



**STATE OF WISCONSIN
DEPARTMENT OF CORRECTIONS**

WAUPUN CORRECTIONAL INSTITUTION

**ANNUAL REPORT
Fiscal Year 2007-2008**

**Michael Thurmer
Warden**

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Message from the Warden

I would like to start my message by thanking the dedicated and professional staff of Waupun Correctional Institution. This past year we were faced with one of the most difficult incidents that corrections staff can face in their career, responding to a fellow staff person being taken hostage. The WCI staff responded in an exemplary manner. Everybody knew their role during the incident and during the recovery phase of the incident. Immediately following the release of the hostage, I challenged the staff not to point blame but to use this incident to identify areas to make WCI a safer and more secure facility in the future. I believe that we have accomplished this challenge.

Another major challenge that WCI staff were faced with was two staff members being charged under the John Doe Law. I personally observed staff coming together first to support the staff but then to attempt to get this law changed through the legislative process. Because time ran out in the Legislative session before this could be accomplished there is still work to be done during the next session.

A number of our staff was recognized over the last year for the jobs that they perform. WCI had Sgt. Dan Meehan, Local 18 Union President honor by AFSCME International as the National Correctional Officer of the Year. The WCI Crisis Negotiation Team was honored by the Dodge County Executive Law Enforcement Association as Correctional Staff of the Year for the response to the WCI hostage incident. We had several staff nominated and recognized by the DOC Secretary's Office for the SALUTE Awards in several different pillars as it relates to their positions.

WCI had several staff graduate from the Leadership Training Series and the Leadership Development Program and Deputy Warden Meisner graduated from the DOA Enterprise Leadership Program. I would again like to express my congratulations to all of you.

I would like to note several accomplishments of the WCI staff this year:

- Full implementation of the DOC Reentry Program
- WICS Phase 1 rollout
- Planning and development of the proposed Behavioral Health Unit
- Graduation of the first WCI Leadworker Training Program
- Major reduction of Officer 3 vacancies
- Numerous construction projects

As we look forward to the challenges in the upcoming year, I would like staff to remember that "We Should Look Back to Learn and Forward to Grow". I'm confident with the professionalism and dedication of the staff we will continue to operate a safe, secure and effective institution.

Michael Thurmer
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	1,246 Males
Number of Security Staff	324 FTE
Number of Non-Security Staff	121 FTE
Inmate to Staff Ratio	3 to 1
Number of Acres	24
Special Units	Behavioral Health Unit Operational in 12/08

Expenditure Information:

Category	FY 2007	FY 2008
Permanent Salary	\$19,106,797.45	\$19,486,437.52
Fringe Benefits	\$9,151,426.18	\$9,708,390.97
Supplies and Services	\$2,651,135.10	\$2,918,594.49
Capital	\$79,839.40	\$60,893.38
Fuel and Utilities	\$2,352,886.32	\$2,651,029.87
Repair and Maintenance	\$214,118.69	\$209,259.43
Central Generating Plant	\$3,498,344.57	\$4,188,368.37
Inmate Enterprises	\$49,666.70	\$36,437.12
Telephone Commissions	\$82,262.71	\$41,096.27
Total:	37,186,477.12	\$39,300,507.42

Obligation	FY 2008
Victim/Witness Surcharge	\$20,317.29
DNA Surcharge	\$17,482.65
Medical Co-Pay	\$6,925.50
Child Support	\$21,568.47

Also see individual department sections for additional information.

The Waupun Correctional Institution coordinators for the American with Disabilities Act are:
 Sandra Hautamaki at 920-324-7272 – primary
 Arthur Roggentine at 920-324-7242 - backup

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

Timothy Lundquist, Warden
Dodge Correctional Institution

Mylan Fink, Sheriff
Fond du Lac County

Sharon Bos, Vice President
The National Bank of Waupun

Steven Bauer
Dodge County District Attorney

William Buchholz, Co-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

Jay Laufenberg
Division of Community Corrections

John Zegers, Administrator
Waupun School District

Mark Kastein
c/o KFIZ Radio

J. Bur Zeratsky, Executive
National Rivet & Manufacturing Co.

The Honorable Daniel W. Klossner
Circuit Court Branch #1

Michael Thurmer, Warden, Co-Chair
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 a 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 over 200 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
- Parenting (Inside/Outside Dads)
- Pre-release competency based programming
- Alcoholics Anonymous (AA)

ADMINISTRATIVE SERVICES

Business Office

The Business Office provides accounting functions for the institution. This includes inmate trust accounting, inmate payroll, accounts payable, accounts receivable, major asset inventory, property coverage reporting, and support for the canteen and warehouse operations.

During the past year the Business Office experienced a change in leadership, with the hiring of a new Lead Worker and Financial Program Supervisor. The hiring and training of these new staff has been a top priority.

The rapid increase in fuel and food costs has brought new challenges to managing the operational budget of the institution. Staff continues to look for ways to decrease spending and improve efficiency.

During the past year inmate accounts staff updated the inmate payroll system. These updates were needed to comply with the new DAI Inmate Compensation Plan.

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 - Advanced, Facilities Maintenance Specialist-Advanced, Electrician, 2-Electronic Technicians, HVAC/Refrigeration Specialist, Plumber, Master Auto Equipment Technician and Office Operations Associate. EMC also utilizes inmates with various technical and industrial skills.

THE MOST REOCCURING 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)
Food preparation equipment repair
Washer & Dryer repairs
Telephone repair/replacement
Computer/Data Systems upgrade & Repairs
Lock repairs
Painting & Building Maintenance
Health & Safety work orders
Repair & Maintenance of DOC vehicles

MAJOR CONSTRUCTION PROJECTS

Subject	Status	Cost
Ground Water Monitoring	On Going	\$597,500
New Visitors Center /Program	On Going	597,000
Food Service Phase 1 Remodeling	On Going	\$2,364,000
Plumbing Fixture Replacement	On Going	\$4,462.000

SMALL PROJECTS

Project	Status	Cost
South Cell Hall Roof Replacement	Complete	\$76,500
Maintenance & Rec. Building Camera Additions	Complete	\$78,400
SEG Bldg Emergency Back-up Lighting Addition	Complete	\$13,500
Greenhouse Heating System Replacement	Complete	\$29,000
Low Temp Chiller Compressor Replacement	Complete	\$8,500
125# Steam Main Emergency Repair	In Progress	\$30,500
Razor Wire/Security Fencing Repairs	Complete	\$12,000
Control Center Security CCTV Improvements	In Progress	\$99,800
School AHU/Control Upgrade	In Progress	\$38,500
EMC /Admin Windows	In Progress	\$32,537
Install Lobby X-Ray	In Progress	\$18,100
WCI Fire Alarm Upgrade	In Progress	\$74,000
WCI Misc. Site Pavement Repair	In Progress	\$13,400
Structured Rec. Handball Court Flooring	Complete	\$28,800

SPECIAL REMODELING & MAINTENANCE

2-Food Service Gas Grill Flex Connectors	\$1,000	COMPLETE	Feb-08
SCH/NWCH Door Computer Replacement	\$2,500	In Progress	Mar-08
Repair Low Temp Chiller	\$1,400	COMPLETE	Mar-08
Sliding Security Door Repair	\$4,700	In Progress	May-08
CGIP Water Heater Repair	\$2,400	COMPLETE	Mar-08
Repair 800 MHz Radio System	\$3,400	COMPLETE	Jun-08
South Gate Gear Motor Repair	\$1,200	COMPLETE	Jun-08
Repair WCI Locks	\$4,500	In Progress	
5 yr Load Test/Auto Tag Elevators	\$3,786	COMPLETE	Jul-08

Food Services

The Food Service Department served approximately 1.6 million staff and inmate meals during 2007– 2008. General Services Section conducted the annual Food Service Audit in December

2007. Food Service has provided support for a number of functions throughout the year including the Annual WCI Health Fair.

Highlights of 2007-2008

- 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, 252,000 hot dog/hamburger buns, 360,000 dinner rolls, 13,000 loaves of garlic/French bread, 3,000 pans each of cakes and pies, 160,000 cookies and 1,200 pans of brownies or bars.
- Faced challenges associated with the rising cost of food items to keep the meal cost at a minimum.
- Met challenges associated with eliminating inmate overtime and revamped inmate schedule to meet these requirements.
- Had various meetings throughout the year with associates of the Food Service Remodeling Team on renovation of the Food Service building.
- Continued to work with EMC on getting equipment repair and preventive maintenance under control reducing downtime of equipment.
- Construction was completed on the stainless steel cabinets for storage and locking of all serving utensils. A policy was written on procedures used for checking in and out of these utensils.
- Worked with HSU and the Chaplains on meeting the challenges associated with special/religious diets.
- Fulfilled requirements to offer Halal meat to Muslim inmates requesting Halal diet.
- Continued to evaluate menus and create changes to meet the recommendations from DOC on Healthy Eating Initiatives to reduce the DOC calorie intake to an average of 2,700 calories per day. Offered more of variety of “summer-friendly” meals during the warm months of the year.

Objectives for 2008-2009:

- Find the immediate needs of Food Service and move forward with the remodeling project.
- 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.
- 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.

Yearly gasohol fuel cost of \$122,712.39

A solus pro snap-on canner was purchased for \$2,329.95

The garage services, repairs and washes:

Passenger vans and cars	41
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	02
Numerous small engines on weed eaters, lawn movers, snow blowers, chainsaws, etc.	

Expenditures for parts, oils, soaps and shop supplies are approximately \$33,772.56 annually. Over 40,206 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:

Central Receiving staff maintains an adequate inventory of items stored at Central Receiving like cleaning supplies, canned goods, office supplies, and inmate clothing are readily available to be sent in to the institution 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.

Stores/Clothing-Tailor Shop:

In this area inmates fabricate inmate belts, privacy curtains and laundry cart liners. The inmates assigned to the Tailor Shop continue to fabricate and repair glove pouches, handcuff cases, aprons, gas mask straps and radio holders. The Tailor Shop inmate workers are also hemming pants and sewing flags on officer uniforms.

Central Generating Plant

The Central Generating Plant (CGP) was put into service in 1952. The plant provides essential services for Waupun Correctional Institution, Dodge Correctional Institution, John C. Burke Correctional Center, The Waupun Dairy and the state garage and warehouse. CGP provides steam for building heating, food service and domestic water heating, contains all the electrical distribution gear to distribute the electric power purchased from the public utility, emergency backup power, water wells and hard/soft cold water. The structure also houses the security radio system. The electrical power distributed through the plant powers the security alarm and

monitoring systems, high mast security lighting, electronic cell door systems and life safety systems.

Large Projects

Project	Status	Cost
WCGP Boiler #2 Superheater	On hold	\$383,000
WCGP Boiler Controls Upgrade	On hold	\$1,504,800
Water System Upgrade-	On Going	\$4,200,000
#1 CGP Steam Turbine Generator Major Inspection and Repair	On Going	\$315,000

Small Projects

Project	Status	Cost
Replace Section of Water Tower Main	On going	\$35,000
Coal Conveyor chain links	On going	\$17,000
Replace Forced Draft Fan Turbine	Completed	\$29,100
Plant Air Piping Up-Grade	Completed	\$21,500
Inspect Central Plant Chimney	Completed	\$14,000
#2Turbine Reducer Gear Reliability	Completed	\$14,200

PROGRAMS - EDUCATION

Education Department

Marshland School contributes to public safety by providing educational programs designed to reduce recidivism by providing inmates the opportunity to become lifelong learners. These opportunities include possible completion in the following areas: Adult Basic Education (ABE), High School Equivalency Diploma (HSED), Wisconsin Technical College System Vocational Diplomas (WTCS) and approved Correspondence Courses through local Universities and Colleges.

The ABE classes are taught by WTCS certified instructors. Once ABE classes are completed, inmates transfer into high level functioning classes. In these classes, inmates are assessed by completing GED subject exams, (Reading, Writing, Math, Science, & Social Studies) which lead to a General Education Diploma (GED) or High School Equivalency Diploma (HSED). In order to obtain the HSED, students must complete the GED requirements along with passing Health, Civics and Employability Skills requirements. 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 Construction.

The Incarcerated Youth Offender Program (IYOP) is a U.S. Department of Education funded program designed to assist inmates in choosing educational opportunities that can help inmates reach employment and career goals upon release. These courses are equivalent to the general education/liberal arts and sciences requirements for freshmen and sophomores enrolled in many bachelor degree programs at four-year colleges and universities.

In order to be eligible for IYOP, the following requirements must be met:

1. Less than 26 years of age
2. Eligible for release from prison in 5 years or less
3. Serving enough time in order to complete the current semester
4. Earned a High School Diploma, GED, or HSED
5. TABE scores on Form D Reading must be at level 9 or higher

Post secondary opportunities are offered to students by the University of Wisconsin – Independent Learning, other four-year universities (extended degree programs) and the Wisconsin Technical College System. Qualified students may participate in extended degree programs or correspondence courses. Educational opportunities and career counseling are offered to any inmate having a need or an interest in furthering their education. At the end of June 2008 there were 5 inmates participating in university credit generating correspondence courses. These inmates are participating in self-paid programs that will lead to a Bachelors Degree.

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 in the learning process. 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.

During 2007-08, the average number of participants in school increased to a monthly average of 203 full/part time students. There were 63 students involved in Vocational Academic courses each month. Building Maintenance and Construction and Production Welding averaged 10.5 participants per subject area each month. WCI's Education Department was not fully staffed throughout the 2007-2008 year. Because of this absence, some academic classes were condensed and fewer sections of classes were offered. Even with this absence, the Education staff stepped up to the challenge and still managed to increase enrollment numbers and completions. It should also be noted that we had several construction projects throughout the year that resulted in the school and library to shut down for extended periods of time. This does not include the November institution-wide lockdown.

Average Number of Students per Month per Program

YEAR	ABE/HSED	VOCATIONAL	VOC. LAB.	TOTAL
2006 – 07	120	58	18	196
2007 – 08	119	63	21	203

Graduates

YEAR	GED	HSED	BMC	WELDING
2006-07	1	43	17	8
2007-08	1	33	14	5

The Test of Adult Basic Education (TABE) has been used to evaluate academic skills of all students since late 1996. The 2007-08 data is listed below. Potential students must complete the appropriate TABE test battery before being placed in a school program or classes. WCI continues to assess potential inmate students using TABE 9 & 10.

Test of Adult Basic Education (TABE) averages

YEAR	AVG. MATH	AVG. READING	AVG. LANGUAGE
2006-07	6.74	7.67	5.6
2007-08	6.80	7.66	6.39

Accomplishments for 2007 – 08 Education Department:

- The new Literacy Lab was completed. This lab is projected to provide basic skills development to over 140 inmates a day. Inmates develop basic skills in adult literacy and those needed to pass GED pretests in reading, writing, science, social studies and math. They will be able to develop skills through use of computer learning programs including Rosetta Stone and PLATO. These programs set up individualized programs via pre-assessment tests and follow-up assessment with step-by-step instructions with each lesson. They also provide immediate feedback, performance reviews, and performance summaries. Vocational students will be able to work with Microsoft Office applications to complete required projects for Vocational related classes.
- Second annual graduation ceremony was held in the WCI Visiting Room in January 2008, to honor the HSED, GED and Vocational graduates as well as newly certified LVA tutors. Graduates were allowed to invite family members to attend and have their photos taken with their loved ones. DAI Education Director Margaret Carpenter was the guest speaker.
- Incarcerated Youth Offender Program – College of the Air continues to enroll inmates in college level courses to earn an Associate Degree through Milwaukee Area Technical College. During the year 74 credits were earned with an average semester GPA of 3.34.
- GED testing accommodations requiring a School Psychologist’s evaluation continued. Current Psychological Assessments allowed over 20 inmates to receive additional accommodations to take GED exam components, giving them greater opportunities to pass the exam.

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 the Salvation Army
- Stuffing envelopes for the United Way
- Ribbon projects
- Building wagons, Noah’s Arks, 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 2007-08:

Pregnancy Help Center, Milwaukee	Catholic Daughters of America
Correctional Education Association	Corrections Charities, LTD
DOJ State Employees Combined Campaign	Waupun Food Pantry
S.A.V.S., Stevens Point	Ducks Unlimited
Falls Healing Arts	Fond du Lac Christian School
Habitat for Humanity	Hockey Unlimited
HOPE Network	KMCI Green Milers
Manitowoc Cty Relay for Life	March Madness
Marian College Early Childhood	MSDF, OCI
Partners in Giving	Skate with the Wolves
Watertown Relay for Life	Rape Crisis Center
Waupun Memorial Hospital Auxiliary	Wings Over Wisconsin
Wisconsin Correctional Association	Bethel UCC
Big Brothers, Big Sisters of Fond du Lac	Community Corrections Walleye Tourney
Fond du Lac Blue Line Ice Show	Fond du Lac County Volunteer Center
Fond du Lac Lutheran Homes	Grandmothers Without Borders
Lighthouse Scholarship Auction	National Wild Turkey Federation
Pregnancy Helpline	Sheboygan Lutheran High
St. John's Lutheran School	St. Joseph's School & Church
St. Marcus Church	St. Steven's Church
Three Gaits	Trinity Evangelical Lutheran Church
Unity Festival	Wisconsin Badgers Camp
WI Coalition Against Sexual Assault	WI Coalition Against Domestic Violence
Waupun Chamber of Commerce	Pella Lutheran, Waupun
Beacon House, Fond du Lac	HeadStart, Beaver Dam
Sojourner Truth House, Milwaukee	Naomi House
Emmaus Food Pantry, Milwaukee	Women & Children's Horizons, Kenosha
HeadStart, Fond du Lac	Toys for Tots – Marine Corps, Madison
Harbor House, Superior	New Beginnings, Fond du Lac
Golden House, Green Bay	Northern Kettle Moraine Horse Trail Assoc.

All Community Service/Restorative Justice efforts by WCI inmates totaled 39,958.5 hours in FY07-08.

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, and 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. The Chaplains provide individual, marital, and grief counseling, memorial services, weddings, and coordination of pastoral visits and volunteer lead services. In addition to our Chaplains, there are over two 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/audio tapes/CDs 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. Inmates' Religious Preference Breakdown as of June, 2008:

7th Day Adventist	23	Islam	241
Assembly of God	1	Native American Indian	52
Baptist	89	None	101
Buddhist	16	Not Assigned	30
Catholic	144	Other	9
Jehovah's Witnesses	20	Other Christian	149
Jewish	30	Pagan	89
Latter Day Saints	1	Presbyterian	1
Mormon	1	Protestant	160
Lutheran	36	Wicca	13
Methodist	6	Pentecostal	17
Christian Science	1	Holiness/Sanctified	1
Unknown	2	Church of Christ	1

Regularly Scheduled Chapel Activities:

- Protestant Choir
- Protestant Worship
- Discipleship Training (Study)
- Native American Pipe and Drum
- Native American Sweatlodge
- Pagan Study/Worship
- Buddhist Worship/Study
- Lutheran Bible Study
- Creation Bible Study
- Bill Glass Bible Study
- Bible Fellowship
- Catholic Formation (Study)
- Catholic Mass in English and Spanish
- Catholic Choir
- Jehovah's Witness Study
- Islamic Worship (Jumah)
- Jewish Worship/Study

Library Services

The general library provides inmates with recreational and educational opportunities. The collection consists of approximately 13,000 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.

"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 – Weekly Averages

CATEGORY	2007-08
Number of passes issued (daytime)	484
Number of passes issued for detail (evening)	180
Number of books checked out	404
Number of periodicals used	460
Number of Interlibrary Loan requests*	0
Number of photocopies/printouts made (including word processing)	2,424
Number of documents Notarized	11

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

Highlights of 2007 - 08 Library Services

- Additional word processing stations were added to the Library. Word processing computers continue to benefit many library users. Their heavy use (with waiting lists at times) supported the addition of these workstations.
- A second OPAC (card catalog computer workstation) was set up.
- New Accent circulation software and Lexis-Nexis legal research system are both fully functioning.

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, as well as to promote a more positive and interactive relationship between the community and the institution. Through this project, local communities gain awareness that the Department of Corrections is providing

work positions that cultivate skills in inmates, which may be used upon their reentry into the community. The project employs on average 16 inmates, which completed over 19,000 hours of community service this year.

This program has a dual 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 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 other pieces of art. Many of the items were donated and organizations have purchased additional items to be used in their fund raising events.

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 Construction/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 daily from 5:30 AM until 9:30 PM, 365 days a year.

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 Services
- Psychiatric Services
- Pharmacy Services
- Optical Services
- Orthopedic Services
- Occupational and Physical Therapy Services
- Digital X-ray Services
- Lab Services
- Minor Surgery
- EKG's
- Medical Record Review
- Chronic Condition Monitoring
- Coordination of off-site medical/dental services
- Telemedicine
- Diabetic Education Classes

- Diabetic Support Groups

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 Program Assistant
- 1.0 Dentist
- 1.0 Dental Assistant
- 0.5 Dental Hygienist
- 0.8 LTE Psychiatrist

Non-DOC Providers On-Site

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

**Health Service Unit Appointments
7-07 through 6-08**

Physician/Nurse Practitioner/Nursing Sick Call Appointments (Including segregation rounds and emergency care)	21,120
X-Ray test done on-site	384
Laboratory testing done on-site	3,269
Dental Service Appointments	2,356
Psychiatrist Appointments	2,286
Optometrist Appointments	393
Physical/Occupational Therapy Appointments	314
Orthopedic Appointments	74
Medical File Review Appointments	450
Telemedicine Appointments	67
TOTAL	29,997
Medication Activity	65,878
Offsite Appointments	611

Highlights FY 07-08:

- Hostage situation in HSU/Dental
- Diabetic education classes held
- Recording of Immunizations on Wisconsin Immunization Registry
- Hepatitis B vaccine offered to all inmates
- Weekend nursing program implemented
- Telemedicine procedure improved between UW System and Institution HSU
- Dental Department handling Fond du Lac County Jail inmates
- Extreme nursing shortage for greater than 3 months due to medical leaves

Challenges FY 07-08:

- Retention and continued training of medical, dental and psychiatric staff
- Increase Telemedicine use

- Provision of health care to an ever-increasing number of offenders with multiple medical problems
- Improved system in medication delivery
- Increase medication accountability
- Increased training for non-medical staff on health related issues
- Implementing patient education and self-help groups for inmates with similar Chronic Conditions
- Digital X-Ray implementation
- 2nd shift on-site coverage by medical staff on Holidays
- Review and improve emergency medical response

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 Associate, Crisis Intervention Worker, one full time Psychological Associate, one full time licensed psychologist, one half-time Psychological Associate and a Psychologist Supervisor – Doctorate. WCI-PSU also has the assistance of two half time LTE psychologists and one half time LTE crisis worker.

Psychological Services provides the following services:

- Crisis intervention
- Clinical consultation
- Psychological Evaluations
- 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, and MICA-OSCI).
- 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 FY2008, 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-2A, 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-2A. MH-2B, are inmates that do not suffer from a serious mental illness, but because of a severe personality disorder demand a significant amount of psychological services. MH-3 has been replaced by a Developmental Disability (DD) Code. DD indicates a formal diagnosis of mental retardation. At the end of FY2008, WCI had 356 inmates designated as MH-1, 160 MH-2A and 37 MH-2B's. There are 3 inmates designated DD. WCI is not an appropriate setting for inmates with mental retardation and arrangements for transfer are being made. Approximately 45% of WCI inmates

suffer from some type of diagnosed mental illness. For inmates in segregation, 56% 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 3,298 requests for services or information. 82% of all requests come directly from inmates.

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 continues to assist the Mental Health Director in collecting data on the number of mentally ill inmates at all adult institutions. PSU is currently assisting in the development of a Behavioral Health Unit.

Social Services Department

The Social Services Department provides a wide range of services to the inmate population, their family members and the community. 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) Office Operations Associate and the Director. Services include, but are not limited to, group counseling, crisis intervention, release planning, case management and 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/agent telephone calls/visits, Due Process Advocacy and addressing a wide range of emergency and crisis situations. The Social Services Department works closely with the Department of Community Corrections as well as other DAI institutions and other community/state agencies to ensure that the inmates' needs are met as well as the public's. The SSD staff communicates with victims groups, victim/offender conferencing facilitators and family members to gather all pertinent information in the case planning process. We have increasingly utilized Video Conferencing with courts and other agencies, totaling 49 this reporting period.

Below is the data related to essential treatment programs provided through the Social Services Department in 2007 - 2008:

Program	Enrolled	Completed	%Completed	Race Disparity	
				%1	%2
Anger Management	0	0	0	0	0
CGIP I and II	80	50	63	28	72
Domestic Violence	15	9	60	30	70
Victim Impact Group	15	12	80	22	78
Diversity Group	15	14	93	30	70
(program discontinued with closing of CGIP unit)					
Able Minds	0	0	0	0	0
(program discontinued due to staff shortage)					
SOT	12	11	92	25	75
(SOT program discontinued May of 2008)					
CGIP Phase 4	36	29	81	39	61
Reentry Group	63	36	44	29	71

The Reentry programming has been our primary focus for instituting specific competency based modules as directed by DOC. The school staff has stepped forward to assist with the Employability Skills, Wellness Education and Education Modules. We have developed a cohesive team with the Reentry Social Worker and the Liaison DCC Agent which has further developed the pre-release case management process. Direct networking with the Social Security Administration and the county departments of social services has enhanced our ability to maintain communication links in the release effort too. Health Services and Psychological Services has been providing timely documentation for the pre-release planning needs. We are fortunate the ability to maintain a single caseload of inmates releasing within twelve months and a specifically assigned social worker managing those cases has greatly benefited the inmates release process. We continue to work closely with medium institutions to assist in geographically appropriate transfers for reentry programs. A staff person has been assigned to coordinate the remaining pre-release modules too.

The Social Services Department also concentrated our efforts on staff training for the roll-out of the WICS program. This enabled us to not only prepare for the new computer processes but also serves as beneficial team building experiences.

CHALLENGES FOR 2008:

We continue to enhance the training of staff to meet the demands of program updating to meet ever changing standards and general demands of the ever changing corrections environment.

1. Provide leadership in the provision of pre-release/transition programming facilitation with DCC and public/private community agencies.
2. Continue the integration of the WICS system in the Department and prepare/plan for future rollouts.
3. Expand staff training in the areas of suicide prevention, boundaries and ethics, PREA and managing multiple priorities.
4. Provide Internship for at least one BSW student.
5. Reassess our population programming needs and work with the Office of Program Services to assure the best use of programming resources.

Health and Segregation Complex (HSC)

The Health and Segregation Complex's (HSC) mission is to provide a safe and secure environment to housed segregated Offenders in Waupun Correctional Institution's Segregation unit.

This mission will be accomplished in the following ways:

- Provide an environment that is safe for both staff and offenders
- Provide for the basic needs of food, shelter, physical and psychological care of offenders
- Hold offenders accountable for their behavior through strategies developed to promote positive institution adjustment
- Actively respond to staff victimization and staff wellness
- Provide incentives through the Step program to encourage offenders successful reintegration into the Institution's general population
- Control offenders through the consistent application of rules, policies and procedures designed to encourage positive behavior
- Promote professional conduct through staff supervision and training
- Educate and train the public through staff involvement in Unit tours

- Maintain a cognitive based, restorative justice approach to programming
- Remain flexible to address the needs of the Department

The WCI Health and Segregation Complex Disciplinary Separation Processes are designed to encourage positive adjustment while in segregation and to provide an opportunity for successful return to the Institution's general population. The goal is to provide a controlled increase in privileges and responsibilities in order to promote acceptable behavior. This is accomplished utilizing a process that provides individuals a chance to attain Step levels, while in program / Disciplinary Separation (DS), and placement in the general population.

After receiving a disposition from the adjustment committee, the inmate will be reviewed by the Segregation Special Review Team (SRT). The SRT committee consists of the HSC Program Supervisor, Health Services Unit (HSU) nursing supervisor, Psychological Services Unit (PSU) supervisor and clinicians, Security supervisors and Social Services Department (SSD) representatives for a multidisciplinary approach in inmate reviews. Case planning for each of the Segregation inmates is done on an individual basis.

Upon review of an inmate's committing offense, conduct history, attitude, and institution adjustment, the Segregation Special Review Team will recommend one of the two following program participation tracks:

1. "Straight Time Step" is program / DS time in its entirety as it was given by the adjustment committee.
2. "Half-Time Step", an inmate can earn time off the original program / DS sentence, whereby the inmate will receive one day of credit for every one day spent in program / DS; however, this is contingent on maintaining positive adjustment while in program status.

All program / DS track recommendations will be forwarded to the Security Director and Warden for review and final approval.

Staffing:

HSC has 3 shifts for 24 hour coverage. First and Second shift consists of a Sergeant and 6 correctional officers. Third shift consists of a Sergeant and 3 Correctional officers.

Services Provided:

HSC inmates have several services available to them during their stay here:

- Legal Recreation computer and book access for all legal work
- Library access to reading materials
- Psychological services for counseling and treatment (group and individual)
- An on site Social Worker to care for inmates' needs
- A designated Pre-release Social Worker to assist and prepare inmates for release to the community
- Religious services and materials available through Cleric Rounds
- Coping Skills Group for self improvement

Highlights of 2007-2008

1. Continued cell renovations (handrails) to meet security needs and American Disability Act (ADA) regulations
2. Completion of secured programming cells in the B range group room to provide year round programming and expanded psychological services for HSC inmates
3. Increase in frequency/attendance of coping skills programming groups
4. Creation and implementation of Segregation Process group programs facilitated by PSU utilizing the new secured group room
5. Continuation of individual PSU services to HSC inmates through the use of the newly renovated sound reduction, visitor booths along with due process booths, which are used for confidential out of cell PSU interviews
6. Building of a secure holding area for HSC inmates waiting for medical appointments
7. Ongoing staff training regarding medication disbursement in HSC coordinated with Health Services
8. Updated the new Computer software for the Spider Body Alarm system for all medical staff

Challenges of 2008-2009

1. Providing improved services for the increasing population of mentally ill inmates in segregation
2. Continuing staff training regarding inmate medication distribution and dealing with mentally ill inmates
3. Continued renovation of all HSC visitor booths making them lap top accessible for PSU and visiting attorneys
4. Expanding the coping skills program training materials video library
5. Increasing self-help material for inmates with mental illness and behavioral issues
6. Increasing the number of ADA compliant cells and cells with electrical service to accommodate the growing population of inmates with disabilities/medical needs
7. Upgrade and add additional cameras and recording equipment throughout the Health Segregation Complex
8. Funding and installation of additional security features; plastic anti-fishing sweeps on cell doors, replacement of intercom, light switch, and electrical outlet covers with new heavy duty covers that are resistant to abuse and removal

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, 2008, WCI staff positions totaled 445, not including Limited Term Employment or Project positions.

Appropriated Positions:

Warden's Office ¹	8	Personnel	3
Business Office	7	Food Service	9
Maintenance	16	Central Generating Plant	19
Stores	4	Education	13
Health Services	12	Program Services ²	30
Security	324	TOTAL	445

Accident report statistics for FY 2007-2008 (July 1, 2007-June 30, 2008):

There were 102 work related accident reports, exposures or incidents documented. 42 of those were recordable under OSHA guidelines (medical treatment, lost days from work and/or alternate days).

There were 141 lost work days and 283 alternate duty days related to worksite accidents, exposures or incidents.

Record Office

A major time commitment was made during the last fiscal year by several record office staff working on the WICS project. Due to the experience and dedication of the record office staff the inclusion of WICS into our daily work has been unremarkable. An additional time commitment will be required prior to the implementation of phase 2.

One record office staff has served as offender advocate for the entire year. The amount of advocate duties has more than doubled in this last fiscal year.

Since the truth-in-sentencing allows offenders to request a sentence adjustment after 75-85% of their confinement (each count separately) is served we are now beginning to see requests for Verification of Time Served to be sent to the courts.

Summary of activities for Fiscal Year 07-08

- Inmates Released – 105
- Transfers In – 418
- Transfers Out – 329
- General File Reviews – 313
- Seg File Reviews – 141
- Open Records – 72
- Service of Process – 49
- Inmate Rounds – 95
- Advocate Duties – 519
- Visitor Questionnaires - 1717

¹ includes staffing for Inmate Complaint staff

² includes staffing for recreation, social services, psychological services, records, and chapel

Litigation

The Program Support Supervisor who is responsible for Litigation Coordination responsibilities at WCI again saw a significant overall general increase in the amount of actions filed by inmates.

	<u>07-08</u>	<u>06-07</u>
Writ of Certiorari	22	14
Writ of Habeas Corpus	16	11
Summons and Complaints	41	25
Notice of Claims	150	69

We have been advised that we have successfully litigated 44 cases this fiscal year. Three unsuccessful cases were reported to WCI regarding Writ of Certioraris stemming from conduct reports at other institutions. We also had 2 cases where we stipulated to settlements. There was a noted increase in the number of cases where attorneys have been appointed by the court increasing discovery requests significantly. WCI staff appeared in a trial in the Eastern District of Federal court as defendants in a three-day trial. The judgment in that case is still pending.

Litigation responsibilities this fiscal year included providing documentation to Dodge County Judges on John Doe proceedings. This area also coordinates service of subpoenas for staff needing to appear in court.

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 07-08, WCI staff conducted 821 full due process hearings:

July 2007	64	January 2008	64
August	66	February	70
September	68	March	58
October	78	April	66
November	45	May	82
December	79	June	81

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

Adjustment Center/CGIP	63	Bathhouse	16	Big Top	16
Chapel	15	Clothing	0	EMC	3
Food Services	143	Health & Segregation Complex/Health Services Unit	604	North Cell Hall	311
Northwest Cell Hall	212	Recreation Field	31	South Cell Hall	337
Southwest Cell Hall	36	School	22	Social Services	17
Visiting Room	10	Off Grounds	11	Other	152

Total number of conduct reports written: 2,187 (188 were dismissed)

The most frequent conduct report violations were for:

Battery (303.12)	58	Unauthorized Transfer of Property (303.40)	84
Threats (303.16)	106	Possession of Contraband – Misc. (303.47)	174
Disobeying Orders (303.24)	534	Loitering (303.50)	40
Disrespect (303.25)	175	Being in Unassigned Area (303.511)	75
Disruptive Conduct (303.28)	236	Violation of Institution Policies/Procedures (303.63)	727
Damage or Alteration of Property (303.35)	113		

Attached is a chart of conduct reports by offense issued from 7/1/07– 6/30/08.



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Training Department

<i>Annual Training Report 2008</i>		
Date	Training Topic	Number of Staff Trained
5-Jul-07	WICS - Basic	8
10-Jul-07	New Employee Orientation	6
11-Jul-07	Incapacitating Agents User	1
	Gang Intelligence	9
	Crisis Negotiation - General	4
24-Jul-07	POSC Update	22
8-Aug-07	Managing Manipulative Inmates	22
27-Aug-07	Report Writing	22
	Computer: Initial Site Training	1
28-Aug-07	CPR/AED	8
29-Aug-07	Crisis Negotiation - General	7

31-Aug-07	ERU – Room Clearing	21
	Computer: Initial Site Training	1
	CPR/AED Professional	3
5-Sep-07	WICS – IPT	2
6-Sep-07	POSC Update	7
11-Sep-07	CPR/AED Professional	4
12-Sep-07	Suicide Response Training	14
	Gang Intelligence	10
	Sgt Professional Development	6
	CPR/AED	6
25-Sep-07	Hostage Survival - Dan Benik	86
4-Oct-07	Crisis Negotiation - General	4
10-Oct-07	PREA	24
	Fire Prevention Scott Air Pak	21
16-Oct-07	Crisis Negotiation - General	7
19-Oct-07	Computer: Outlook	1
21-Oct-07	Crisis Negotiation – Conference	5
23-Oct-07	Infectious Disease Control	57
24-Oct-07	ERU - Handgun and Forcible Entry	18
26-Oct-07	Field Training Officer - General	7
2-Nov-07	CPR/AED	1
7-Nov-07	Fire Prevention Scott Air Pak	14
13-Nov-07	New Employee Orientation	11
11-Dec-07	New Employee Orientation	7
12-Dec-07	Transportation and Restraints	14
	CPR/AED	7
	ERU Room Clearing	22
13-Dec-07	Crisis Negotiation - General	8
17-Dec-07	Field Training Officer - General	12
18-Dec-07	BANDIT & Ultron Certification	18
	Gang Intelligence	10
26-Dec-07	Computer: Initial Site Training	2

<i>Annual Training Report 2008</i>		
Date	Training Topic	Number of Staff Trained
8-Jan-08	Computer: Initial Site Training	6
9-Jan-08	PREA	16
	Report Writing	13
16-Jan-08	Incapacitating Agents User	1
22-Jan-08	RIPP Restraint	21
	PREA	73
23-Jan-08	Computer: Initial Site Training	3
13-Feb-08	ERU: Room Clearing	20
	Crisis Negotiation - General	6
	CPR/AED	24

27-Feb-08	WICS IPT	3
5-Mar-08	Computer: Outlook	2
11-Mar-08	New Employee Orientation	14
12-Mar-08	PREA	106
	Scenario Training	35
14-Mar-08	WICS IJP	6
18-Mar-08	Computer: Outlook	1
19-Mar-08	PREA	7
	WICS IJP	3
21-Mar-08	WICS IJP	7
25-Mar-08	PREA	107
26-Mar-08	WICS IPT	5
27-Mar-08	PREA	32
	WICS OTR	9
30-Mar-08	CPR/AED	7
31-Mar-08	CPR/AED	5
1-Apr-08	WICS IPT	7
	WICS OTR	5
3-Apr-08	WICS IPT	4
8-Apr-08	WICS IPT	3
9-Apr-08	CPR/AED	7
	Fire Prevention Scott Air Pak	30
10-Apr-08	WICS ICC	8
21-Apr-08	WICS IPT	4
22-Apr-08	WICS IPT	4
24-Apr-08	Crisis Negotiation - General	7
28-Apr-08	P&O Bridge	5
29-Apr-08	Computer: Initial Site Training	1
	Professionalism & Professional Boundaries	87
	CPR/AED	5
30-Apr-08	Sgt Professional Development	9

Annual Training Report 2008

Date	Training Topic	Number of Staff Trained
1-May-08	Computer: Outlook	1
5-May-08	Crisis Negotiation – Conference	5
7-May-08	Computer: Initial Site Training	19
13-May-08	New Employee Orientation	9
14-May-08	Gang Intelligence	9
	POSC - Use of Force	25
15-May-08	WICS IPT	5
16-May-08	WICS IPT	4
20-May-08	Suicide Prevention	119
	WICS IPT	19
27-May-08	WICS IPT	4
4-Jun-08	Computer: Initial Site Training	1

11-Jun-08	Report Writing	9
	WICS IJP	10
24-Jun-08	POSC - Use of Force	14

ERU training topics included Room Clearing, Handgun and Forcible Entry.

Annual institution firearm re-qualification was conducted in the months of July, August and September which included re-qualification with DOC firearms and incapacitating agent user updates.

Twenty Five (25) different training topics were presented throughout the year. 1,511 staff attended the various training sessions.

Institution Complaint Department

For over thirty 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. Currently, the Code is once more on the agenda for revision to keep up with the ever-changing factors that affect the correctional setting.

Although complaint numbers continue to remain relatively steady over the last five years (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 5,158 complaint submissions during Fiscal 2008 (see below graphs "Monthly Totals").

- 2,450 complaints were accepted and assigned a complaint number.
- Approximately 2,708 submissions were returned in accordance with the DOC 310



