



**STATE OF WISCONSIN
DEPARTMENT OF CORRECTIONS**

WAUPUN CORRECTIONAL INSTITUTION

**ANNUAL REPORT
Fiscal Year 2003-2004**

**Gary R. McCaughtry
Warden**

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Message from the Warden

The Waupun Correctional Institution is a unique institution in the State of Wisconsin and, in many ways, nationally. Few institutions have been in continuous operation for over one hundred and fifty years. Even fewer have maintained functions as a maximum security institution. Operating a modern correctional program in a one hundred and fifty year old institution, and doing so at one hundred forty percent of capacity continues to be a challenge for all concerned.

The record of safe and secure operations for Waupun Correctional Institution reveals that this is a challenge well met. A reason for this success is described in the pages of this report. It is because of the continuous updating and quality improvements to the institution's facilities, programs and operations. However, the most important factor in operating a sound and effective institution is the service and dedication of the staff performing the work required to make it so.

For almost sixteen years it has been my very great honor to serve the staff of Waupun Correctional Institution as their Warden. Doing so allows me to assure the citizens of Wisconsin that their safety and security, together with the welfare of offenders housed in this facility is well-managed by a team of professionals who are as competent, hard working and dedicated as is found any place and anywhere.

Gary R. McCaughtry
Warden

Waupun Correctional Institution Mission Statement

To provide for the public, the staff, and inmates incarcerated at the Waupun Correctional Institution, a safe and secure institution and for inmates, a constructive environment which encourages positive growth and enables them to re-enter and cope with an ever-changing society, thereby, enhancing their probability of success.

The administration and staff will endeavor to provide a proper and productive environment consistent with applicable state policies and procedures to meet this mission by:

- ◆ Employing the level of regulation and control necessary for the protection of the public, staff and inmates.
- ◆ Encouraging staff to conduct themselves professionally and inmates to act responsibly.
- ◆ Providing services that promote the health and safety of staff and inmates.
- ◆ Assigning inmates to meaningful work activities.
- ◆ Providing opportunities for basic education and vocational training to inmates consistent with their assessed needs.
- ◆ Offering treatment, religious and other program services to inmates.
- ◆ Ensuring that health care is provided to inmates at the institution consistent with professional, community, and correctional health care standards.
- ◆ Managing allotted resources effectively.
- ◆ Utilizing bed space resources properly, commensurate with the population levels of the institution.
- ◆ Promoting a diverse work force, providing a harassment-free and effective work environment.

Waupun Correctional Institution

FAST FACTS

Opened	1851
Security Level	Maximum
Operating Capacity	882 Males
Current Population	1,240 Males
Number of Security Staff	297 FTE
Number of Non-Security Staff	143.75 FTE
Inmate to Staff Ratio	3 to 1
Number of Acres	23
Special Units	Cognitive Interventions Program

Expenditure Information

Category	FY 2004
Permanent Salary	\$15,563,603.00
Fringe Benefits	\$7,627,874.00
Supplies and Services	\$2,617,878.00
Capital	\$77,476.00
Fuel and Utilities	\$1,379,385.00
Repair and Maintenance	\$196,068.00
Purchase of Services	\$14,220.00
Central Generating Plant	\$2,940,705.00
Inmate Enterprises	\$56,843.00
Telephone Commissions	\$73,412.00
Total:	\$30,547,464.00

Inmate Accounts Collection Information

Obligation	FY 2004
Victim/Witness Surcharge	\$15,790
DNA Surcharge	\$19,432
Medical Co-Pay	\$11,996
Child Support	\$17,021

Also see individual department sections for additional information.

COMMUNITY RELATIONS BOARD

The Community Relations Board functions as a vehicle for establishing local community support for the institution's operations and to promote positive communications between the institutions, and the city of Waupun, and Dodge and Fond du Lac counties. The Community Relations Board is comprised of members of the community and representatives of the three correctional institutions in Waupun. The Board meets three times per year and keeps abreast of the policies, programs and general conditions at the Waupun area institutions and in the local community.

Waupun Community & Corrections Relations Board Members

Jim Baer / DeAnn Thurmer, President
Waupun Memorial Hospital

Gary Pucker, Sheriff
Fond du Lac County

John Bett, Warden
Dodge Correctional Institution

Steven Bauer
Dodge County District Attorney

Sharon Bos, Vice President
The National Bank of Waupun

Mayor Robert Reinap / Jodi Steger
City of Waupun

William Buchholz, Co-Chair
Attorney at Law

Senator Carol Roessler
18th Senate District

Wayne Buteyn
Werner Harmsen Furniture

Gary Rogers
City Administrator

Todd Nehls
Dodge County Sheriff

Superintendent Art Thurmer, Co-Chair
John C. Burke Correctional Center

John Hartman, Coordinator
Dodge Co. Victim/Witness Assistance

Chief Thomas Winscher / Dale Heeringa
Waupun Police Department

Gerald Heeringa
Interested Citizen

William R. Zeininger, Business Manager
Waupun School District

Elmer Karl
Division of Community Corrections

John G. Zeratsky, President
National Rivet & Manufacturing Co.

Mark Kastein
c/o KFIZ Radio

Gary R. McCaughtry, Warden
Waupun Correctional Institution

The Honorable Daniel W. Klossner
Circuit Court Branch #1

Representative Carol Owens
WI State Assembly

Restorative Justice Programs

WCI promotes awareness of Restorative Justice programs and initiatives through institution community service projects, observing victim awareness week, participation in special projects, and providing training and activities for staff and inmates to become involved in Restorative Justice.

Volunteers

WCI is extremely fortunate to have the services of many volunteers to assist in the provision of services to inmates. The time and effort they donate is greatly appreciated. Without them, we would not have the ability to offer the variety of programs we have today.

All new volunteers are given a thorough orientation to the institution and the Department of Corrections policies and procedures. Pertinent data on each volunteer providing services to WCI is maintained in a database. This allows the institution to keep a record of individual emergency contacts for each volunteer and to have easy access to each volunteer's address and telephone numbers so they can be contacted quickly and easily.

There are currently 184 volunteers who provide religious, social service, and education services to WCI. While some volunteers may only be able to provide a few hours of service each year, others provide services several hours each week. No matter what the amount, all volunteer services are valuable.

PROGRAMS OFFERED

Academic

Adult Basic Education
Destinations
HSED Prep
HSED Testing Center
ProLiteracy America
Tutoring Project
TABE Testing

Vocational

Building Maintenance and Care
Production Welding

Treatment

Aggression/Anger Management Training
Cognitive Interventions Program - Phase I and Phase II
Domestic Violence Counseling
Cognitive Interventions Programming (CGIP) Unit

The following support programs are available within the CGIP unit:

- ABLE Minds (two groups/lower level reading and higher level reading)
- Alcoholics Anonymous
- CGIP Revised Phase II
- Cognitively Based Sex Offender Programming
- Community Service Projects

- Domestic Violence Programming
- Educational Classes
- Parenting Program (under development)
- Phase III Programming (will be piloted upon development)
- Phase IV Programming
- Program
- Structured Activity Room (residents are provided the opportunity to improve their social skills while working together to achieve a common goal)

AODA Pre-Release Program

Sex Offender Treatment, Denial Focus or Education Awareness

Alcoholics Anonymous (AA)

Narcotics Awareness (NA)

ADMINISTRATIVE SERVICES

Business Office

The Institution Management Services Director is responsible for the planning, direction and coordination of the activities of Engineering, Maintenance and Construction, Food Service, Central Generating Plant, and the Business Office staff. The Business Office provides accounting and purchasing services for the institution as well as managing the Wisconsin Inmate Trust System (WITS). Other non-fiscal services include managing the LAN system, monitoring the staff phone system and distributing employee paychecks.

During the past year the Business Office has been involved in the implementation of the new inmate wage scale and new automated banking procedures for inmates accounts. In addition, reassignment of some duties was made due to the loss of two fiscal positions.

Engineering, Maintenance and Construction

Engineering, Maintenance and Construction (EMC) provides ongoing support and maintenance for the overall physical plant and infrastructure. EMC develops and coordinates small and major construction projects for the institution and works closely with DOA and the Division of Facilities Development (DFD). Staffing includes a Superintendent of Buildings and Grounds, Facilities Repair Workers (4) Maintenance Mechanics (3), Electrician, Electronic Technician, HVAC/Refrigeration Specialist, Plumber, Master Auto Equipment Technician and a Program Assistant. EMC also utilizes inmates with various technical and industrial skills.

The most reoccurring maintenance work orders:

Plumbing: Toilet Repairs	Heating, ventilating, air conditioning (HVAC)
Sink Repairs	Washing machine and dryer repair
Plugged Drains	Telephone repair/replacement
Health and Safety work orders	Food preparation equipment repair
Doors and lock repair	

**Work Orders by Month
(Including PM's)**

MONTH	Rec'd Work Orders	Completed Rec'd W/O's	Total Complete W/O's
July, 2003	720	390	628
August, 2003	778	440	671
September, 2003	812	474	902
October, 2003	743	428	863
November, 2003	714	438	643
December, 2003	797	383	549
January, 2004	836	495	642
February, 2004	766	421	925
March, 2004	864	462	934
April, 2004	848	552	911
May, 2004	900	441	696
June, 2004	857	419	713
TOTAL	9635	5343	9077

Major Construction Projects

Project	Status	Cost
Ground Water Monitoring	On Going	\$422,000
New Visitors Center 3 RD Floor Development	On Going	\$450,000
Sewer System Upgrade	On Going	\$304,960
Control Center Security	On Going	\$1,354,200
Laundry Re-Location & Improvements	In Progress	\$267,900
Cell Hall Plumbing Project	In Design	

Special Remodeling & Maintenance

Project	Status	Cost
Security Camera System for HSC Repair	Complete	\$4,900
Contraband x-ray Machine	Complete	\$8,000
FS Dish Machine Repairs	On Going	\$5,000
FS Mixer Repairs	On Going	\$4,900
800 MHz Preventative Maintenance	On Going	\$4,000
HVAC Scada System Upgrade	Complete	\$12,000
Network State Garage	In Design	\$12,000
Negative Control Monitoring for HSC	In Progress	\$5,000

Small Projects

Project	Status	Cost
Vermocomposting Program	On Going	
Institution Steam System Trap/Valve Renovation	On Going	\$26,500
Admin. Windows Replacement	In Progress	\$78,180
Multi-Bldg. Lock Replacement	In Progress	\$26,500
NWCH gutters & Downspouts	In Progress	\$46,500
Parking Lot Alley Improvements—Phase 2	Complete	\$30,000
Plumbing Fixture Replacement	In Design	
Stone Wall from Tower 7 East	In Design	\$61,600
Historic Front Wall Repair	In Progress	\$99,400
Sprinkler System for School Bldg.	ID	\$25,000
Building Services Make-up Air	In Progress	\$56,00
NCH Roof Replacement	In Progress	\$34,200
125# Steam Line Expansion Joint Project	ID	\$50,000
Admin Building Roof Replacement	IBP	\$16,000
Social Services Building Roof Replacement	Complete	\$19,100
Auto Tag Roof Replacement	IBP	\$80,000
Big Top Floor Replacement	In Progress	\$348,400
HSC Airborne Infection Isolation	In Progress	\$25,000
WCI Lighting Project	In Progress	\$27,500

Major Projects must be approved by the Building Commission and exceed \$250,000.

Minor Projects have a cost estimate of \$100,000 to \$250,000 and must be approved by the Building Commission.

Special Remodeling and Maintenance Funds are for work that corrects defective equipment, systems, or building structures; testing of existing systems and equipment; acquisition of preventive maintenance systems; specialized consultation and instruction of sophisticated mechanical, electrical, or electronics systems.

Food Services

The Food Service Department served approximately 1.5 million staff and inmate meals during the 2003 – 2004 fiscal year. General Services Section conducted the annual Food Service Audit and WCI received an 88% rating out of 100%. Food Service has provided support for a number of functions including the annual Health Fair.

Highlights of 2003-2004

- Helped with getting equipment repair and preventive maintenance under control reducing downtime of equipment.
- Worked with EMC on removing the old Mainline and OLF serving lines and installing new all-stainless steel lines.

- Purchased three new videos to continuously stay updated on sanitation and safety for staff and inmates.
- Served approximately 3650 meals per day with 1200 meals prepared for off-line feeding and about double that amount for service to the dining rooms.
- Over the year, Food Service prepared and served over 46,000 loaves of bread, 240,000 hot dog and hamburger buns, 330,000 dinner rolls, 3100 pans each cakes and pies, 192,000 cookies and 1800 pans of brownies or bars.
- Created a utensil log to monitor utensil usage on a daily basis.
- Created an updated HSC Meal Request form to conform to the new bag meal order for inmates in Segregation.
- Worked with HSU and the Chaplain on meeting the challenges associated with special/religious diets.
- Assisted the officers with improvements on the nightly cleaning crew.
- Created diet menus from the general menu to assist the diet area with producing the most accurate meals for inmates on special diets.
- Adopted the duties of doing Food Service Audits of other institutions providing the opportunity for Food Service Administrators to share knowledge and solutions to common problems.

Objectives for 2004:

- Continually and diligently look for new ways to reduce food costs without sacrificing variety and quality.
- Work to have all the Corrections Food Service Leaders earn their “SERV-SAFE” certification for sanitation.
- Provide food for institutional fund-raisers and special events.
- Computerize recipes for the general menu.
- Try utilizing Computrition to its fullest potential to integrate inventory and purchasing.
- Continue to work towards an efficient HACCP system to improve food safety and consistency.
- Continue to audit other Food Service Departments, including the camp system, and arrange for the Food Service Manager to visit other institutions to broaden management’s knowledge and skills ultimately creating a stronger Food Service management team.
- Have Blast Chiller and Utensil Washer installed. Both pieces of equipment will help ensure we better meet the HACCP and sanitation standards associated with food handling and serving.

State Garage

This facility is located adjacent to and between Dodge Correctional Institution and the John C. Burke Correctional Center. Six inmates from the minimum-security unit at the Fox Lake Correctional Institution are employed and supervised by the staff at the State Garage. The main mission is vehicle maintenance for WCI, Dodge Correctional Institution and the John C. Burke Correctional Center.

The garage services, repairs and washes:

Passenger vans and cars	42
Trucks (cube van, dump and pickup)	13
Motorcoach buses	04
Off road vehicles-tractors, payloader, skid steers, backhoe, etc.	14
25 Ton Crane	01
Diesel Generator	01
Large Engine air compressors	01
Numerous small engines on weed eaters, lawn movers, snow blowers, chainsaws, etc.	

Expenditures for parts, oils, soap and shop supplies are approximately \$25,000 annually. Over 50,000 gallons of gasoline was pumped last year.

Stores Operations

The WCI Stores Operations are housed in the Central Receiving Warehouse located outside the walls and the Stores/Tailor Shop and Canteen, located in buildings within the perimeter walls.

Central Receiving Warehouse

All incoming goods received for the institution are processed through the Central Receiving Warehouse. This includes inspection of all items ordered by departments from all outside vendors along with all warehouse-stocked items. In addition, staff maintains a systematic inventory control of all goods and supplies in storage, ensuring proper distribution on an "as needed basis" to all departments and Inmate housing units. Major items stored at Central Receiving are cleaning supplies, office supplies, inmate clothing and occasional Maintenance items for projects.

Nearly all packages being shipped out of the Institution are processed at Central Receiving via Pitney Bowes System using Fed Ex shipping.

Canteen:

The canteen serves as a commissary and is self-supporting through the sales of products to inmates. All items are sold at a standard mark-up and state and county sales taxes are levied on appropriate items. Specially designed carts enable canteen staff to arrange heat-sealed-bags of inmate orders by housing cell rotation. This makes the distribution of these orders much easier.

During the months of 2004 the average number of sales orders per month was 3,769. Inmates submitted orders with purchases averaging \$59,036 per month for 2004.

Stores/Clothing-Tailor Shop:

In this area inmates fabricate inmate belts, privacy curtains and laundry cart liners. They also sew on Security patches on officer uniforms, hem officer pants, fabricate glove pouches, handcuff cases, aprons, gas mask straps and radio holders, along with many other special projects that arise in the institution. Other duties include the stamping of inmate clothing utilizing a new labeling system and processing orange detention clothes, used for inmates being transferred out of state or housed in segregation status.

PROGRAMS - EDUCATION

Education Department

The Education Department provides the opportunity for inmates to pursue academic, vocational and college programming. These include Adult Basic Education (ABE), Wisconsin Technical College System (WTCS) and correspondence courses.

The ABE classes are taught by WTCS certified instructors and lead to the High School Equivalency Diploma (HSED). The WTCS programs and classes are certified through Moraine Park Technical College and lead to a diploma either in Welding/Production Welding or in Building Maintenance and Care. The university programs are offered by the University of Wisconsin – Independent Learning, other four-year universities (extended degree programs) and the Wisconsin Technical College System.

The Education Department offers inmates the opportunity to upgrade their academic skills, obtain a High School Equivalency Diploma (HSED) and obtain a Wisconsin Technical College Diploma within the guidelines of the DOC Education Plan. Qualified inmates may participate in university extended degree programs or correspondence courses. Educational opportunities and career counseling are offered to any inmate having a need or an interest.

All DOC/WCI programs and classes use individualized instruction and most classes use competency based instruction. Classes use computer-based instruction, team learning, audio-visuals and other techniques to assist the student to learn. Students are placed in classes according to their academic abilities as determined by results of the Test of Adult Basic Education (TABE) test battery, individual needs, goals, interests, housing and length of sentence.

The Literacy Lab was updated, but there remain a number of connectivity problems. A communications teacher now supervises the Proliteracy of America program (formerly known as Literacy Volunteers of America (LVA), and two teachers provide tutor training. Tutors are trained for academic and vocational programs and the Cognitive Intervention Program (CGIP).

During 2003-04 the average number of participants in school per month was 199. The average number of students participating in ABE and HSED classes was 97 per month. The average number of ABE/HSED participants per month category is reported for just those students participating in these programs. The Basic and Intermediate participant numbers are included in

the total number of students participating. There were 51 men involved in Vocational Academic courses each month. Building Maintenance and Care and Production Welding averaged 10 participants per month.

Average Number of Students per Month per Program

YEAR	ABE/HSED	VOCATIONAL	VOC. LAB	TOTAL
2003-04	97.4	51.14	18.9	198.7

The Test of Adult Basic Education (TABE) has been used to evaluate academic skills of all students since late 1996. The 2003-04 data is listed below. It should be noted that A&E started to use a portion of the BADER reading test as an initial placement test. WCI followed by using the BADER math test as a screening test for math placement. Potential students must complete the appropriate TABE test battery before being placed in a school program or classes.

Test of Adult Basic Education (TABE) Information

YEAR	AVG. MATH	AVG. READING	AVG. LANGUAGE
2003-04	6.74	8.64	7.49

In 2003 forty-five men obtained their HSED. The Building Maintenance and Care program graduated 15 men and the Welding program graduated 6 men.

Graduates

YEAR	GED	HSED	BMC	WELDING
2003-04	0	45	15	6

At the end of June 2004 there were 5 inmates participating in university credit generating correspondence courses. These inmates are participating in programs that will lead to a Bachelors Degree.

Accomplishments for 2003 – 04 Education Department:

- Upgrade of the literacy lab infrastructure.
- Spray Booth added to the Building Maintenance and Care/Toy Project area. Air circulation system installation began in 2003 with completion in 2004.

Community Service Program

This program employs an average of seven to ten inmate community service workers. These workers use donated yarn received from various church groups, retail/wholesale businesses, and individuals from the community. Under the supervision of Recreation Leaders, inmates are taught to crochet and knit hats, mittens, baby blankets, sweaters, afghans, ornaments, and toys for donation to community service organizations throughout the State. Donations were made to the following organizations during fiscal year 2003-04:

Pregnancy Help Center, Milwaukee
WCI Chapel
Hope Network, Menomonee Falls
Beacon House, Fond du Lac
Bowl for Kid's Sake, Madison
SAVS, Stevens Point
WBEV Radio, Beaver Dam
Headstart, Fox Lake
Salvation Army

Headstart, Fond du Lac
Headstart, Beaver Dam
Pella Lutheran, Waupun
Appleton School, Appleton
Waupun Needy, Waupun
Emmaus Food Pantry, Milwaukee
Friends of Abused Families, West Bend
Women & Children's Horizons, Kenosha
Waupun Memorial Hospital

All Community Service/Restorative Justice efforts by WCI inmates totaled 36,344 hours in FY03-04.

Staffing in this area includes a Corrections Program Supervisor and four Recreation Leaders.

Leisure Time Activities

Hobby:

Hobbies are leisure time activities that inmates can participate in either in the Hobby Department and/or in their cells. Recreation Leaders coordinate hobby activities. Approved hobbies include ceramics, beading, drawing, painting, fiber arts, and model making. The hobby department includes a canteen where inmates may purchase basic art materials and supplies and a studio area where inmates may participate in ceramics and beading. Inmates participating in the community service projects also use the studio area.

Music:

The Music department promotes a constructive and positive use of leisure time. Under the supervision of a Recreation Leader, inmates are allowed to participate in approved music hobbies. A supervised practice area is available to inmates who play or are learning to play a musical instrument. The Music department offers self-instruction in instrumental and voice music, music theory, and advanced techniques. Time is set aside for individual and small groups to develop skills in performance and music interpretation.

Recreation:

The Recreation program provides facilities, equipment, and organization in a variety of areas for inmates with active or passive interests. Active activities include basketball, volleyball, handball, table tennis, and weight lifting equipment. An array of board games is provided for the enjoyment of inmates with passive interests. Activities are supervised by a designated Recreation Leader and include indoor and outdoor recreation, intramural sports, weight training/exercise equipment, and board games.

Recreational programming continues to be a valuable tool in providing inmates skills in their knowledge of specific sports, team interaction, sportsmanship, fair play, wellness, fitness, and constructive use of leisure time.

Religious Programs:

The WCI Chapel provides a full venue of religious programs and services in an effort to meet the spiritual needs of the entire inmate population. Two full time Chaplains provide individual, pre-marital, marital, and grief counseling, memorial services, weddings, and coordination of pastoral visits and volunteer lead services. In addition to our Chaplains, there are over one hundred religious volunteers, who lead various worship services, study groups, and special activities/events.

Inmates may come to the Chapel and view or listen to video and audiotapes from various religions. The Chapel library provides inmates the opportunity to check out books and publications from numerous faith groups.

Special events during this time period included an Ecumenical Good Friday Service, Native American Naming Ceremony, Ramadan Fast/Feast, Ghost Feast, Samhain Feast, and Passover.

Inmate Religious Preference Breakdown – June 2004

Buddhism	11	None	120
Catholic	130	Other	29
Jewish	7	Protestant	579
Muslim/Islam	196	Wiccan/Pagan	64
Native American	55		

Regularly Scheduled Chapel Activities

- Protestant Choir
- Protestant Worship
- Discipleship Study
- Native American Pipe and Drum
- Native American Sweatlodge
- Buddhist Study
- Lutheran Bible Study
- Creation Bible Study
- Bill Glass Bible Study
- Spanish Bible Study
- Quaker Study
- Bible Fellowship
- Catholic Study
- Catholic Mass
- Catholic Choir
- Jehovah’s Witness Study
- Islamic Study (Ta’lim)
- Islamic Worship (Jumah)

Library Services

The general library provides inmates with recreational and educational opportunities. The collection consists of approximately 12,750 volumes, including fiction, nonfiction and reference materials. There are also small collections of large print and Spanish language books. The

library subscribes to 20 national, state and local newspapers, and 75 magazines on a wide range of general and special interest topics.

The CD-ROM based law collection contains titles in accordance with Administrative Code DOC 309.155 and DOC 309 Internal Management Procedure #34. Inmate library clerks provide legal research assistance. In addition to the mandated collection, the law library has a substantial number of materials on criminal, civil, and family law.

"Free Library" paperbacks are periodically delivered to segregation and are also available in the library. Typewriters and word processing computers are available for use in the library, and photocopy and notary services are also provided.

Library Statistics (average per week)

CATEGORY	2003-04
Number of passes issued (daytime)	477
Number of passes issued for detail (evening)	102
Number of books checked out	506
Number of periodicals used	429
Number of Interlibrary Loan requests*	0
Number of photocopies/printouts made	2,316
Number of documents Notarized	10

* Interlibrary loan was not used during this time due to computer software problems.

Highlights of 2003 - 04 Library Services

Added five word processing computers for inmate use. The hope is to provide computer literacy and reduce the amount of time needed by inmates to produce documents, which should result in less time spent per inmate in word processing and allowing more inmates to use the library for word processing.

Toy Project

The philosophy of the Toy Project is to benefit community nonprofit organizations by donating various wooden toys/items for their organization's fund raising events, and to promote a more positive and interactive relationship between the community and the institution. Communities need to understand the abilities of offenders and to recognize that the Department of Corrections is providing work positions that teach skills to inmates, which may be used upon their reintegration into the community. Some items were sold to staff, visitors and organizations. The profit from these sales was returned to the program for supplies, equipment and equipment repair. The project employs 16 inmates.

This program has a two-fold purpose. First, it has significant rehabilitative goals. Not only does it keep inmates occupied in a productive manner, but it also teaches skills which provide a means of employment or leisure time activity upon release. Second, it provides a community service, while also providing wooden toys for the underprivileged children in the community.

Items produced are useful objects such as toys, rocking horses, rocking motorcycles, Noah's Arks, walking sticks, tables, chairs, etc., and pieces of art. Many of the items were donated and other organizations have purchased items to be used in their fund raising events. About one-third of the items were donated to various Habitat for Humanity local agencies. The chart below indicates the estimated value of the items donated. Lastly, it lists the estimated number of hours inmate workers spent on these donated projects.

Toy Project Summary

Year	Est. Cost	Est. Hours
2003-04	\$6,773.50	13,547

During 2003-04, seventeen inmates were employed in the Toy Project.

Welding Project

Besides providing the Welding and Production Welding instruction the students provide welding services to the institution. Students averaged approximately 4 - 5 hours per week repairing equipment and other institution projects. These services include repairing kitchen equipment, as well as, outside projects for the state garage, such as repairing of aluminum oil pans for dump trucks. Additionally, the Welding Shop designed, fabricated and installed a new locking system for inmate footlockers. In conjunction with the Building Maintenance and Care/Toy Project programs, the Welding Shop fabricated parts for workstations and a frame for Santa's sleigh for the city of Waupun Chamber of Commerce.

PROGRAMS - TREATMENT

Cognitive Interventions Programming Unit (CGIP)

The unit houses an average of 65 inmates that participate in the Cognitive Interventions Program. The program requires a commitment of 18 to 24 months. It teaches inmates the concepts and techniques of cognitive change. It provides practice on intervening in one's specific cycles of thinking, using alternative thinking techniques, social skills, and problem solving methods. It offers inmates an opportunity to further develop their knowledge and skills to succeed in society. Participants involve themselves in programming such as:

- CGIP Phase 1 and 2 programming
- CGIP Phase 4-Long term residential programming
- CGIP Team Study groups
- CGIP Community Service Projects
- Alcoholics Anonymous
- Anger Management
- AODA Level 3
- Drug Awareness
- Domestic Violence
- Long Term Dads
- Sex Offender Treatment programming
- Victim Impact

Health Service Unit

Medical personnel staff the Health Service Unit during the following times:

Monday – Friday	6:00 a.m. – 10:00 p.m.
Weekends/Holidays	6:00 a.m. – 2:00 p.m.

When medical staff are not available on-site, a Registered Nurse and Physician are "on-call" to the institution to address any health concerns which may arise.

The following services are available to offenders at Waupun Correctional Institution:

- Physician, Nurse Practitioner and nursing sick call
- Physician and nurse on-call when medical staff is not on-site
- Ambulance and emergency care services
- Dental and Hygienist Services
- Psychiatric Services
- Pharmacy Services
- Optical Services
- Hearing Aid Services
- Orthopedic Services
- Occupational and Physical Therapy Services
- X-ray Services
- Lab Services
- Minor Surgery
- EKG's
- Medical Structured Recreation
- Medical Record Review
- Chronic Condition Monitoring
- Coordination of off-site medical/dental services
- Telemedicine

WCI Health Service Staffing

1.0	Physician
1.0	Nurse Practitioner
1.0	Health Service Manager
7.25	Registered Nurse
2.5	Licensed Practical Nurse
1.0	X-Ray Technician
1.0	Program Assistant
1.0	Dentist
1.0	Dental Assistant
0.25	Dental Hygienist
0.4	LTE Psychiatrist

Non-DOC Providers On-Site

Hearing Aid Specialist - as needed
Optometrist - twice/month
Orthopedic Specialist - once/month
Occupational/Physical Therapist- as needed

Health Service Unit Appointments

Physician/Nurse Practitioner/Nursing Sick Call Appointments (Including segregation rounds and emergency care)	12,968
X-Ray test done on-site	511
Laboratory testing done on-site	2480
Dental Service Appointments	2,003
Psychiatrist Appointments	1,256
Optometrist Appointments	340
Physical/Occupational Therapy Appointments	252
Hearing Aid Appointments	15
Orthopedic Appointments	205
Medical File Review Appointments	366
Telemedicine Appointments	86
TOTAL	20,482
Medication Activity	40,256
Offsite Appointments	698

Highlights of FY03-04:

- Medical Data Base created, which allows better management of inmates with Chronic Conditions.
- Computerized scheduling systems created to improve scheduling.
- Orthopedic Clinic increased the number of other institutions coming to WCI for consult visits. The physician provides orthopedic specialty at WCI once per month. Inmates from WCI, OSCI, DACC, FLCI, RGC, and MSDF have been seen at WCI Orthopedic Clinic.
- Several changes in Psychiatrist. Two Psychiatrists currently work a total of 2 days per week. Several quality control projects were initiated. These projects decreased the number of inmates on multiple psychiatric medications and decreased the use of Benzodiazepines. These projects helped provide better psychiatric care to WCI's population.
- Restructuring of the Bureau of Health Services.
- Diabetic education classes and Support Group held.
- Smoking Cessation classes held.

Challenges For FY04-05:

- Retention and continued training of medical, dental and psychiatric staff.
- Increase Telemedicine use and improve Telemedicine hardware equipment.
- Provision of health care to an ever-increasing number of offenders with multiple medical problems.
- Improved system in medication room.
- Implementing patient education and self-help groups for inmates with similar Chronic Conditions.
- Increase awareness and training to WCI staff regarding Universal Precautions.
- Decrease errors and improve teamwork and professionalism in the HSU Unit.
- Purchase new x-ray system.

Psychological Services

Psychological Services reviews the clinical file of each inmate arriving at WCI in order to identify inmates with mental health issues for tracking. Referrals for services come from both staff and inmates and all referrals are logged on a database.

The Psychological Services Unit staffing includes a Program Assistant, Crisis Intervention Worker, one full time Psychologists, one full time and one half-time Psychological Associates and a Psychologist Supervisor – Doctorate.

Psychological Services provides the following services:

- Crisis Intervention for inmates placed in observation status and physical restraints
- Crisis intervention
- Clinical consultation
- Inmate evaluations for PRC, Parole Commission, Education, Social Workers, Health Services and Security
- Inmate evaluations for WSPF referrals
- Screening and referrals to the Wisconsin Resource Center (WRC)
- Screening and referrals to special units, CCI-SMU, OSCI-TTC, OSCI-MICA and RCI-Dodge Unit.
- Management of inmates with special mental health needs
- Group therapy for sex offenders
- Clinical monitoring
- Limited individual psychotherapy

In FY2004, Psychological Services began using a new mental health classification code. The codes are MH-0, no current mental health treatment needs other than general programs. MH-1 mentally ill, but not a serious mental illness. MH-2, serious mental illness including schizophrenia, bipolar disorders, major depression and other disorders that significantly impair an individual's ability to function on a daily basis. MH-3, are inmates with diagnosed mental retardation. At WCI there were 839 MH-0's, 306 MH-1's, 101 MH-2's and no MH-3's (numbers based on data collected July 2004). Of the total population of WCI between 33% and 36% have a mental illness and 8% to 10% of a serious mental illness. In segregation between 43% and 60% of the inmates have a mental illness and 10% have a serious mental illness. In FY2004 PSU staff documented 2844 clinical contacts. There were 154 observation placement reviews. In addition to regularly scheduled contacts, PSU received 3,676 requests for services or information. Eighty-eight percent of requests come directly from inmates. Of the remaining referrals, 4% were the result of the Psychological Services file screening of new arrivals; Health Services Unit referred 1%, 1% were referred by the Social Services Department, and 4% by Security. The remaining were referred by the Warden or Deputy Warden's office, Institution Complaint Department, Parole Commission, Program Review Committee, Education Department, other institutions' PSU and A & E.

PSU staff is involved in a number of committees and projects. PSU staff participates in the Better Treatment Options committee with the mission of improving communication between the Wisconsin Resource Center and the institutions. PSU staff participated in the Mentally Ill in Segregation work group with the mission of improving the services provided to the mentally ill

inmates in a segregated setting. PSU staff assisted the Mental Health Director in collecting data on the number of mentally ill inmates both at WCI and at other institutions.

Social Services Department

The Social Services Department provides a wide range of services to the inmate population and their family members. It is the intent of this department to provide all services in a humane and professional manner within the framework of a maximum-security institution.

The Social Services Department is comprised of seven (7) licensed Social Workers, one (1) Program Assistant and a Social Services Director. There are also two (2) Social Workers assigned other departments (Segregation and CGIP), that work closely with the SSD staff to provide seamless case management and comprehensive programming to the inmates at WCI. A significant number of services are provided by this department to the inmate population, their families, and collateral agencies. These services include individual and group counseling, crisis intervention, release planning, case planning to assist inmates in a practical transition through the corrections system. Additionally, the social services personnel assess all new inmate-visiting lists, assist inmates in the preparation for monthly Parole Commission hearings and case evaluation and planning for Program Review Committee. Social Services staff are responsible for the coordination of attorney telephone calls/visits, and address a wide range of emergency and crisis situations.

Below is the data related to essential treatment programs provided through the Social Services Department in 2004:

Program	Enrolled	Completed	% Completed
Anger Management	28	16	57
Anger Management Special need	10	8	80
Domestic Violence	16	9	56
CGIP I and II	66	42	64
CGIP Phase III and IV	105	30	N/A

Additional programs provided to the inmates were: SMART, Victim Impact, Framework for Recovery, Able Minds and a variety of community service projects that emphasize Restorative Justice. The Cognitive Intervention Program treatment unit continues to provide a unique and progressive service to the inmates who volunteer to enroll in this long term, intensive program.

Challenges For 2005:

- Provide continuing staff training to ensure the continuation of treatment programming in the face of uncertain resources.
- Revise policy and procedures to accurately reflect the DOC Internal Management Procedures.
- Establish a comprehensive Reintegration Program for inmates within 12 months of Release, including Social Security eligibility, housing and other release issues.

OTHER DEPARTMENTS

Personnel & Human Resource Development

The institution Human Resource Office provides a program of complete personnel services including administration and coordination of employment relations, supervisory training, affirmative action, position classification, staffing, payroll and benefits, labor contract administration, workers compensation and 230.36 benefits, affirmative action programs and other personnel related programs.

As of June 30, 2004, WCI staff positions totaled 440, not including Limited Term Employment or Project positions.

Appropriated Positions:

Warden's Office	8	Personnel	3
Business Office	8	Food Service	9
Maintenance	16	Central Generating Plant	19
Stores	4	Education	13
Health Services	14	Program Services	31
Security	315	TOTAL	440

Accident report statistics for FY 2003-2004 (July 1, 2003-June 30, 2004):

There were 92 work related accident reports, exposures or incidents documented. 34 of those were recordable under OSHA guidelines (medical treatment, lost days from work and/or alternate days).

There were 195 lost workdays and 366 alternate duty days related to worksite accidents, exposures or incidents.

Record Office

The record office continues to audit each legal file upon transfer. The errors that are found are corrected and information updated within 2 weeks of reception. We began to see TIS violators' coming back into the system. The revocation process differs from the new law cases, as the inmate must return to the sentencing court where the Judge determines the amount of confinement time.

All staff were cross-trained in critical areas. This again proved useful during extended periods of position vacancies and vacations. The workload for the employees was then at a manageable level upon their return.

Inmate requests and services were down this year while litigation was up. Visitor Questionnaires were added to the statistics.

Litigation was up again and more time needed to be devoted to the cases in the Federal Courts. Most claims were for conditions of confinement.

<u>Summary of activities for Fiscal Year 2003</u>		<u>Civil Actions Received - Total 231</u>	
Inmates released	120	Writs of Certiorari	31
Inmates Transferred into WCI	599	Writs of Habeas Corpus	27
Inmates Transferred out of WCI	495	Federal 1983	30
General Population File Reviews	486	Open Records Requests	111
Segregation Inmate File Reviews	250	Writs of Mandamus	01
Inmates Interviewed	125	State Summons & Complaints	01
Inmates' Served Legal Papers	089	Notice of Claim	30
Inmates Rounds	090		

35 cases were decided in the courts this year. WCI prevailed in all but 1.

Security Department

The Security Department is tasked with providing a safe and secure institution environment to meet daily living and programming needs of inmates, while protecting the staff and public. This is accomplished through a 24-hour Security staff presence in the institution, an inmate disciplinary process, a system for information sharing and an emphasis on communication across institution disciplines.

The Security Department maintains highly trained Emergency Response and Crisis Negotiation Teams. High-risk inmates are monitored and the Gang Intelligence Unit monitors and intercedes in disruptive group activity at all levels within the institution.

As part of the responsibility to maintain a safe institution environment, WCI maintains a zero-tolerance philosophy regarding illicit drug use. This is fostered through vigilance in cell and personal searches, as well as ongoing drug testing. Testing includes monthly random tests and "for cause" testing of inmates suspected of drug use.

Security is represented on a number of institution committees, including Due Process and Program review, as well as the Training Committee, Work Place Enhancement, Emergency Preparedness and Health and Safety.

During FY 04, WCI staff conducted 937 full due process hearings:

July 2003	84	January 2004	71
August	73	February	54
September	92	March	101
October	72	April	65
November	60	May	56
December	104	June	105

Following is a listing of all conduct reports issued by area:

Adjustment Center/CGIP	60	Bathhouse	30	Big Top	44
Chapel	3	Clothing	2	EMC	4
Food Services	117	Health & Segregation Complex/Health Services Unit	571	North Cell Hall	493
Northwest Cell Hall	371	Recreation Field	15	South Cell Hall	511
Southwest Cell Hall	25	School	14	Social Services	4
Visiting Room	21	Off Grounds	11	Other	132

Total number of conduct reports written: 2428

The most frequent conduct report violations were for:

Battery (303.12)	53	Unauthorized Transfer of Property (303.40)	114
Threats (303.16)	143	Possession of Contraband – Misc. (303.47)	189
Disobeying Orders (303.24)	514	Loitering (303.50)	87
Disrespect (303.25)	191	Being in Unassigned Area (303.511)	57
Disruptive Conduct (303.28)	220	Violation of Institution Policies/Procedures (303.63)	1166
Damage or Alteration of Property (303.35)	114		



"Conduct Reports by Offense.xls"

Attached is a chart of conduct reports by offense issued from 7/1/03 – 6/30/04

Training Department

The Training Supervisor, in cooperation with the Training Committee coordinates training for staff. Two days of each month are set aside for a variety of training modules. In addition, Security staff are trained in small groups during their regular shifts, as staffing allows. WCI staff at all levels are trained as certified instructors, allowing for on-site training and reduced costs, furthering additional training opportunities.

FY04 Training Department Activity Report:

The WCI Training Department, in conjunction with the Training Committee has met the goals set by the Training Committee. This report will summarize the activities and accomplishments for the fiscal year.

The following is a list of the training topics offered and the number of staff receiving training:

Date	Training Topic	Number of Staff Trained
July 9, 2003	Gang Identification	13
	Scott Air Pack	16
August 4, 2003	Verbal Judo	17
August 13, 2003	Security Scenario Response	27
	Women in Corrections	11
August 26, 2003	POSC Update	25
	CPR/AED Training	3
September 10, 2003	First Responder Philosophy	19
September 23, 2003	Suicide Prevention	47
	POSC Update	18
October 8, 2003	Con Games	22
October 21, 2003	POSC Update	8
October 28, 2003	Institution Wide Emergency Preparedness (3 training scenarios conducted in work areas.	121
	Initial Officer in Charge	16
November 17, 2003	Emergency Preparedness – 2 nd Shift	59
November 25, 2003	CPR/AED Training	17
	Women in Corrections	26
	Medical Issues	42
December 10, 2003	Initial Officer in Charge – 2 nd Shift	11
	Scott Air Pack Training	15
December 16, 2003	Bloodborne Pathogens Training	296
December 23, 2003	CPR/AED Training	6
January 8, 2004	HEPA Mask Fit Test Training	36
January 2004	CPR/AED Training	24
	Gang Management & Identification (White Supremacists)	113
January 27, 2004	POSC Update-Non-Security	41
February 2004	Gang Identification (White Supremacists)	26
	CPR/AED Training	10
	ERU Baton Training	17
	ERU Update	35
February 11, 2004	POSC Update	29
February 24, 2004	Downward Spiral of Conflict (Marty Potter, Trainer)	95
March 10, 2004	POSC Update	33
March 23, 2004	CPR/AED Training	15
	Professionalism & Ethics	26
	Team Building Concepts (Cynthia Thorpe, Trainer)	14
April 13, 2004	First Responder Philosophy	29
April 27, 2004	Gang Identification Midwest Gangs	60
	CPR/AED Training	10
May 2004	ERU Handgun Training	37

May 12, 2004	RIPP Restraints Training	39
May 23, 2004	Team Building Concepts (Cynthia Thorpe) Professionalism & Ethics	14 26
May 26, 2004	Gang Identification Midwest Gangs	10
June 2004	CPR/AED Training	20
June 9, 2004	Gang Identification Midwest Gangs	18
June 22, 2004	Living Wills/Power of Attorney (David Rutter, Trainer)	44

ERU training topics included: Pepperball training, room clearing exercises, weapons requalification, forcible entry, hostage survival, emergency preparedness, marching, baton techniques and phases, and pad subduing. One session of Basic Emergency Preparedness was conducted for new ERU members.

Annual institution firearm requalification was conducted during the month of July, which included requalification with DOC firearms and incapacitating agent user updates.

Twenty-three different training topics were presented throughout the year with 1666 staff attending the various training sessions.

In-house trainers conducted the majority of training. The trainers are comprised of officers, sergeants, lieutenants, captains and non-security personnel. Three outside presenters were also utilized.

Institution Complaint Department

On November 19, 1972 an Inmate Complaint Review System was implemented at all Wisconsin correctional institutions. The purpose of the system was to allow inmates a means to air and resolve complaints and grievances as fairly and expeditiously as possible. The system remained fairly unchanged until an Emergency Rule was implemented on August 4, 1997 that restricted the number of complaints an inmate could file, prohibited frivolous complaints and allowed for informal resolutions of complaints. The permanent rule became effective on May 1, 1998.

The Inmate Complaint Review System (ICRS) ensures inmates at WCI a process by which grievances may be addressed. Concerns regarding rules, living conditions and staff actions affecting institution living are investigated by the Institution Complaint Examiner (ICE). Upon completion of an investigation, a recommendation is submitted to the Warden for a decision. This affords inmates and staff the opportunity to review and better understand correctional policy and to correct any errors or deficiencies. (See attached chart.)

Count of Complaints by Institution, Housing Unit, and Subject
From 06/01/2003 to 06/30/2004

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Total
AC-1	0	3	4	2	0	0	4	3	0	0	0	3	0	0	0	0	0	0	19
AC-2	0	0	2	2	0	0	4	1	0	0	0	1	0	0	0	0	1	0	11
HSC-A1	35	15	42	39	1	30	30	20	2	0	3	22	14	1	3	0	3	1	261
HSC-A2	33	6	38	26	0	22	33	22	0	0	0	28	6	5	1	0	2	0	222
HSC-B1	11	5	19	25	2	7	25	22	0	0	1	12	4	1	0	1	3	1	139
HSC-B2	18	12	35	25	0	9	38	24	0	0	1	22	7	2	0	0	2	0	195
HSC-C1	6	10	6	20	1	8	13	20	4	0	2	25	2	2	0	1	1	0	121
HSC-C2	16	8	9	15	0	16	8	28	1	0	2	19	4	0	2	0	1	0	129
NCH-A Range	12	14	6	29	0	8	38	13	1	1	3	16	2	2	5	0	5	0	155
NCH-B Range	8	12	7	8	0	8	24	6	0	0	4	17	0	1	0	0	1	0	96
NCH-C Range	12	5	3	12	0	3	53	14	0	2	1	7	0	2	1	0	3	0	118
NCH-D Range	3	7	8	11	0	3	45	13	1	3	5	12	0	2	0	0	7	0	120
NWCH-I Range	9	14	8	21	2	2	21	16	3	5	0	25	3	3	4	0	4	0	140
NWCH-J Range	12	8	8	6	1	3	17	10	3	3	2	17	3	0	1	0	1	0	95
NWCH-K Range	5	4	0	4	0	1	8	4	2	1	0	1	2	1	0	0	4	0	37
NWCH-L Range	3	6	0	6	0	3	6	6	0	0	0	11	5	2	1	0	3	0	52
SCH-E Range	4	19	10	15	0	3	14	10	1	3	2	6	0	2	1	0	5	0	95
SCH-F Range	8	13	6	20	0	3	19	6	0	8	2	5	1	0	2	0	3	0	96
SCH-G Range	3	9	3	10	0	2	10	2	1	3	0	4	1	1	3	0	2	1	55
SCH-H Range	1	10	1	4	0	0	4	4	0	1	0	4	0	1	0	0	1	0	31
SWCH-M Range	0	0	0	3	0	1	2	2	0	2	2	2	0	1	0	0	3	0	18
SWCH-N Range	0	12	0	6	0	1	2	5	0	0	1	5	1	1	0	0	0	0	34
SWCH-O Range	0	10	0	0	0	0	1	2	0	1	1	1	0	0	0	0	1	0	17
SWCH-P Range	1	2	2	1	0	0	4	1	0	1	1	1	0	0	0	0	0	1	15
Total	200	204	217	310	7	133	423	254	19	34	33	266	55	30	24	2	56	4	2271

1 – Staff
2 – Correspondence & Publications
3 – Discipline
4 – Medical
5 – Parole
6 – Personal Physical Condition

7 – Personal Property
8 – Rules
9 – Religion
10 – Work / School Program
11 – Visiting
12 – Other

13 – Food
14 – Classification
15 – ICRS
16 – Discrimination
17 – Inmate Accounts
18 – BCE

19 - HIPAA