNTEERS

More than 250 volunteers assist in providing the wide range of religious programming, from services to bible studies. Volunteers also facilitate NA/AA meetings.

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SOCIAL SERVICES

TCI Social Services continued to offer a variety of management services affecting the unique needs of the female offender's incarceration, rehabilitation efforts, and successful return to the community. These included liaison with: program review, the parole commission, parole agents, legal assistance, attorneys, families/friends, social service agencies, courts, law enforcement agencies, and community resources affecting the offenders' release planning and reintegration into their communities.

Domestic Relations: Domestic Relations identifies the different types of domestic abuse and factors in our society what contribute to the problem of domestic violence. Domestic Relations also covers issues including why the victims stay in abusive relationships and the impact of domestic abuse on the family.

Anger Management: Anger Management is designed to explore anger issues of the female offender. Historically, women's freedom to express their feelings and emotions has been limited by gender specific

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stereotypes. Through a cognitive approach, women are given the opportunity to learn and constructively direct their feelings and emotions through group discussions and role-playing.

Alcoholics/Narcotics Anonymous: 12-step self help groups staffed by community volunteers.

SMART: (Self-Management and Recovery Training): This program was included as an alternative to 12-step programming. SMART is a self-help program that emphasizes enhancing motivation, refusing to act on urges, managing life's problems in a sensible and effective way, and developing a positive, balanced, healthy lifestyle.

Parenting and Extended Visits: This program enables the incarcerated female to learn cognitive parenting skills and to actually put these skills into practice through daylong visits with her children.

The cognitive portion of the program teaches stages of child development and age appropriate behaviors. Particular emphasis is placed upon building child and parent self-esteem in order to enhance the child's intellectual and social abilities. The program is devoted to the concept of social learning, the teaching of child management techniques, and parent/child inter-action that employs alternatives to physical punishment.

The extended visitation portion is composed of seven-hour visits conducted in a pleasant home-like atmosphere that allows parent and child to interact in a relaxed, natural setting. Mothers are able to maintain their parental role throughout their incarceration, as well as practice the parenting skills learned in the Parenting Program. In 2002, 15 offenders participated in Extended Visits reaching 29 children on 19 Saturdays.

Number of Minor Children	0	1	2	3	4	5	6	7	8
Number of Inmates	179	102	76	54	29	14	5	4	1

Pre-Release Program: Program participation includes detailed release planning, resume production, probation and parole supervision information, interviewing skill development and community resource utilization. Program participants are interviewed and selected for the program based on proximity of M.R. date. 36 offenders have successfully completed this 8 week 24 hour program.

Cognitive Interventions Program (CGIP): CGIP is a 30 lesson program designed as a pre-treatment program to help get the maximum benefit from other programs such as anger management, domestic violence counseling, or AODA programming. CGIP also has a strong relapse prevention component designed for participants who may have completed other programs without a strong personal commitment to change their problem behavior and find themselves in trouble once again.

Family Reunification Program: This program from Milwaukee works with children affected by parental incarceration. The program facilitates parent-child prison visits, children's support groups, individual and family therapy, gender-specific programs for girls and mothers, MOM's groups and a wraparound based aftercare project.

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Family Connections Dane County: This program from Dane County seeks to help maintain and strengthen the bonds between incarcerated mothers and their children through the provision of transportation. In addition, the program seeks to help children cope with their parents incarceration through a voluntary support group for children and their caregivers.

RELIGIOUS SERVICES/PROGRAMS

TCI provides a wide range of religious programming. Protestant, Roman Catholic, Islamic, Wiccan and Native American services are held on a regular basis. Average total monthly worship attendance for all faiths in 2003-2004 was 1,100. In addition, 17 different studies and programs are held weekly, bi-weekly or monthly, some of which are open to those of a particular faith and others are offered irrespective of religious preference. Total average enrollment for these programs was 453. At any given time, approximately 270 offenders were involved in one or more of these programs. More than 250 volunteers help in providing these services and programs.

The programs and studies offered through the Chaplain's office include the following:

- Campus Crusade Weekly One-on-one studies
- Catholic Monthly Bible Study
- Community Baptist Monthly Bible Study
- Campus Crusade Monthly Christian Video
- Siddha Yoga Monthly Study
- Holy Family Catholic Basic Beliefs Monthly Study
- Rosary Prayer Bi-weekly Study
- Jehovah's Witness Weekly Study
- Rev. Tetzlaff Clergy Weekly Study
- Fr. Sturm Monthly One-on-one visits
- Religious Choir
- Wiccan Bi-weekly Circle and Study
- Maximum Unit Bi-weekly Bible Study
- Monarch Special Management Unit Bi-weekly Bible Study
- Lower Lake Bi-weekly Bible Study
- Islamic Monthly Study
- Faith at Work Monthly Study

The population at year-end 2003 reflected the following religious preferences:

- Protestant = 74%
- Catholic = 17%
- Native American = 3.5%
- Wiccan = 2%
- Islamic = 2%
- other/no preference = 1.5%.

In addition to programming, the Chaplain's Office serves offenders' religious needs by providing Bibles, Qurans and other holy books, maintaining an extensive lending library, providing free greeting cards, and arranging for clergy visitation, grief counseling, marriage counseling, and the purchase of religious emblems and other religious property. In fiscal year 2003-2004, the following were distributed to offenders:

- Bibles 373
- Rosaries 19
- Calendars 901
- Daily Meditation booklets 1172
- Greeting cards 6500
- Books loaned 1800

The Chaplain provides one-on-one counseling and visitation and conducts weekly rounds in the segregation unit and level one of Monarch Special Management Unit. Average Chaplain visitations per month was 122. In addition, the Chaplain arranges for offenders to receive clergy visits from pastors or other spiritual leaders during the year. The average number of outside clergy visits per month was 17.

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The Chaplain's office also offers *Grief Group: Experiencing the Losses in Life*, a seven-week study for those desiring help in healing from serious grief issues in their lives. The group accommodates up to 72 offenders per year.

Special activities and events in 2003-2004 included:

- Memorial services for a member of TCI's security staff
- Memorial services for an offender
- Prison Fellowship "Angel Tree" Program which provides Christmas gifts for offenders' children
- Salvation Army Christmas Toy Project which provides toys for offenders' children in Wisconsin/Upper Michigan
- Rosary Prayer Seminar
- Wiccan Feast
- Christmas Eve services – 4 programs

PSYCHOLOGICAL SERVICES

Taycheedah Correctional Institution is entrusted with the challenge of providing treatment to incarcerated female offenders. Traditional treatment approaches often neglect issues unique to female offenders. Psychological Service Unit (PSU) staff attempt to provide female offenders with programs geared specifically towards women's issues.

Our mission is to afford meaningful opportunities for positive change to individuals with mental health needs.

Psychology staff are now fully integrated into housing units to ensure development and maintenance of a multidisciplinary approach comprised of all unit staff including psychologists, social workers, and security officers. Staff are present on the Maximum Security Unit, the Medium Security Unit, the Harris Unit, and the Monarch Special Management Unit (formerly Monarch Mental Health Unit). A psychologist is also assigned to work with inmates in the Dorms and in our AODA unit.

TCI has the highest ratio of mentally ill offenders of all DAI institutions. At conclusion of year 2003, 407 inmates were on clinical monitoring status. Nearly 46% of intake inmates from DCI were on psychotropic medications at transfer in 2003. At the end of June 2004, 459 inmates were on clinical monitoring status and rate of intakes who were taking psychotropic medications had risen to 55%. Additionally, during the fiscal year changes were made in the way inmates were classified for mental health need. Classifications were broken into 4 main categories comprising a particular group of diagnoses, which aided in determining the frequency of clinical contact needed. Seriously mentally ill inmates and those who are considered "functional" seriously mentally ill requiring closer monitoring included those with psychotic disorders, severe or recurrent major depression, bipolar disorder, dementias, borderline personality disorders, organic brain disorders, and severe anxiety and mood disorders. At fiscal year 2003-04 end, 182 inmates (27%) were classified as seriously or functional seriously mentally ill.

Psychological Services provides inter/intra-institutional emergency intervention, as well as intake programming, clinical assessment, treatment, education, and emotional support to offenders. Cognitive restructuring and skill training are primary strategies of change implementation.

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PSU Intake Programs

Group Orientation: All new intake offenders are provided information on PSU services and programs. PSU orientation relays information about normal responses to incarceration. Limits of confidentiality are also reviewed. Offenders learn how to direct appropriate requests in order to meet their needs. A stress management video and various sleep techniques are also addressed to adjust to incarceration. Nearly 600 new intake offenders were processed through this orientation program during this time period.

File Review and Testing: Files for all inmates entering the institution are reviewed by PSU staff to ensure that inmates with mental health needs receive care as quickly as possible upon entry. Inmates entering the institution who have a history of mental health treatment or diagnosis or a reported history of self-harm or suicidal gestures participate in testing using a well-research and standardized testing instrument. Results are provided to the psychologist assigned to the inmate's housing unit who then discusses the results with the inmate and discusses a plan of treatment as needed before writing a brief report for the inmate's clinical file. Community records have also been requested since January 2004. For fiscal year 2003-2004, 206 inmates were tested and file reviews were completed for all new intakes. 37 percent of incoming inmates received testing. File reviews were also completed for inmates placed into special programming such as Sex Offender Treatment, Monarch Special Management Unit, and when special needs have arisen in other units. There were 550 full file reviews completed during the 2003-2004 fiscal year.

Groups Specific to General Population

Psycho Educational Class for Trauma & Abuse (PE Class): A structured program to acquaint the offender with the basic terms, concepts and skills for cognitive self-counseling that will serve as a foundation for further services as well as meet the immediate needs of many offenders adjusting to prison life. The focus of the group is to address the impact of trauma and abuse on an individual's life. This group is provided to inmates by staff referral only. This group is four sessions. Due to absence of primary group facilitator only 1 group was held this fiscal year with 14 inmates participating.

Childhood Abuse Therapy Group (CAT): This treatment program is designed to enhance offender's ability to process the emotional impact of childhood abuse on their lives, and relate that insight to their behavioral patterns and cognitive judgment. Group members must have completed the PE Class prior to entering this therapy group. This group is 12 sessions. During fiscal year 2003-2004, 1 group was held with 7 participants.

Sleep Problems Class: One of the most common complaints among offenders is difficulty in achieving satisfactory sleep. This class helps offenders by teaching them ways to improve their sleep without reliance on medication. This class is a single session and is provided by staff referral only. Materials provided by unit psychologists or through the orientation process benefit a vast majority of inmates and no further programming is necessary. While this group is available when needed, during the 2003-04 fiscal year, no groups were held.

Stress Management Class: Stress Management Class provides brief support and basic education for offenders who request this class or who report problems adjusting to prison. Definitions of stress are discussed, and offenders have the opportunity to identify the causes of stress in their lives. They are encouraged to develop an Action Plan to more effectively deal with these stressors, and various relaxation

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techniques are reviewed. This group is offered by staff referral only and is two sessions. Most inmates receive stress management programming and materials through the intake/orientation process or through their unit psychologist, requiring no additional programming. During fiscal year 2003-04, 5 groups were held with 38 inmates participating.

Sexual Offender Treatment (SOT): SOT is a group psychotherapy treatment designed to assist sex offenders in living an open, accountable, and victim-free lifestyle by reducing and effectively managing re-offense risk factors. The SOT curriculum includes a complete Criminal Thinking (CGIP) component at the beginning of treatment, followed by intensive group psychotherapy focused on realizing the goal of an effective re-offense prevention plan. Appropriate psychological assessments are utilized to identify offenders' areas of strength and risk. The group is open-ended, completing when inmates have met specific criteria. Group typically lasts approximately 6-9 months. In fiscal year 2003-04, 1 group was facilitated in which 6 inmates completed the program. A second group was also started which is ongoing into the new fiscal year.

Sexual Offender Treatment AfterCare: This group meets monthly to assist offenders who have completed SOT in maintaining and practicing their re-offense prevention plan. This is an open ended, ongoing group. Currently there are 2 groups with 5 current participants.

Groups Specific to the Monarch Special Management Unit

Monarch Special Management Unit (MSMU) Specialized management unit for offenders who have difficulty in adjusting to the prison environment due to mental or emotional problems and/or cognitive deficiencies or who have a special need identified by medical staff or via other means requiring specialized care. Program components are highly individualized and consider the offender's security, daily living, clinical, medical, educational, offense related, and rehabilitative needs. Each offender has an individual treatment plan that is reviewed periodically to ensure that goals are met. Psychology staff facilitate group therapy or individual therapy depending on the offender's needs, in collaboration with social workers, crisis intervention workers, health services staff, and appropriately trained security staff.

Anger Management: Anger management is a cognitive program designed to address general principles and issues surrounding anger and anger management. The goal of the program is to present information that enables offenders to identify and effectively manage anger. The curriculum includes education on topics such as different types of emotions, physical effects of emotions, the impact of thoughts upon emotions and behavior, stress and anger reduction, and assertiveness skills. This MSMU class is provided weekly. Two groups were run in fiscal year 2003-04 with a total of 15 inmates.

Long-Term Therapy Group: This group utilizes cognitive behavioral and DBT concepts and skills to meet inmate's needs as designated in the inmate's individualized MMHU Treatment Plan. Drs. Durante and Kleman lead this group specifically focused for women with features of a personality disorder. This group is ongoing on MSMU with successful completion measured by skill acquisition. For fiscal year 2003-04, one group was run with 9 inmates.

Psychosis Group: In this group, facilitators assist inmates who are struggling with psychotic processes, or who are otherwise having difficulty in daily living. Ongoing efforts are made to help women understand how their illness fits into the bigger picture of their lives and assists them to appreciate their present reality. Both

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women with long-term thought disorders and those who have disorders that are less chronic in nature attend this group. This 12-session group was run twice in fiscal year 2003-04 with a total of 17 inmates.

Anxiety Disorder Group: This group focuses on anxiety and stress-related problems and aids women in identifying triggers and developing strategies for long-term management of anxiety symptoms. This MSMU group is 12 sessions. For fiscal year 2003-04, this group was run twice, with 12 inmates.

Mood Disorder Group: This group targets depressive and manic symptoms of mood disorders and assists women in understanding their diagnoses and developing skills to manage symptoms using Cognitive Behavioral strategies. This 12-session group was run twice, with 20 total inmates in fiscal year 2003-04.

Art Therapy: Art Therapy utilizes the art making process to provide diagnostic clarification, to assist in the remediation of dysfunctional behaviors and in the maintenance and enhancement of functional behaviors. Art Therapy provides offenders with an opportunity to use drawing, painting, writing, and collage making to express themselves in a positive, healing, and hopeful manner. Art making is promoted as a positive, self-enhancing activity to assist the offender in managing their mood and behavior and to enhance their problem-solving skills. This MSMU group is provided bi-weekly and is facilitated by a psychologist who is also a registered art therapist (A.T.R.) with the American Art Therapy Association. This single-session group was run 32 times in fiscal year 2003-04 with each session comprised of 8 inmates.

Changing for Good: "Changing For Good" is a cognitive program addressing strategies for successful personal change. The goal of this program is to present information that enables offenders to positively and permanently change their lives utilizing the research presented in the book Changing For Good (written by James O. Prochaska, Ph.D., John C. Norcross, Ph.D., and Carlo C. DiClemente, Ph.D. in 1994 & published by William Morrow & Company of New York) and in the accompanying manual, "The Journey," written by Karin Suesser, Ph.D. and revised by the Psychological Services Unit at Taycheedah Correctional Institution with suggestions and input from the inmates at Taycheedah. The curriculum includes education on topics such as self-assessments, creating a climate where positive self change can occur, maintaining motivation, turning setbacks into progress, how to make positive change(s) a permanent part of one's life, case histories, examples clarifying the stages of change, and effective strategies utilized by successful self changers. This MSMU class was run weekly during fiscal year 2003-04 with 5 inmates.

Relaxation Training: This group uses techniques such as guided imagery, stretching, and exercises to relieve stress, anxiety, and improve mood. This group is often used in conjunction with DBT programming and was run by HSU nurses. It was run once in fiscal year 2003-04 with 8 inmates.

Houses of Healing: This group focuses on developing the ability to understand the emotions that motivates choices, perceptions, and feelings about one's self and others while incarcerated. The book and workbook were specially designed for inmates and are aimed at assisting inmates both deal with the frustrations and anger that are often present in prison life and develop new skills to manage life outside of prison more effectively. This group was run twice in fiscal year 2003-04 with 16 total inmates.

Chronic Psychosis: This group focuses on educating inmates about their mental illness. The group provides an overall philosophy and framework for providing educational material for inmates with serious mental illness, giving a common language and viewpoint about the illness and its management. It incorporates the use of support systems to include family supports. It provides a set of principles of inmate

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and family education that can be used in a variety of settings. Inmates complete weekly assignments that are processed as a group the following week. This group was run twice in fiscal year 2003-04 with 16 total inmates.

Life Skills: This group utilizes a cognitive program designed to improve awareness of self and others. The group covers topics on physical appearance, strengths and needs, interpersonal relationships, and simple problem solving. Communication, body language, conversational skills, and appropriate assertiveness are also targeted. This group was run once in fiscal year 2003-04 with 6 inmates.

DBT Skills: Dialectical Behavioral Therapy skills training is a cognitive-behavioral treatment program for complex, difficult-to-treat mental disorders that are characterological in nature. Originally developed to treat people with Borderline Personality Disorder, DBT combines the basic strategies of behavior therapy with eastern mindfulness practices to form a therapeutic approach that can be used with many types of disorders. Skills training groups meet twice weekly and place emphasis on the four modules of DBT skills training: core mindfulness, interpersonal effectiveness, emotion regulation, and distress tolerance. Homework reinforces group and individual problem solving skills. This group was run twice in fiscal year 2003-04 with 15 total inmates.

Individual Therapy

Staff had approximately 1500 individual therapy contacts with offenders from July 2003 – June 2004. These contacts do not include brief, unscheduled contacts such as those that occur in the hallway or walkways. Contacts made on MSMU are also not counted in this total and contacts made for the purposes of segregation reviews are also not counted in this total.

Individual therapy assists the offender in gaining insight into self-defeating cognitive, emotional and behavioral patterns, reducing distress, and developing more effective coping skills. All psychologists are responsible for meeting the mental health needs of all inmates in their housing unit. Psychologists receive referrals from Health Services, from security officers, and from social workers housed on the units. Psychologists participate in Unit meetings and monitor inmates via necessary testing and file reviews in addition to individual 1:1 therapy.

Crisis Intervention

PSU staff provides emergency response services to offenders who are suicidal, threatening self harm, or are otherwise out of control. One crisis worker currently serves the Segregation and Monarch Special Management Unit while co-facilitating therapy groups on MSMU. The other crisis worker position serves the Segregation Unit, the Maximum Security Unit and general population offenders in addition to conducting initial screenings on incoming inmates to assist in preventing crises before they happen. Occasionally these staff also assist with co-facilitating programs with the Social Workers on the general housing units (Houses of Healing, etc.).

Other PSU Services

On-Call Crisis Management Including Observation and Restraint Placements: PSU staff are on call 24 hours per day, 7 days per week. Call is shared among all PSU staff with back-up call provided at all times

INSTITUTION PROGRAMS

by the Psychologist Supervisor or a designee. Staff are regularly called for incidents of inmate self-harm or threats of self-harm or in instances of inmate inability to maintain control which has required placement in restraints. For fiscal year 2003-04 there were 253 placements of inmates in Clinical Observation. There were also 45 placements of inmates in restraints during the same time frame.

Critical Incident Stress Debriefings (CISD): Staff members trained as Peer Supporters contact those staff exposed to critical incidents (potentially traumatic events) in the workplace. Psychology staff provide debriefings as needed. Contact: Erick Blomgren, Psy.D.

Segregation and Transition Reviews: PSU staff participate in regular reviews of inmates both in segregation and as they transition back to general population. Staff interview the inmates, conduct necessary file reviews, discuss the inmate's status with staff, and provide feedback to other staff via a multidisciplinary meeting involving social work, security, and other unit staff. For fiscal year 2003-04, PSU staff participated in approximately 450 segregation reviews and 300 transition reviews.

AODA

The Taycheedah Correctional Institution AODA Program is specifically developed for women in recovery and works towards empowering women to make healthier life choices.

About the program:

- 16 week residential program
- 14 group members assigned to each group
- Group members receive 40 hours of pay per week at school rate
- Group members are housed on a unit dedicated to AODA programming
- Group members are assigned unit jobs as part of their community service
- Unit activity is highly structured with offenders being held accountable for all inappropriate behaviors through the use of Program Sanctions
- Group members have access on the unit to exercise equipment including aerobic videos, steps and mats, exercise bikes and treadmills
- Group members eat all meals on the unit
- A social worker or a treatment specialist facilitates all groups

About the group:

- Group members begin each day reciting the AODA Mission Statement
- Group members take turns discussing and processing program packets with facilitator
- Group ends each day by wrapping up with each group member discussing what they learned about themselves that day in the group.
-

Program Material:

- The program includes and meets the A&E recommended needs of the Cognitive Intervention Program, Anger Management, Domestic Violence Counseling, and Parenting
- Group members learn to develop new skills through class discussion and process groups, videos, role playing, lecture, games, handouts and packets

INSTITUTION PROGRAMS

- Along with AODA education, the program is designed to develop appropriate coping skills, social skills, assertiveness training, listening skills, feelings, codependency issues, relationship issues, boundary issues, stress management and relapse prevention

EDUCATION

Educational programming at Taycheedah Correctional Institution reflects the needs of the female offender with the intention of enhancing basic education providing practical job skills, and helping them acquire attitudes and self-direction needed to perform ethically and productively in the community upon release.

Adult Basic Education (ABE)

The goal is to assist the offender in achieving a High School Equivalency Diploma (HSED). Classes are offered in Reading, Writing, Social Studies, Science, Math Civics, Health and Pre-Employment Seminar. Assessments are completed in career interest and aptitudes to assist the offender in job selection or continued education.

Other Services

- College Correspondence is available at offenders cost with DOC/TCI approval
- Computer Aided Instruction: Keyboarding, Skills Bank, GED Interactive, and Destinations computer programs
- Special Education Program (SPED): DPI mandated instruction for offenders with special education needs
- Title 1: For offenders between the ages of 18-21 requiring additional educational assistance
- English as a Second Language (ESL): Assisted instruction for offenders whose primary language is not English
- PASS: CESA approved curriculum for youthful offenders requiring a high school diploma

Title I and SPED

These programs foster independent and self-motivated learning. The Title I program specifically targets delinquent and neglected students under 22 years of age. Its emphasis is to enhance and reinforce all disciplines of learning with a focus on individual responsibility and accountability. The transitional component is emphasized by integration of subject area skills and also the completion of computer skills within a holistic approach to learning. The main goal of Title I students is to set their goals and then work through the process that leads to completing their goals.

The Special Education program (SPED) provides additional learning opportunities for students under 22 years of age identified with disabilities which have delayed their educational progress.

Technical/Vocational Programming:

The Moraine Park Technical College certifies programs offered at TCI. Credits earned are transferable to the Wisconsin Technical College System for continuing education. Offenders completing one of these programs are awarded a Moraine Park Technical College certificate. The two MPTC programs offered at TCI are Building Maintenance and Care Program and the Office Software Applications Program, both of which have open enrollment.

Office Software Applications

INSTITUTION PROGRAMS

The Office Software Applications Certificate Program prepares the offender for various clerical and related office positions. This 4-6 month, self-paced course includes instruction in Beginning Keyboarding, Microsoft Office Suite including Windows NT, Word 97, Excel 97, PowerPoint 97, Access 97, and Integration, Pre-Employment Seminar, and Student Success. The offenders also learn core abilities that are transferable to any job: such as working productively, learning effectively, communicating clearly, acting responsibly, valuing self positively, and thinking critically and creatively. The offender receives 13 transferable credits and an Office Software Applications Certificate from MPTC upon completion.

An additional ten-week program provides the offender with instruction in advanced keyboarding, records management, occupational writing, proofreading skills, and office support procedures. The offender receives a certificate in Introductory Office Skills (9 credits) upon completion.

Building Maintenance and Care

Building Maintenance and Care is a competency based certificate program offered in cooperation with Moraine Park Technical College. This program prepares students for entry-level employment in building repair and maintenance. The student learns to repair and maintain physical structures of commercial and private establishments such as factories, office buildings, hospitals, apartment houses, and homes using hand and power tools. They learn to replace defective electrical switches, repair woodwork, plumbing fixtures, plaster and drywall and perform custodial and grounds keeping services.

LIBRARY

The library is open 5 days a week, with evening hours on Monday and Tuesday. Each library session is 50 minutes long. Extra time for legal research and preparation is available to inmates who are under a court deadline.

Materials and services available in the library:

- College catalogs
- Educational materials
- Recreational reading
- Reference books
- Magazines
- Newspapers
- Phone books
- Law collection
- Typewriters

Reading materials range from easy reading to college level reading. A television and videotape player have been added to facilitate distance learning.

BSI

Computer Refurbishing

Badger State Industries - Computer Refurbishing receives computers and components that are donated by individuals and organizations throughout Wisconsin. These computers are repaired or upgraded by the offenders, fully tested, and then donated as complete systems to non-profit organizations, schools and daycare centers in the state.

In 2003-4 fiscal year, approximately 1,386 computer systems were completed and made available for donation.

INSTITUTION PROGRAMS

Print Shop

The BSI Print Shops are found throughout the states prison system and are run as businesses and must show a profit. The shops provide technical training that gives offenders numerous skills they can use upon their release.

The Transition Project initiated by BSI creates a file on all BSI offender employees. With the cooperation of various private businesses, BSI will now be able to find job placement opportunities for BSI workers upon their release.

COMMUNITY SERVICES

TCI has an inmate Community Service Program that has established a partnership with a number of community agencies throughout the state. This program provides the inmate a way to learn constructive leisure activities for when they are released, decreases inmate idleness, provides the inmates a sense of accomplishment, and fosters a sense of pride in giving something back to the community.

Community service runs Monday through Friday approximately 24 hrs per week. Organizations of the community may donate materials to be assembled or created, once finished by TCI they are sent back to the organization.

Projects included making hats, mittens, scarves, lap blankets and robes, quillos, baby items, afghans, ornaments totaled 11,211 inmate hours worked and donated back to community organizations for FY 04:

- Marquette University
- Orphan Grain Train
- Bethany House
- Infants in Need
- Repair Mittens
- Habitat for Humanity
- Domestic Violence Ribbons
- Free Spirit Riders
- Fond du Lac Chamber of Commerce
- St. Agnes Hospital
- St. Mary's Church, Mayville
- Kiwanis Club
- Shop with a Cop
- No More Victims, Inc.

RECREATION

Recreational programming continued to be a valuable tool in the reduction of offender idleness, and to build self-esteem and a feeling of accomplishment. A healthy body contributes to a healthy mind and attitude.

Activities and programs included:

- High and low impact aerobics
- Weight training and exercise equipment
- Walking/jogging
- Basketball
- Volleyball
- Badminton
- Softball
- Arts and crafts
- Bo Flex
- Tai Chi
- Team Volleyball

Recreation is offered five days a week between 8:00 am to 8:00 pm.

HSU

HEALTH SERVICES UNIT

March 25, 2004 we moved into our newly remodeled Health Services Unit in Gower. Our facility now has 5 exam rooms, Physical Therapy Room, Treatment room, On-site X-ray Room, and a 3 chair Dental Suite. We have added Telemedicine equipment to allow some specialty consultations to occur on-site. We also provide on-site podiatry and mammogram screening.

Our chronic condition clinics provide treatment plans and education for inmates with asthma, diabetes, seizure disorders, cardiac disease and hypertension. Physicians at UWHC Infectious Disease Clinic provide treatment plans for our offenders who are HIV positive and they are monitored monthly at our clinic.. Offenders who are Hepatitis C positive are treated following the DOC/BHS treatment guidelines and also followed monthly while receiving medication therapy.

Chronic Condition	Number of Inmates with Diagnosis
Asthma	154
Bee Sting Allergy	7
Cardiac	52
Hypertension	87
Diabetes	54
Seizures	37
HIV+	1
Hepatitis C +	50

In 2003, Taycheedah Correctional Institution had 16 offenders delivered babies at St. Agnes Hospital in Fond du Lac. We offer a prenatal program to educate the expectant mothers in all facets of pregnancy, labor, delivery, and postpartem.

We continue to provide our 'Let's Get Healthy' Program. This is a 10-week educational program that includes information on the importance of good nutrition and exercise to achieve a healthier lifestyle. The offenders learn how to make healthier choices in their diets, about the food pyramid, and how to read food labels. The exercise portion of the program identifies any chronic conditions the offender may have and assists her in how to begin and continue an exercise program. Lab tests that are monitored include thyroid testing, fasting blood sugar, cholesterol testing, along with weight and blood pressure monitoring. Body fat analysis is done using the Tanita Analyzer that provides feedback to the participants to see how they are shaping up. This has been a very popular program and our goal is to have every offender participate in learning about health.

We have developed a Senior Clinic to address the needs of our aging population for those offenders who are age 55 and older. This is starting in September 2004.

PROGRAM REVIEW COMMITTEE

The Program Review Committee is responsible for reviewing the offender's rehabilitative status and recommending security classification, transfer recommendations; and assigning them to work, school or programs at least once every twelve months per Administrative Code.

The Program Review Committee consists of a Bureau of Offender Classification and Movement Coordinator and TCI representatives from security and treatment disciplines. In fiscal year 04, there were approximately 900 PRC reviews conducted at TCI.

SECURITY

SECURITY AND SAFETY

It is the mission of TCI's Security Department to provide a safe and secure facility for the public, staff, and offenders as well as being a role model while maintaining professional conduct for TCI and the Department. We want to enable the offenders to learn positive and constructive ways to deal with their issues.

Visits

As an institution, we encourage visits from family members and significant others. We feel this is an integral part of offenders' rehabilitation. For Fiscal Year 04, there were 9,563 visits and 17,687 visitors.

Laundry

The laundry at TCI runs one shift, Monday through Friday from 7:30 am to 3:30 pm with one officer in charge, and employs six offender workers including two seamstress positions. All linens including sheets and blankets are sent to OSCI-BSI to be laundered. Offender workers sort and count dirty laundry and ensure proper distribution after cleaning. The seamstresses sew DOC patches and chevrons on officer uniforms, mend and repair offender clothing and institutional items, make and sew offender laundry bags and kitchen aprons.

All intakes (non-segregation status) are taken to the laundry shortly after arrival at TCI for an orientation by the laundry officer and are issued their state clothing at this time as well as the DOC303 and TCI handbooks.

Maintenance Officers

The Maintenance work crews, under the supervision of 2 correctional officers, are responsible for maintaining 27 acres of land inside the perimeter fence. A crew of 5 JBCC minimum offenders maintains the outside grounds of TCI. There are 36 offenders assigned to work in the Maintenance Department.

Transportation

There are four permanent officers who work Monday through Friday; additional officers are utilized when necessary. In addition to scheduled trips, we had approximately 213 emergency trips for a total of 1177 trips for the Fiscal Year.

Conduct Reports

There were 2672 total conduct reports for FY04, 1106 major and 1564 minors. 203 appeals were filed.

HOUSING UNITS

ADDAMS HALL

Addams Hall was built in 1932, and occupied in 1933 as the Wisconsin Home for Women. Addams Hall now houses offenders involved in AODA Treatment.

Addams Hall houses 3 separate AODA residential treatment programs. Two programs are provided by Taycheedah staff, and the remaining program is provided by contracted services – ATTIC. The programs offered in 2002 were Level 5B – cognitive based. Offenders participating must be medium or minimum security. Alternative to Revocation offenders also participated in the ATTIC group. All programs are 16 week closed sessions.



Programming is completed by Social Workers and Treatment Specialist. Security staff is also an integral part of the treatment for the offenders. In addition to providing security for the housing unit, Correctional Sergeants play an important role with the treatment team, providing input, counseling offenders, and participating in staffing.

BARRACKS

The Barracks, which is an open bay unit with bunk beds lined up against the walls, opened its doors on August 2, 1997. It has a capacity of 146 medium-security offenders.

The Barracks is divided into two sides:

- 74 offenders on the south side – red and green sections
- 72 offenders on the north side – blue and orange sections

Each side has separate shower, toilet, and laundry facilities, and each section has its own day space area.



There is also an outside area behind the Barracks building for offenders' use during leisure time. The Barracks houses medium and minimum offenders. The Barracks also is the medium security-receiving unit for the institution. The Barracks is a handicap accessible unit that houses offenders in need of walkers and wheelchairs.

HOUSING UNITS

SEGREGATION UNIT

The Segregation Unit is utilized as a means of providing security separation of inmates whose behavior substantially affects the safe and secure operation of the Institution. Placement within this type of housing will usually occur through an inmate disciplinary process regarding the inmate's violation of department and institution rules and regulations.

Each inmate receives regular meals, first class mail, canteen privileges, personal property, visits, state-issued clothing, hygiene supplies, medical, dental, and clinical services, and use of library books including a law collection.

The Segregation building facilities include: 68 cells, 4 of which are observation cells and a secured recreation area. A computerized control center regulates inmate movement and unit operation. Other rooms consist of health service, property, hearing, programming, televisit stations, staff break room and administrative offices.



MAXIMUM SECURITY UNIT

The Maximum Security Unit opened in 1995. It is a 96-cell unit with a maximum capacity of 184 offenders. It is unique and challenging in that it houses Maximum-security General Population, Transition Step, and Orientation. Offenders are housed two per cell with the exception of eight handicap single cells.

General Population: All maximum-security offenders.

Orientation: Offenders that are received from DCI go through an orientation program set up on the unit. They will meet with all the departments of the institution, along with the Warden and Deputy Warden. When they complete orientation they will be assigned to one of the housing units dependent on their security rating.

Transition Step: Offenders, who receive program or disciplinary separation segregation time, may proceed through the Segregation Unit onto Transition Step, which is in the Max Building. Offenders receive more privilege in an effort to ready them for reintegration into the general population. Offenders are reviewed on a weekly basis for their integration back into general population.



HOUSING UNITS

MONARCH SPECIAL MANAGEMENT UNIT

The Monarch Special Management Unit (MSMU; Formerly Monarch Mental Health Unit) opened January 2002, as a specialized housing unit for female offenders with mental health needs.

The MSMU is dedicated to providing quality mental health services for adult female offenders utilizing a multidisciplinary approach. The program blends psychological services such as psychotherapy groups, life skills, stress management, and trauma programming with crisis management, release planning, collaboration with community programs, and onsite medical and psychiatric care to provide a therapeutic milieu whose goal is long-term stabilization and effective evaluation and diagnoses so that inmates can continue to have their needs met when they are released into the community. Safety and security is maintained by correctional officers, who also participate in therapeutic interventions and are an integral part of the treatment approach.



The Monarch Special Management Unit (MSMU) has the capacity to house and provide on-unit treatment to 64 offenders. Three of these cells are reserved for inmates needing more extensive observation by security and treatment staff.

MEDIUM SECURITY UNIT

The medium unit opened February 2002 as a general population unit for female offenders with

a classification of medium or less. This unit has the capacity of 240 inmates. Each cell is equipped for double occupancy with the exception of eight single cells that are handicap accessible.

Compared to the maximum security unit, offenders residing in this unit have a greater amount of freedom. Outside and inside day space hours are offered between the hours of 8 – 10:45am, 1 – 3:45pm, and 6 – 8:45pm daily. A recreation area is provided in the outside day space area for offenders to utilize exercise machines and aerobics. This is in addition to the institution recreation equipment and programs. The institution barber travels to the unit on a weekly basis for scheduled appointments. Offenders are responsible for keeping track of scheduled appointments and work or school schedules.



RECORDS

The Records Office is responsible for the management of inmate legal and social service files; the dissemination of legal and parole commission information; the facilitation of release, transfer and admissions date; the maintaining and updating of sentence information; and the providing of notary services. Additional assignments of institution litigation and the appointment as legal custodian have been placed upon the Registrar.

The Registrar works with DOC legal counsel and the Department of Justice in any legal proceedings initiated against the institution, the warden, or staff. The reviewing, maintenance, and access of these records and data involve a constant interaction among inmates, staff, outside agencies and the records office staff.

Statistics

Race/Ethnicity		
• White	349	52%
• Black	289	43%
• Asian	1	.01%
• American Indian	33	4.9%
• Other	0	

Age		
• Under 18	3	.5%
• 18-20	29	4%
• 21-29	180	27%
• 30-39	244	36%
• 40-49	161	24%
• 50-59	43	6.5%
• 60 & Over	13	2%

Population FY 04		
• Peak	July	698
• Average		654

Releases	
• Parole	24
• Mandatory Releases/ES	167
• Maximum Discharge	9
• Other	34

Crimes		
• Property Offender	185	27.5%
• Assault	290	43%
• Drugs	100	15%
• Assault and Sex	45	6.97
• Assault and Drugs	28	4%
• Assault, Drugs and Sex	2	.03%
• No Data	22	3.5%

Transfers	
• In	610
• Out	395

Lifers	
• Total	43

INMATE COMPLAINT EXAMINER

The Inmate Complaint Review System (ICRS) is established pursuant to the Wisconsin Administrative Code DOC 310. The ICRS provides a process by which grievances raised by inmates may be investigated and addressed. Under the direction of the Warden, the Institution Complaint Examiner (ICE) investigates the issues raised by inmates and makes a recommendation to the Warden regarding a decision on each complaint. The ICE is then responsible to ensure implementation of the Warden's decision.

During the fiscal year 2003, Taycheedah Correctional Institution received and processed 2138 offender complaints. Taycheedah's ICE office is made up of one Institution Complaint Examiner.

COMPLAINT CATEGORY	NUMBER OF COMPLAINTS
01 – STAFF	395
02 – CORRESPONDENCE	125
03 – DISCIPLINE	184
04 – MEDICAL	356
05 – PAROLE	1
06 – PERSONAL PHYSICAL CONDITIONS	167
07 – PROPERTY	456
08 – RULES	94
09 – RELIGION	23
10 – WORK AND SCHOOL PROGRAMS	40
11 – VISITING	63
12 – OTHER	114
13 – FOOD	42
14 – CLASSIFICATION	20
15 – COMPLAINT REVIEW SYSTEM	7
16 – DISCRIMINATION	1
17 – INMATE ACCOUNTS	48
18 – BCE	2
19 – HIPPA	0
TOTAL	2138