



**STATE OF WISCONSIN
DEPARTMENT OF CORRECTIONS**

WAUPUN CORRECTIONAL INSTITUTION

**ANNUAL REPORT
Fiscal Year 2004-2005**

**Phil Kingston
Warden**

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Message from the Warden

This annual report describes the many accomplishments of the staff of the Waupun Correctional Institution.

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.

I was honored to be named Warden of the Waupun Correctional Institution in December 2004. Waupun Correctional Institution continues to be a safe, secure, maximum security facility for staff, inmates and the public. This past year has seen corrections place additional emphasis on preparing inmates for release to the community. Waupun staff has begun an effective reintegration process for inmates leaving the institution and returning to their home communities. Enclosed is our annual report for 2004-2005, including summaries from all Departments describing their operations and depicting their accomplishments. The safe and secure operation of a maximum security prison with diverse inmate population takes the hard work and dedication of a special staff. Waupun Correctional Institution is fortunate to have a cadre of such employees.

Phil Kingston
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	302 FTE
Number of Non-Security Staff	142.75 FTE
Inmate to Staff Ratio	3 to 1
Number of Acres	24
Special Units	Cognitive Interventions Program

Expenditure Information

Category	FY 2004	FY 2005
Permanent Salary	\$15,563,603.00	\$16,235,898.00
Fringe Benefits	\$7,627,873.00	\$8,096,905.00
Supplies and Services	\$2,839,895.00	\$2,668,828.00
Capital	\$77,475.00	\$74,695.00
Fuel and Utilities	\$1,174,800.00	\$1,765,154.00
Repair and Maintenance	\$193,957.00	\$194,751.00
Central Generating Plant	\$2,936,236.00	\$3,296,163.00
Inmate Enterprises	\$56,842.00	\$52,751.00
Telephone Commissions	\$71,608.00	\$51,404.00
Total:	\$30,542,289.00	\$33,436,549.00

Inmate Accounts Collection Information

Obligation	FY 2005
Victim/Witness Surcharge	\$15,666
DNA Surcharge	\$14,493
Medical Co-Pay	\$ 9,986
Child Support	\$14,785

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

DeAnn Thurmer, President
Waupun Memorial Hospital

Representative Carol Owens
WI State Assembly

Cathy Jess, Warden
Dodge Correctional Institution

Gary Pucker, Sheriff
Fond du Lac County

Sharon Bos, Vice President
The National Bank of Waupun

Steven Bauer
Dodge County District Attorney

William Buchholz, Chair
Attorney at Law

Mayor Jodi Steger
City of Waupun

Wayne Buteyn
Werner Harmsen Furniture

Senator Carol Roessler
18th Senate District

Todd Nehls
Dodge County Sheriff

Gary Rogers
City Administrator

John Hartman, Coordinator
Dodge Co. Victim/Witness Assistance

Susan Ross, Superintendent
John C. Burke Correctional Center

Gerald Heeringa
Interested Citizen

Dale Heeringa, Chief
Waupun Police Department

Elmer Karl
Division of Community Corrections

William R. Zeininger, Business Manager
Waupun School District

Mark Kastein
c/o KFIZ Radio

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

The Honorable Daniel W. Klossner
Circuit Court Branch #1

Phil Kingston, Warden
Waupun Correctional Institution

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 service 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 Construction
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 Corrections Management Service 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, monitoring the inmate phone system and distributing employee paychecks.

During the past year various Business Office staff implemented the new inventory system (SIS) including the inventories for both Food Service and Central Receiving. The computer systems at WCI have moved from Windows NT to Windows XP and Microsoft Office 2000 to Microsoft Office 2003.

The business office staff continues to participate in Due Process, ongoing participation in the Transformation Committees, and continually assisting inmates in requests for assistance managing their accounts.

The future of the Business office includes migrating toward the use of centralized purchasing agents which may include a new look at the current practices at WCI involving the use of Purchase Plus, Purchasing Cards, and a system of departmental budget control bringing in each department head into the fiscal process.

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, Buildings & Grounds Supervisor, Facilities Repair Worker 4, Maintenance Mechanics 3, Electrician, Electronic Technician, HVAC/Refrigeration Specialist, Plumber, Master Auto Equipment Technician and Office Operations Associate. EMC also utilizes inmates with various technical and industrial skills.

THE MOST REOCCURRING MAINTENANCE WORK ORDERS:

ROUTINE CORRECTIVE MAINTENANCE TASKS
Plumbing: Toilet Repairs Sink Repairs Plugged Drains
Light bulb replacement and fixture repair
Heating, ventilating, air conditioning (HVAC)
Washing machine and dryer repair
Food preparation equipment repair
Telephone repair/replacement
Doors & Lock repairs
Health & Safety work orders
Roof leaks/repairs
Tornado clean-up/repairs
Computer/Data Systems upgrade

Work Orders by Month Including PM's

MONTH	Rec'd Work Orders	Completed Rec'd W/O's	Total Complete W/O's Includes PM W/O's
July, 2004	822	375	745
August, 2004	931	494	893
September, 2004	740	425	608
October, 2004	772	398	984
November, 2004	828	472	887
December, 2004	788	573	1086
January, 2005	856	492	787
February, 2005	705	406	516
March, 2005	796	400	688

April, 2005	688	427	971
May, 2005	813	422	613
June, 2005	848	484	1036
TOTAL	9587	5368	9814

MAJOR CONSTRUCTION PROJECTS

Project	Status	Cost
Ground Water Monitoring	On Going	\$597,500
New Visitors Center 3 RD Floor Development	On Going	\$7,402,300
Sewer System Upgrade	Complete	\$677,000
Control Center Security	Complete	\$1,354,200
Laundry Re-Location & Improvements	Complete	\$267,900
Cell Hall Plumbing Project	In Design	
Auto Tag Elevator Replacement (West)	On Hold	\$280,000
Steam Distribution Upgrade	On Hold	\$900,000
Addition to State Garage	On Hold	\$1,000,000

SPECIAL REMODELING & MAINTENANCE

Project	Status	Cost
FS Dish Machine Repairs	Complete	\$5000
FS Mixer Repairs	Complete	\$4,900
800 MHZ Preventative Maintenance	Complete	\$4,000
Network State Garage	Complete	\$12,000
FS Duct Cleaning	Complete	\$4,925
Heating System Circulating Pump	In Progress	\$4,800
Repair Admin Heating Computer System	Complete	\$1,200
Repair SEG Tele-Visit System	In Progress	\$4,800
Repair Central Receiving A/C	In Progress	\$1,865

Small Projects

Project	Status	Cost
Vermocomposting Program	Moved to KMCI	
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	Complete	\$46,500
Parking Lot Alley Improvements—Phase 2	Complete	\$30,000
Plumbing Fixture Replacement	In Design	
Stone Wall from Tower 7 East	Complete	\$61,600
Historic Front Wall Repair	Complete	\$99,400
Sprinkler System for School Bldg.	In Design	\$25,000
Building Services Make-up Air	Complete	\$56,00
NCH Roof Replacement	Complete	\$34,200
125# Steam Line Expansion Joint Project	In Progress	\$50,000
Admin Building Roof Replacement	Complete	\$16,000
Cafeteria/Tower 7 Windows	In Progress	\$21,500
Auto Tag Roof Replacement	Complete	\$80,000
Big Top Floor Replacement	Complete	\$348,400
HSC Airborne Infection Isolation	In Progress	\$25,000
WCI Lighting Project	In Progress	\$27,500
Low Temp Chiller/Compressor	Complete	\$6,000
Admin Building Staircase	In Progress	\$15,000
NCH Blower Wheel Replacement	Complete	\$7,000
High Mast Lighting	Complete	\$8,500
HSC Door Control Computer	Complete	\$29,500
HSC Replace Plumbing Computer	In Bid Process	\$12,500
SEG Key Lock/Relay Addition	In Progress	\$29,600
FS Kitchen Planning	In Progress	\$44,000
FS Install New Bakery Oven	In Progress	\$32,000

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 2004 - 2005. The annual Food Service Audit was conducted on April 6, 2005 with WCI receiving a 93% rating out of 100%. Food Service has provided support for a number of functions throughout the year.

Highlights of 2004-2005

- Helped with getting equipment repair and preventive maintenance under control reducing downtime of equipment.
- Purchased and installed a new blast chiller and pots & pans machine. A new bakery oven was also purchased with the installation nearing completion.
- Served over 3,675 meals per day with approximately 1,225 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, 3,000 pans each of cakes and pies, 191,000 cookies and 1,800 pans of brownies or bars.
- Created a lock inventory for 25 rolling cabinets.
- Worked with HSU and the Chaplain on meeting the challenges associated with special/religious diets.
- Continually updating diet menus from the general menu to assist the diet area with producing the most accurate meals for inmates on special diets.
- Introduced soy products into the general menu.

Objectives for 2005-2006:

- Complete the installation of new bakery oven.
- 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 toward an efficient HACCP system to improve food safety and consistency.

State Garage

This facility is located adjacent to and between Dodge Correctional Institution and the John C. Burke Correctional Center. Up to 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.

This past year, fiber was run to the garage and they are now on line with email and other on line services. A successful transformation was made from a Jeep to a Case tractor for winter parking lot care. We also were successful in shortening the fleet to keep in step with the Governor's efforts to streamline the fleet size.

The garage services, repairs and washes:

Passenger vans and cars	40
Trucks (cube van, dump and pickup)	12
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, soaps 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. A web-based purchase requisition system for the State of Wisconsin was implemented called "Purchase-Plus".

Central Receiving Warehouse:

All incoming goods received for the institution are processed through the Central Receiving Warehouse. The Canteen goods are also now delivered to the warehouse where most are entered into the inventory at that point. Not until the items are needed are they sent in to the institution for use in the Canteen.

Additionally, staff has integrated the use of Purchase Plus and SIS ensuring items stored at Central Receiving like cleaning supplies, canned goods, office supplies, and inmate clothing are readily available to be sent in as needed.

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.

Over this past year the Canteen managed to overcome a major disruption brought on by another project, moving to temporary quarters to maintain production and ending up in a new location

designed to be more security orientated. Along with this move was the move of the Tailor Shop, creating an area more observable by the staff available.

In conjunction with the security minded changes, deliveries for the Canteen no longer come directly into the institution, rather the products are delivered to the Central Warehouse and then brought into the institution as needed.

Stores/Clothing-Tailor Shop:

In this area inmates fabricate inmate belts, privacy curtains and laundry cart liners. In the past the Tailor Shop had worked with staff uniforms and patches. As a part of the other changes in this area, those functions were moved to the Burke Center. The inmates assigned to the Tailor Shop continue to fabricate and repair glove pouches, handcuff cases, aprons, gas mask straps and radio holders.

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. NOTE: As of June 1, 2005 the Building Maintenance and Care Program changed to Building Maintenance and Construction. 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.

Beginning in June 2005 the Building Maintenance and Care program changed to the Fundamentals of Building Maintenance and Construction. The new program concentrates on the carpentry, electrical and plumbing areas and drops the custodial and landscape maintenance areas. This change is based on the information from the MPTC/DOC Building Maintenance and Care Advisory Committee's recommendation. They have found that it is difficult to place graduates due to the need for bonded employees. Also, these jobs are low paying. The three construction areas, plus blueprint reading, provide the student with a majority of the skills offered in the WTCS/Trade Union apprenticeship programs. It is hoped that graduates will be able to start an entry level position with a contractor and eventually enter the appropriate apprenticeship. Starting hourly wages vary from \$12 - \$14.00 to \$17 - \$20.00 per hour depending on the trade.

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 and prepared for DOCEDNET. Presently, the DOCEDNET computers are waiting for additional testing of the software by staff. The EDLAN, especially the Destinations software continues to be problematic. A communications teacher now supervises the Proliteracy of America program (formerly known as Literacy Volunteers of America (LVA), and one teacher provides tutor training. Tutors are trained for academic and vocational programs and the Cognitive Intervention Program (CGIP). In 2004-05 twenty-eight inmates were trained in the PLA tutor training program.

During 2004-05 the average number of participants in school per month was 152. The average number of students participating in ABE and HSED classes was 83 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 54 men involved in Vocational Academic courses each month. Building Maintenance and Care and Production Welding averaged 8 participants per month. WCI's Education Department was without two teaching positions during the year. The Basic Communications position was vacant for about 6 months late 2004 and the Math position was vacant for about 6 months in the beginning of 2005. The end result is reduced numbers in classes and a longer time for inmates to complete programs.

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
2004-05	82.5	53.55	15.63	151.72

The Test of Adult Basic Education (TABE) has been used to evaluate academic skills of all students since late 1996. The 2004-05 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. WCI began using TABE 9 & 10 in late 2004.

Test of Adult Basic Education (TABE) Information

YEAR	AVG. MATH	AVG. READING	AVG. LANGUAGE
2003-04	6.74	8.64	7.49
2004-05	5.67	6.42	5.36

In 2004-05 forty-three men obtained their HSED and three obtained a GED. The Building Maintenance and Care program graduated 14 men and the Welding program graduated 10 men.

Graduates

YEAR	GED	HSED	BMC	WELDING
2003-04	0	45	15	6
2004-05	3	43	14	10

At the end of June 2005 there were 3 inmates participating in university credit generating correspondence courses. These inmates are participating in programs that will lead to a Bachelors Degree.

Accomplishments for 2004 – 05 Education Department:

- Completed the upgrade of the literacy lab infrastructure.
- Completed electrical wiring and computer cabling of all classrooms and library in the school.
- BMC air circulation system installation completed in 2004.
- New TABE tests level 9 & 10 replaced level 7 & 8. This required a new Scantron machine, which had to be installed on an ADMIN LAN computer.
- Special GED test accommodations requiring a School Psychologist’s evaluation is ongoing. Began this project in 2004 and should complete this in 2005. Evaluation software needs to be loaded onto the ADMIN computer.

Community Service Program

This program is supported by the CGIP program unit, the Building Maintenance and Construction education class and the Recreation/Hobby department. Community Service projects include

- | | |
|--|-------------------------------------|
| Making signs/posters | Making ornaments for Salvation Army |
| Stuffing envelopes for the United Way | Ribbon projects |
| Building wagons, Noah’s Ark, rocking animals and smaller wood projects to donate to non-profit organizations | |
| Putting together training materials for conferences and meetings | |

In addition, the inmate workers use donated yarn received from various church groups, retail/wholesale businesses, and individuals from the community. 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 2004-05:

- | | |
|--------------------------------------|-------------------------------|
| Pregnancy Help Center, Milwaukee | Headstart, Fond du Lac |
| Salvation Army | Headstart, Beaver Dam |
| Hope Network, Menomonee Falls | Pella Lutheran, Waupun |
| Beacon House, Fond du Lac | Emmaus Food Pantry, Milwaukee |
| Headstart, Fox Lake | Waupun Needy, Waupun |
| Women & Children’s Horizons, Kenosha | SAVS, Stevens Point |

All Community Service/Restorative Justice efforts by WCI inmates totaled 44,137 hours in FY04-05.

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. 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 led 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, Gospel Music Ministry, Biblical Drama, Christian Initiation Ceremony (fully immersed Group Baptism), Native American Naming Ceremony, Ramadan Fast/Feast, Ghost Feast, Samhain Feast, and Passover.

Inmate Religious Preference Breakdown – June 2005

7th Day Adventist	9		Islam	186
Assembly of God	2		Native American Indian	73
Baptist	126		None	114
Buddhist	10		Not Assigned	66
Catholic	139		Other	47
Jehovah's Witnesses	28		Other Christian	149
Jewish	9		Pagan	73
Latter Day Saints	1		Presbyterian	2
Mormon	2		Protestants	163
Lutherans	43		Unknown	1
Methodist	9			

Regularly Scheduled Chapel Activities

- Protestant Choir
- Protestant Worship
- Discipleship Study
- Native American Pipe and Drum
- Native American Sweatlodge
- Pagan/Wiccan study
- Buddhist Study
- Lutheran Bible Study
- Creation Bible Study
- Bill Glass Bible Study
- Spanish Bible Study
- Quaker Study
- Bible Fellowship
- Catholic Study
- Catholic Mass in English and Spanish
- 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	2004-05
Number of passes issued (daytime)	477	551
Number of passes issued for detail (evening)	102	113
Number of books checked out	506	575
Number of periodicals used	429	375
Number of Interlibrary Loan requests*	0	0
Number of photocopies/printouts made (including word processing)	2,316	2,311
Number of documents Notarized	10	10

* Interlibrary loan was not used during this time due to staff time limitations.

Highlights of 2004 - 05 Library Services

Five word processing computers were added for inmate use. At least 215 inmates have used the computers for word processing. Many inmates, who had been using the typewriters, have transitioned to word processing. Those involved in legal work have reduced the amount of time needed to complete legal documents, which means we had an increase in library patrons. It would be advantageous to add word processing computers.

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.

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
2004-05	\$7,715.00	16,389

During 2004-05, seventeen inmates were employed in the Toy Project.

In February 2005 the Department suspended the sale of Toy Project items to staff and the public due to a complaint. Therefore, in order to raise funds to replenish supplies and equipment the Toy Project has requested a small donation in order to receive one of the more popular donation items (Ark, Wagon, Rocking animal/cycle) from the organization requesting a donation. If the organization makes a donation they receive the item(s) and additional items to make up their donation value, instead of just receiving the donated item.

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. In conjunction with the Building Maintenance and Care/Toy Project programs, the Welding Shop fabricated parts for various items created in the Toy Project.

PROGRAMS - TREATMENT

Health Service Unit

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

<u>DAYS</u>	<u>HOURS</u>
Monday – Friday	6:00 a.m. – 10:00 p.m.
Weekends/Holidays	6:00 a.m. – 2:00 p.m.

When medical staff is 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
- Diabetic Education Classes
- Smoking Cessation Classes

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
- 0.4 X-Ray Technician
- 1.0 Program Assistant
- 1.0 Dentist
- 1.0 Dental Assistant
- 0.25 Dental Hygienist
- 0.6 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)	15,072
X-Ray test done on-site	419
Laboratory testing done on-site	2,305
Dental Service Appointments	1,385
Psychiatrist Appointments	2,036
Optometrist Appointments	501
Physical/Occupational Therapy Appointments	395
Hearing Aid Appointments	21
Orthopedic Appointments	146
Medical File Review Appointments	401
Telemedicine Appointments	82
TOTAL	22,743
Medication Activity	36,847
Offsite Appointments	894

Highlights FY 04-05:

- Medical Data Base expanded to include lab, optical and all visits to HSU, which allows better management of inmates' health.
- Improved computerized scheduling systems which improved scheduling.
- Increase in Psychiatrist coverage. Two Psychiatrists currently work a total of 3 days per week.
- Diabetic education classes held.
- Smoking Cessation classes held.
- Recording of Immunizations on Wisconsin Immunization Registry.

Challenges FY 05/06:

- 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 delivery.
- Increased training for non-medical staff on health related issues.
- Implementing patient education and self-help groups for inmates with similar Chronic Conditions.

Psychological Services

Psychological Services Unit (PSU) provides a wide array of mental health services from the time an inmate is initially placed at WCI until his transfer. PSU reviews the psychological 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.

PSU staff includes an Office Operations Assistant, Crisis Intervention Worker, two full time Psychological Associates, one half-time Psychological Associate and a Psychologist Supervisor – Doctorate.

Psychological Services provide the following services:

- 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 mental health units at other institutions (SMU-CCI, TTC-OSCI, MICA-OSCI and RCI Dodge Unit).
- Management of inmates with special mental health needs that remain at WCI.
- Group therapy for sex offenders
- Clinical monitoring

- Extended Clinical Monitoring Group
- Limited individual psychotherapy

In FY2005, Psychological Services continues to identify inmates with mental health needs using the MH Code classification system. The codes are, MH-0, no current mental health treatment needs. MH-1, the inmate has mental health needs that require on-going services but do not qualify as a serious mental illness. MH-2, are inmates with a serious mental illness that impairs an individual's ability to function on a daily basis. Psychotic Disorders, Bipolar Disorder and Major Depression are the most common issues leading to a designation of MH-2. MH-3, indicates a formal diagnosis of mental retardation. At the end of FY2005, WCI had 781 inmates designated as MH-0, 352 MH-1, 108 MH-2 and 1 MH-3. Over 37% of WCI inmates suffer from some type of diagnosed mental illness. For inmates in segregation, 52% suffer from some type of diagnosed mental illness. PSU conducts regularly scheduled clinical sessions with inmates identified with mental health needs. In addition to regularly scheduled appointments PSU responded to 2,992 requests for services or information. Eighty-two percent of all requests come directly from inmates. PSU documented 2,662 significant individual clinical contacts in the year.

PSU staff has also been involved in a number of committees and training. The staff has provided suicide prevention training co-facilitated by Security. PSU continues to participate in the Better Treatment Options (BTO) committee. BTO is dedicated to improving communication between WRC and institution mental health staff and improving continuity of care. PSU participated in a sub-committee reviewing and standardizing visitation restrictions for sex offenders. PSU continues to assist the Mental Health Director in collecting data on the number of mentally ill inmates, at all adult institutions. PSU is participating in a Leadership Development Program project to develop a unified corrections case plan that can be used by both DAI and DCC. Finally, PSU staff serves as a mental health subject matter expert for the Integrated Corrections System project.

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 eight (8) licensed Social Workers, one (1) Program Assistant and the Director. Services include, but are not limited to, group counseling, crisis intervention, release planning, case planning/counseling to assist inmates in a logical transition through the corrections system. The establishment and maintenance of inmate visiting lists, coordination and facilitation of monthly Parole Commission hearings, case evaluation and planning for Program Review Committee and the coordination of attorney telephone calls/visits, Due Process Advocacy and addressing a wide range of emergency and crisis situations.

The CGIP treatment unit continues to provide unique and progressive services to the inmates who volunteer to enroll in this long term, intensive program. This 18 to 24 month cognitive based program provides residential based programming including focus on interpersonal and social skills, team work and continued self examination. Team projects for community service

are a regular part of the program. Community service projects for outside agencies and programs including a pilot project with the South Division High School in Milwaukee to assist students with cognitive restructuring. The unit inmates assist the institution with fund raising activities by providing the support to inventory, package and distribute items sold in the institution such as perishable food sales. The unit also provides day to day support for inmates working on health and mental health issues.

Below is the data related to essential treatment programs provided through the Social Services Department in 2005:

Program	Enrolled	Completed	% Completed
Anger Management	32	25	78
Domestic Violence	13	11	85
CGIP I and II	63	57	90
CGIP Phase III and IV	86	7	N/A

Additional programs provided to the inmates were: Victim Impact, Framework for Recovery, and Able Minds.

The CGIP 1 & 2, Domestic Violence and Anger Management programs were updated and expanded to meet or exceed the DOC standards and the needs of the participating inmates. To this end, extensive training was provided to the facilitating staff over the year.

Further development has been accomplished on the Reintegration Program through the efforts of all staff. A single social worker position was developed to coordinate and manage all reintegration programming, meeting our goal of having all systems regarding programming, Social Security Administration and the continuum of care with the DCC in place.

CHALLENGES FOR 2006:

Utilize the upgrades developed through the development of the ICS system to standardize the programming and documentation efforts. This includes extensive staff training in the utilization of electronic data bases to maintain accurate programmatic and case management information consistent throughout the DOC.

Continue to develop intradepartmental systems to enhance the inmate reintegration process. This includes direct linkage with other DAI institutions and DCC area specific interface to maximize the Department resources related to successful offender community reintegration.

Continue to revise all policy and procedures to accurately reflect the DOC Internal Management Procedures.

Provide Advocacy services to the inmate population for Due Process and Administrative Confinement Hearings.

Provide institutional support to the tobacco cessation process at WCI.

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, 2005, WCI staff positions totaled 444, 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	13	Program Services	31
Security	320	TOTAL	444

Accident report statistics for FY 2004-2005 (July 1, 2004-June 30, 2005):

There were 82 work related accident reports, exposures or incidents documented. 18 of those were recordable under OSHA guidelines (medical treatment, lost days from work and/or alternate days).

There were 165 lost work days and 390 alternate duty days related to worksite accidents, exposures or incidents.

Record Office

Due process advocate duties were added to one of the positions in the record office. That responsibility has now been added to the advocate rotation for institutional staff. Services are provided to inmates for a 3 month period at a time. This same position was also trained to cover for the security clerks in their absence.

Inmate requests and services were up. Litigation increased again this year. Most claims were for conditions of confinement in the Health and Segregation Complex. One of the Offender Records

Assistant 3's was trained to respond to litigation. This cross training will provide continued service to Justice in the absence of the Litigation Coordinator.

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. TIS violators coming back into the system are increasing. The revocation process is still difficult as the inmate must return to the sentencing court where the Judge determines the amount of confinement time. Letters and e-mails to the Agent and Judges are common place in obtaining correct amounts of custody.

The approval procedure for exemption requests for the inmates who have legal loans under the Wisconsin Administrative Code, 309.51, was modified. One time exemptions were granted rather than a blanket exemption for cases. This proved to be a savings to the institution for postage and copy expense since inmates could not file new actions under an open exemption.

Summary of activities for Fiscal Year 2004

Civil Actions Received - Total 278

Inmates released	133	Writs of Certiorari	017
Inmates Transferred into WCI	555	Writs of Habeas Corpus	031
Inmates Transferred out of WCI	413	Federal 1983	037
General Population File Reviews	510	Open Records Requests	132
Segregation Inmate File Reviews	228	Writs of Mandamus	002
Inmates Interviewed	090	State Summons & Complaints	004
Inmates' Served Legal Papers	063	Notice of Claim	054
Inmates Rounds	063	Small Claims	001
Visitor Questionnaires	2,270		
Advocate Duties	029		

Forty-six cases were ruled on by the courts this year. WCI did not lose one case related to due process issues. One case handled by WCI, involving a due process issue from CCI was overturned by a Dane County Judge.

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 04-05, WCI staff conducted 681 full due process hearings:

July 2004	50	January 2005	55
August	53	February	53
September	51	March	65
October	68	April	71
November	63	May	47
December	47	June	58

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

Adjustment Center/CGIP	50	Bathhouse	21	Big Top	32
Chapel	5	Clothing	3	EMC	3
Food Services	153	Health & Segregation Complex/Health Services Unit	517	North Cell Hall	421
Northwest Cell Hall	362	Recreation Field	9	South Cell Hall	468
Southwest Cell Hall	27	School	29	Social Services	7
Visiting Room	18	Off Grounds	8	Other	135

Total number of conduct reports written: 2,268

The most frequent conduct report violations were for:

Battery (303.12)	52	Unauthorized Transfer of Property (303.40)	127
Threats (303.16)	71	Possession of Contraband – Misc. (303.47)	225
Disobeying Orders (303.24)	465	Loitering (303.50)	63
Disrespect (303.25)	153	Being in Unassigned Area (303.511)	71
Disruptive Conduct (303.28)	177	Violation of Institution Policies/Procedures (303.63)	889
Damage or Alteration of Property (303.35)	105		



"Conduct Reports by Offense.xls"

Attached is a chart of conduct reports by offense issued from 7/1/04 – 6/30/05

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 is trained in small groups during their regular shifts, as staffing allows. WCI staff at all levels is trained as certified instructors, allowing for on-site training and reduced costs, furthering additional training opportunities.

FY04-05 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 14, 2004	O.C. Exposures	9
July 27, 2004	Security Scenario Response	18
	Correctional Religious Programs	35
	Crisis Rehearsal Management	50
August 11, 2004	Emergency Trips/Travel Restraints	24
August 24, 2004	Pepperball User	21
	Prison Rape Elimination Act	44
September 8, 2004	Prison Rape Elimination Act	16
	Pepperball User	18
September 15, 2004	ERU Room Clearing	29
September 28, 2004	Report Writing/Surviving Witness Stand/Identity Theft	31
October 26, 2004	Report Writing/Surviving Witness Stand/Identity Theft	21
	Professionalism and Ethics	25
	Blood borne Pathogens	183
November 10, 2004	Emergency Preparedness-Basic	32
November 23, 2004	Adult CPR/AED	23
December 8, 2004	Emergency Preparedness – 2 nd Shift- IOIC	11
	Adult CPR/AED	11
December 9, 2004	POSC Cell Extractions	9
December 21, 2004	Emergency Preparedness – Basic	186
January 12, 2005	Adult CPR/AED	9
	POSC Cell Extractions	17
January 25, 2005	CPR/AED Training	7
	Emergency Preparedness – AEPO	83
	O.C. Exposures	8
February 9, 2005	Advocate Training	12
	Gang Management & Identification (Hispanic Gangs)	13
	1 st . Responder Philosophy	11
	Adult CPR/AED	4

February 22, 2005	Adult CPR/AED	8
	Suicide Prevention	44
	HIPAA (Protected Health Information)	82
February 25, 2005	ERU Update Room Clearing	21
March 9, 2005	Report Writing	12
	Adult CPR/AED	3
	HIPAA (Protected Health Information)	31
March 22, 2005	SCOTT Air Pack Training	8
	Medication Delivery	35
	POSC for Non-Uniformed staff	14
March 22, 2005	HIPAA (Protected Health Information)	40
	Adult CPR/AED	14
April 8, 2005	Adult CPR/AED	3
	Gang Identification & Management (Current trends)	36
	HIPAA (Protected Health Information)	23
April 20, 2005	Suicide Prevention	12
	HIPAA (Protected Health Information)	11
	Security Scenario Table Tops	11
April 22, 2005	HIPAA (Protected Health Information)	22
April 26, 2005	DOC Victim Services & Programs	24
May 5, 2005	HIPAA (Protected Health Information)	4
May 11, 2005	Professionalism & Ethics	15
	Adult CPR/AED	3
May 24, 2005	Secondary Trauma 'Compassion Fatigue'	58
	Adult CPR/AED	10
	HIPAA (Protected Health Information)	25
June 8, 2005	Adult CPR/AED	11
	Professionalism & Ethics	12
June 28, 2005	Gang Identification & Management	38

ERU training topics included: Pepperball training, room clearing exercises, weapons re-qualification, 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 re-qualification was conducted during the month of July, which included re-qualification with DOC firearms and incapacitating agent user updates.

Twenty-seven different training topics were presented throughout the year with 1,597 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. Four outside presenters were also utilized.

Institution Complaint Department

Over the past thirty three years, the Inmate Complaint Review System (ICRS) has successfully allowed inmates an official channel to air and resolve complaints and grievances as fairly and expeditiously as possible within all Wisconsin correctional institutions. The ICRS operates under the Wisconsin Administrative Code 310 (DOC 310). Over the years, the DOC 310 has undergone a series of reviews and subsequent modifications with the intent on meeting the changing demands of the correctional setting. The State Legislature, staff recommendations, litigation, and the public sector all drive the manner in which grievances are handled.

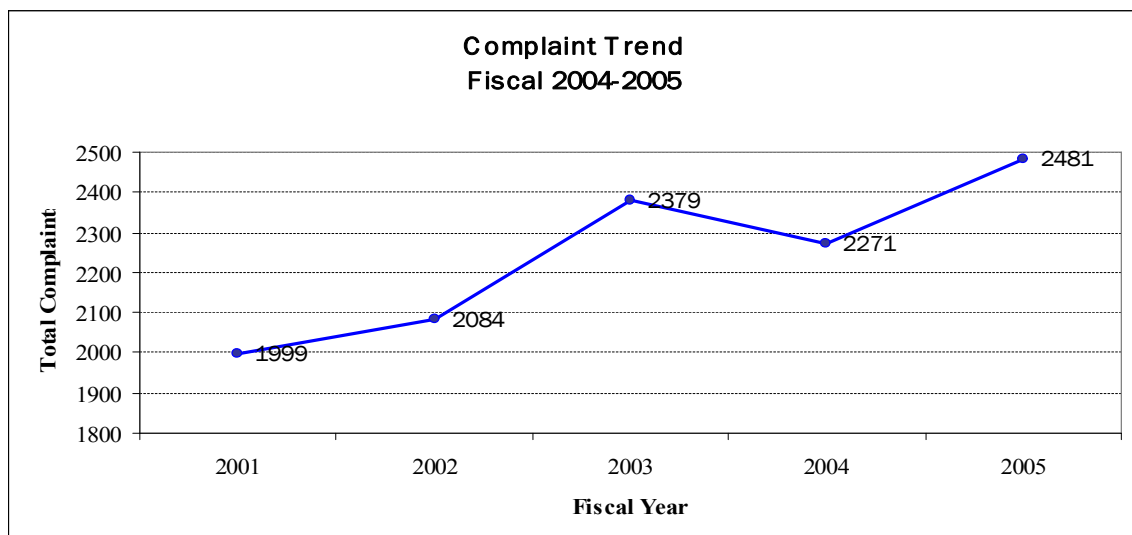
In the late 1990's, complaint submissions were at an all-time high, due to prison populations, litigation, and other factors. Therefore, in 1998, a major change was implemented restricting the number of complaints an inmate could file during a given time frame. The second decisive change pertained to the exhaustion of administrative remedies. The new language dictated that an inmate could not file with the courts without first attempting to resolve the grievance through the ICRS. This new language directly affected the number of complaint submissions. So, in 1999, WCI re-implemented the Problem Solving Guide. This tool encouraged inmates to informally resolve their issues with staff and allowed WCI to use cohesive and consistent practices dealing with disputes institution wide.

The Code was not changed again until 2002. Budget issues and a new administration pioneered ways to further increase efficiency. Complaints that are rejected may no longer be appealed to the Corrections Complaint Examiner's Office (CCE) in Madison. All rejections are routed through the Warden. This change greatly eased the burden on the Office of the CCE, increased overall response time, and allowed the system to work more effectively within the guidelines.

Although complaint numbers continue to grow (see below graph "Complaint Trend"), without the continued evolution of the DOC 310, the Wisconsin correctional system would be overburdened with the enormity of the complaint volume.

The WCI Complaints Department processed approximately 4,381 complaint submissions during Fiscal 2005 (see below graph "Monthly Totals").

- 2,481 complaints were accepted and assigned a complaint number.
- Approximately 1,900 submissions were returned in accordance with the DOC 310.



Monthly Totals Fiscal 2005

