

STATE OF WISCONSIN
DEPARTMENT OF CORRECTIONS
WISCONSIN SECURE PROGRAM FACILITY
FY 2004 ANNUAL REPORT



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LETTER FROM THE WARDEN

The year 2004 saw WSPF complete it's first 5 years of operation.

The institution continues to meet its mission. We have "graduated" nearly 113 inmates and seen them return to general population at other facilities. To date, only 7 inmates have returned to WSPF as the result of continued conduct problems.

This year has seen construction change the face of the institution as we continue to meet the mandates of the Federal Court Settlement Agreement.

The year brought more challenges associated with budget deficits and all indications are that fiscal problems will continue into the foreseeable future. Staff continue to do more with less in an admirable fashion.

The accomplishments included in this report reflect the efforts of the dedicated and professional staff of WSPF and we look forward to the challenges of the year ahead.

Gerald Berge
Warden

FAST FACTS PROFILE

Date Opened: 1999
Security Level: Maximum
Operating Capacity: 423 Males
Current Population: 391 Males
Security Staff: 174 FTE
Non-Security Staff: 97 FTE
Number of Acres: 160, institution occupies 24 acres
Inmate to Staff Ratio: 1.5 inmates for every staff member
Money Collected FY04:
Victim Witness - \$2,844.50
Child Support - \$919.33
Medical Co-Pays - \$4,320.00

SPECIAL HISTORICAL NOTES AND OTHER INSTITUTION INFORMATION

The programming at this facility is designed to provide inmates with some of the assistance necessary to modify their behavior to a degree that will allow them to be returned to a traditional maximum security facility. There must be a belief that they can be moved to such a facility without creating unreasonable risk to staff, other inmates, themselves, or the secure and orderly running of the institution. Inmates transferred to WSPF have earned their way to this facility because of behaviors exhibited in alternate sites. They have jeopardized the safety and security of the facility, staff, and/or other inmates. It is our intention to influence this behavior by using a level system of graduated rewards and privileges for appropriate behavior in conjunction with treatment programming. Inmates progress through five levels. The final level being a transition phase prior to their return to a less restrictive maximum security facility.

The Wisconsin Secure Program Facility also houses general segregation inmates. These inmates are assigned to our General Segregation Program designed to encourage positive adjustment and provide an opportunity for successful return to an institution general population. The goal is to provide controlled increase in privileges and responsibilities to promote acceptable conduct. This is accomplished by utilizing a process that provides individuals a chance to attain step levels while in program segregation and placement in general population at another facility.

MISSION STATEMENT

The Wisconsin Secure Program Facility, Wisconsin's most secure facility, safely and humanely houses, manages and controls inmates who demonstrate serious behavioral problems in other settings. The Wisconsin Secure Program Facility provides inmates the opportunity to acquire skills needed for their possible integration into less secure correctional environments.

In support of the Department and Institution Missions, the facility will safely and humanely deal with Wisconsin's most difficult offender behavior. To successfully accomplish the mission numerous themes, values and standards will serve to form the foundation upon which the facility operational philosophy will be built. These among others will be consistently attended to:

- ✓ Recognizing the risks posed by inmates, supervision, control, safety and security will be carried out to the highest levels.
- ✓ Staff functioning professionally, honestly and with integrity will be a high expectation.
- ✓ Staff will be mindful of and sensitive to the victims of criminal behavior.
- ✓ Staff will be vigilant to the potential for inmate manipulation and victimization of themselves and other staff.
- ✓ The Facility will strive to aggressively and effectively take care of its staff.
- ✓ The Facility will evaluate the experience of other jurisdictions operating high control security programs with the goal of avoiding the problems encountered.
- ✓ The program goal will be to reduce violent behavior and to prepare inmates to return to lower security environments.
- ✓ It will be recognized that program/treatment involves every function of the Institution.
- ✓ Initial and ongoing inmate assessment will be central to the program.
- ✓ It is acknowledged that what may work for one inmate may be detrimental to another.
- ✓ All basic needs and constitutional rights of inmates will be met.
- ✓ Inmate healthcare will be provided consistent with professional community and correctional healthcare standards.
- ✓ Detrimental affects on inmates will be avoided. "First do no harm."
- ✓ Unit Management and team approaches are essential to program success.
- ✓ Reasonable risks will be taken with inmates to assess dangerousness.
- ✓ Effective use of expensive and limited resources will be a priority.
- ✓ The Wisconsin Secure Program Facility will endeavor to interface and function within the larger correctional system.
- ✓ The Facility will evaluate the effectiveness of privatization and high tech security electronics.
- ✓ The Wisconsin Secure Program Facility will forge partnerships within the criminal justice system.
- ✓ The Wisconsin Secure Program Facility will endeavor to learn from the community and promote opportunities for the community to learn from us.
- ✓ The Wisconsin Secure Program Facility will strive to achieve a sense of community and mutual responsibility in the workplace.

The operating philosophy of the Wisconsin Secure Program Facility will support the accomplishment of Department-wide mission and goals by managing and controlling violent inmate behavior and providing a deterrent to violence throughout the system. The Institution will operate with a high level of control. Most inmates will spend a majority of their time in-cell. Showers are in-cell. Meals will be served in-cell. Most programs will be delivered via video technology to the inmate in the cell. Visitation will be carried out utilizing video visiting.

HISTORY OF WISCONSIN SECURE PROGRAM FACILITY

Planning for the facility evolved during the decade of the nineties when it became increasingly obvious that inmate profiles had changed in significant ways. More inmates exhibited histories of violence. In a period of five years, inmates with assaultive offenses increased from 57% of the prison population to 77.3% of the population. Inmates increasingly demonstrated disregard for authority and rules. Inmates became more impulsive and unpredictable, had more significant mental health problems, and increasing percentages with gang affiliations.

Inmates posed an increased risk to correctional staff, to other inmates, and to public safety. Significant increases were seen in assaults against staff and inmates. During the nineties prisons became more dangerous due to overcrowded conditions and longer inmate sentences. In a ten-year period the average sentences increased from six years to fourteen years.

It became clear that Wisconsin Corrections needed added capacity to manage this evolving population to keep current institutions safe and able to provide effective programming to those inmates wishing to make positive behavioral changes.

Timeline

- **March 30, 1995:** The Building Commission recommended a \$75,000,000 enumeration for the facility as part of the 1995-97 capital budget.
- **June 27, 1996:** The Building Commission approved the release of \$700,000 building Trust funds for planning, development of an architectural program statement, preliminary plans and a design report for the addition of the beds.
- **January 22, 1997:** The Building Commission approved the selection of Boscobel as the site for construction of the facility
- **July 31, 1997:** The Building Commission approved the design report and the authority to build the facility in Boscobel
- **December 17, 1997:** Ground breaking and construction began at the facility site
- **August, 1999:** Construction of facility complete
- **November 10, 1999:** Facility received first inmate and the facility opened under the name of Supermax (SMCI) as it was not officially named.
- **October 1, 2003:** Facility officially named as Wisconsin Secure Program Facility (WSPF).

WSPF COMMUNITY RELATIONS BOARD

"Keeping the lines of communication open"

In support of the mission of the Department of Corrections, the Division of Adult Institutions and individual institutions, Community Relations Boards (CRB's) are intended to function as a mechanism for the enhancement of public education and advocacy for issues that are relevant to the operations of adult correctional institutions in Wisconsin. It is the policy of the Department of Corrections that CRB's function as a vehicle for establishing local community support for institution operations and to promote positive communications between the institution and local communities. Two-way communication assures the opportunity for institutions to convey the mission of the Department of Corrections and to enhance community understanding of correctional programs.

Members of the Community Relations Board are appointed by the Warden of the appropriate facility. CRB membership is available to any community citizen including elected or appointed government officials. Membership is not available to active clients of the Department of Corrections. No membership numbers or terms of membership are specified as a matter of policy but instead are left to fit the circumstances of the institution and the community.

The WSPF CRB has been a very active body. Monthly meetings began over a year prior to the institution's activation, with the first on September 10, 1998. The Board continues to meet now on a quarterly schedule. The following is the list of members:

Fritz Boland, President
Community First Bank

David U'Ren, Superintendent
Boscobel School District

Emil Everix, District Attorney
Grant County Courthouse

Darrel Berglin, Sheriff
Richland County Sheriff's Dept.

Paul Brandt
Department of Natural Resources

Father John Urban
Immaculate Conception Church

Kent Houck
Retired Judge

Arlie Harris, City Administrator
Boscobel City Hall

Rose Oliveto
State Public Defender

Keith Govier, Sheriff
Grant County Sheriff's Dept.

Darla Adams
District Attorney's Office

Robert Ostrander, Sheriff
Crawford County Sheriff's Dept.

Richard Rogers
Fennimore Mayor

Karen Knox, President
S.W. Technical College

Ed Ross, Instructor
UW Platteville

Steve Wetter, Mayor
Boscobel City Hall

Dale Schultz
State Senator

Paul Bloyer
Former Mayor-Boscobel

Dr. Kurt Wilhelm
Physician

Gabe Loeffelholz
State Representative

Paula Armatrout
Probation and Parole

Heather Simonson
Victim Witness Coordinator
Richland County Courthouse

Dr. Cheryl Banachowski-Fuller

HUMAN RESOURCES DEPARTMENT

The Human Resource Department is dedicated to ensure all Federal and State employment laws are followed in the staffing and operation of the WSPF, including a safe and harassment free workplace for employees. In addition, the team strives to foster and maintain a good working relationship with the various unions at the WSPF.

The Human Resource Office was staffed during FY04 as follows:

- ◆ Ken Campbell, Institution Human Resources Director through August 2003
- ◆ Shirley Gates, Institution Human Resources Director beginning September 2003
- ◆ Diane Yonker, Human Resources Assistant
- ◆ Linda Klein, Payroll and Benefits Assistant through February 2004
- ◆ Tammy Mohn, Payroll and Benefits Assistant beginning March 2004

Staff #'s by Department:

Office of Warden	4
Dietary	14
Personnel	3
Business Office	5
Stores-Inventories	1
Stores-Operations	2
Registrar & Records Office	2
Maintenance	24
Resident Care & Treatment Services	16.5
Religion Services	1
Security	176
Education	7
Health Services	10
Management Services	1
Inmate Complaints	2
Total WSPF staff	268.5

Workplace Enhancement Committee

The Workplace Enhancement Committee (WPEC) is a group of employees that work together to make the Institution a better place to work. The committee members come from both represented and non-represented staff. The Christmas party continues to be the year's major event. This year Santa and his elves arrived with gifts for all the children at the party. Due to the overwhelming response of attendees, cases of non-perishable food items were donated to Grant County. On New Year's Day members of the committee distributed hot pork sandwiches to the staff working the holiday.

The committee paid the registration fee for the Institution's Relay for Life team and provided T-shirts to the Institution's EMS team that participated in the State EMS Olympics. Care packages were sent to the three staff from the WSPF that were stationed in Iraq.

All of this was made possible by the hard work of a dedicated group of employees that work brat sales, sell clothing and other fund raising activities. WPEC is looking forward to providing more services to the staff at the Institution and the local communities thorough out the year.

CISD/PEER

The Critical Incident Stress Debriefing (CISD) Program is a confidential, peer-based support system for employees who have experienced stress due to involvement in a work-related incident. WSPF is careful to include a wide variety of staff from all departments and assures coverage on all shifts. Peer supporters continue to do an excellent job making contacts with employees who have experienced a traumatic incident.

Bart Hottenstein (2nd)
Carol Caldwell(1st)
Craig Loskot (1st)
Darren Miller (1st)
Gerry Dayton (3rd)
Gerry O'Rourke (2nd)
Jenny Sickinger (2nd)
Jim Boisen (1st)

Joan Gerl (2nd)
Karla Miles (1st)
Larry Primmer (2nd)
Mary Updike (1st)
Melanie Harper(1st)
Melody Dull (1st)
Mike Sherman (1st)
Mike Snodgrass (1st)

Ron Edwards (1st)
Todd Bast (1st)
Todd Brudos (3rd)
Tom Cravens (1st)
Trevor Boardman (1st)
Vicki Sebastian (1st)

EAP

The Employee Assistance Program (EAP) serves as an informational referral service for employees and their family who may be experiencing financial, marital, drug/alcohol or other personal difficulties. EAP also provides assistance to supervisors, managers, and/or union representatives with dealing more effectively and appropriately with those employees whose job performances are deteriorating and inconsistent due to personal, behavioral or medical reasons. All contacts are voluntary and confidential according to state and federal laws. WSPF is proactive in the use of EAP and assuring that there is coverage for all shifts.

EAP Resource Coordinators

Tim Haines
Dave Gardner
James Grondin
Diane Alderson
Christa McCormick
Douglas Furbish
Rick Mickelson
Melody Dull
Gerry O'Rourke

EAP Advisory Committee

Mary Wayne
Vicki Sebastian
Mary Updike
Carrie Johnston
Todd Overbo
Stephanie Brown

Blood Drive

WSPF held four blood drives in FY04 and nearly 300 pints of blood were collected due to the combined efforts of WSPF staff and the American Red Cross. WSPF plans to host an additional four drives in FY05, with the WSPF medical First Responders continuing to organize and work at the drives. For our efforts WSPF was awarded the 2003 Corporate Sponsor Award for the Badger Hawkeye Region of the American Red Cross and continues to have a high percentage of first time donors at every drive.

Unit Management

WSPF has successfully operated using the Unit Management concept. Unit Managers are responsible for the overall operations of the living units including direct supervision of unit staff to include security and treatment staff. The Unit Management concept has been especially beneficial to our facility as it provides a direct link from administration to the line staff and inmates. Unit Managers at the facility continue to work directly with unit staff and inmates while being a member of the administrative team. In dealing with such difficult inmates the Unit Management concept has provided the increased supervision needed to manage such a population effectively. The concept has allowed the facility to provide a wide range of programming to a segregated population while upholding the highest security practices.

SECURITY DEPARTMENT

Crisis Negotiations Team

Budgetary restraints and transferring staff took its toll on our Crisis Negotiation Team (CNT) during FY04. With the budgetary concerns and the need for staff training requiring overtime scheduling, the training schedule for the Crisis Negotiation Team was reduced from a monthly training session to one per quarter (four during the calendar year). CNT originally had twelve members, but because of ongoing promotions, transfers, and other priorities, the team was cut back to eight members of which some were relatively new to negotiations. We were able to have four very productive training sessions throughout the calendar year.

In February, the crisis team meets with its new members and reviewed their roles in the process of negotiating during a crisis incident. This assessment and an ongoing review of the negotiating team's skills, consisted of their necessary setups, their implementation, and their practicing of numerous communication skills necessary to achieve a successful negotiation. The second training opportunity for the team was a two day "FBI-Advanced or Update Training for Crisis Negotiators" held at the Southwest Technical College. This course offered an update for area law enforcement and correction staff that has had a basic knowledge of negotiation skills. The third training session was a joint training session held with the Prairie Du Chien Correctional Institution and their newly formed crisis negotiation team. The two teams established joint assistance and critiquing capabilities by accessing each other during two different simulated incidents. The incidents simulated by actors and a live scenario, utilized a command post, and an established debriefing area, gave the two teams the opportunity to practice and establish their own agendas for future specific training needs. The fourth training session was a day of intensive internal training with team members cross-training in all areas of negotiation.

Training/E.R.U.

The Training Captain coordinates on shift training conducted at the institution. The Institution is placed in a slow-down mode once a month to accommodate E.R.U. training. C.N.T. team trains quarterly. Medical 1st Responders also meet every 6 weeks to conduct training.

E.R.U. topics included: Handgun Qualification, Electronic Devices, Armed Escort, Basic E.R.U., Incapacitating Agents update, Pepper ball qualification, Distraction Device update, Weapon Requalification, Arc Air & Partner Saw updates, Building Clearing, joint exercise w/ C.N.T. & command post. E.R.U. training is 8 hours monthly per member, providing a minimum of 96 training hours per year for each E.R.U. member.

WSPF has met the challenge of not generating overtime attributed to training by transitioning to conducting training on shift. Topics covered on shift include P.O.S.C. updates, bed restraints, C.P.R./A.E.D., First Aid, Heat Advisory, Videotaping Use of Force Incidents, personal/strip searches, OC Exposures, Emergency Preparedness, & S.C.B.A. updates, among others.

Medical First Responders

The Medical First Responders program at WSPF was initially implemented in August 2000. In FY04 the following goals were attained by the First Responders:

- ◆ The number of program participants increased in order to ensure adequate coverage on all three shifts. We were able to recruit and train an additional 10 staff members.
- ◆ All members continued to be trained in Healthcare Provider level CPR/AED and all members participated in a 20-hour refresher class.
- ◆ All members maintained certification in all approved “advanced” skills (those above and beyond that of the standard First Responder curriculum), as directed by the Medical Director. Currently that would include long boarding, combi-tube, epi pen and administration of glucose.
- ◆ The Medical Director began allowing First Responders to use the glucometer as well as the glucose in response to reported medical concerns within the institution as well as nebulized albuterol.
- ◆ We were able to increase the number of EMTs that were trained as CPR instructors to a total of 4 in-house instructors.

Visits

Visits at WSPF are primarily conducted through video visitation. There were a total of 1617 visits and 2457 visitors this year. Face to face visitation for Level 4 and 5 inmates continued to go well, up slightly from FY03 with a total of 150 visits involving 224 visitors. Broadband video visits were available between WSPF and Racine Correctional Institution as well as the Milwaukee Secure Detention Facility.

There were a total of 32 video court hearings held during FY04. The video Court Room was also used for PRC Hearings with Dodge Correctional Institution, conduct report hearings with Waupun Correctional Institution as well as Budget review meetings with Central Office.

Transportation

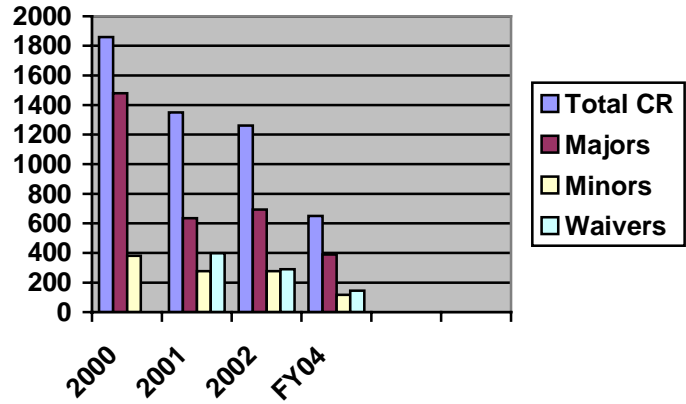
The WSPF Transportation Unit consists of a Correctional Sergeant and two Correctional Officers A/B. Since WSPF transports a large number of inmates that have been identified as high risk, all assigned transportation staff have been trained and certified in armed escort transports. WSPF transportation staff have also been trained and certified in the use of electronic control devices (ECD), single officer expandable baton techniques, and the proper use of incapacitating agents. The WSPF transportation unit routinely assists Prairie du Chien Correctional Institution (PDCI) with the transportation of inmates to and from WSPF and other institutions.

WSPF has seen a marked increase in the number of trips outside the secure confines of the institution over the past year, due in large part to the increase in the inmate population. In FY 2004 the Transportation Unit conducted 363 trips, involving over just under 800 inmates without serious incident. Roughly 34% (126) of these transports were classified as high risk and involved the use of armed escorts, electronic control devices, or required a 3-Officer Escort. The WSPF Transportation Unit was also involved with the successful completion of the Armed Escort of an inmate out of state to Oakdale IA. This is the first time that WI DOC staff has ever been tasked

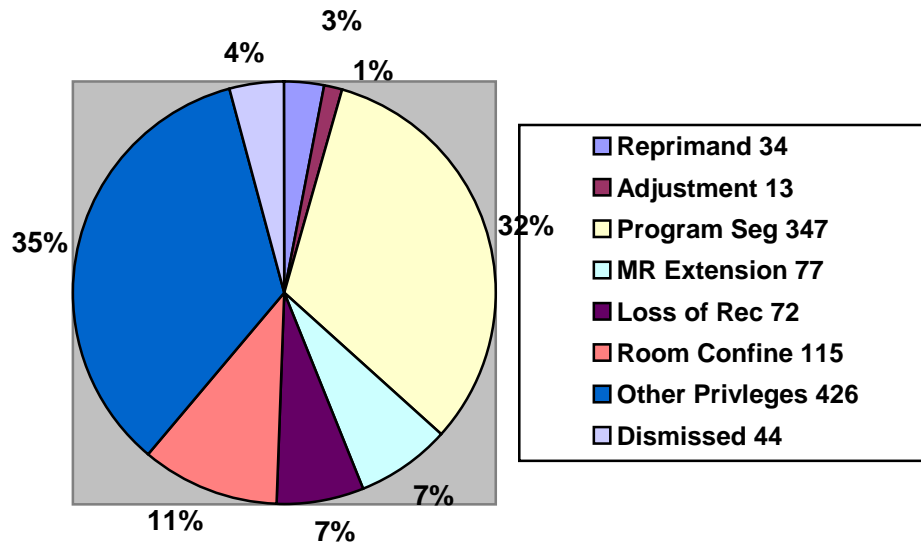
with the mission to transport an inmate out of state under Armed Escort. Along with the primary transportation staff there are an additional 46 staff members trained in armed escort and 53 trained in the use of electronic control devices.

Conduct Report Statistics

FY04 resulted in 651 total conduct reports being served with 389 of these being given major dispositions, 116 were given minor dispositions and there were 146 waivers. As seen in the graph the total number of conduct reports has been steadily decreasing for the past four years with the total number of major dispositions remaining somewhat constant for the last three years.



Of the conduct reports written the following #'s of dispositions were given:



PROGRAM DEPARTMENT

The programming at WSPF was designed to provide inmates with some of the assistance necessary to modify their behavior to a degree that will allow them to be returned to a traditional maximum-security facility. The WSPF staff must be satisfied that they can be moved to such a facility without creating unreasonable risk to staff, other inmates, themselves, or the security and orderly running of the institution.

Level System

Inmates transferred to Wisconsin Secure Program Facility (WSPF) have earned their way to this facility because of behaviors exhibited in alternate sites which has jeopardized the safety and security of the facility, staff, and other inmates. It is our intention to influence their behavior by using a level system of graduated rewards and privileges for appropriate behavior in conjunction with treatment programming.

Inmates progress through five (5) levels. The final two levels being a transition phase prior to their return to a less restrictive Maximum Security Facility. The following privileges are offered but vary at different levels based on behavior:

- ◆ Phone Calls
- ◆ Earned Pay
- ◆ Reading Lists
- ◆ TV Channels
- ◆ TV Time
- ◆ Canteen Items
- ◆ Recreation Equipment
- ◆ Leisure Time Activities
- ◆ Group Education
- ◆ Group Treatment
- ◆ Day Room Time
- ◆ Group Recreation
- ◆ Property Allowances

Appropriate behavior and participation in program will result in an increase in the number and frequency of the privileges listed. This serves to provide positive reinforcement to inmates for appropriate behavior over time. The first treatment program to become operational here was our educational component. Transition through the levels will require participation in programs.

Education

The Education Department consists of three Teachers, two Teaching Assistants, one Program Assistant, and one Librarian. The position of Education Director was lost due to budget cuts and the responsibility for the supervision of the Education Department has been assumed by the Education Director from Prairie du Chien Correctional Institution.

Educational Services are provided through various venues depending on the students' level needs. One on one sessions at the cell front and lessons including educational videos are provided through the in-house television systems. Students with special needs are provided services face to face utilizing the attorney booths.

Programs available through the Education Department include Adult Basic Education, GED, HSED, Special Education, and Self-Advancement. WSPF is an authorized GED testing center. In FY04 33 inmates participated in Special Education., 16 inmates completed their HSED, 0 inmates completed their GED, 123 inmates participated in ABE and 68 inmates participated in self-advancement. To date, WSPF has had 94 inmates obtain their HSED and 6 obtained their GED.

Law Library Services

Satellite paper law libraries are set up on the units, which consist of the required starter materials. A computer is also available on each unit for inmates to use in searching for case sites electronically. Inmates may request copies of case law and various legal forms from the law library.

Programming

Participation in programming is one of the criteria considered for level advancement. Various program opportunities are available for inmates in conjunction with their level.

Level 2 programming is available to inmates on level 2 and above. The program consists of a series of interactive journals covering a variety of areas such as Values, Anger, self-esteem and Errors in Thinking. This is an open enrollment program and inmates work at their own pace. Ninety-two inmates were enrolled in FY04 with a total of 80 actively participating and 16 completing all books.

Anger Management programming is available for inmates in level 2 and above. It consists of videos and worksheets. A new cycle begins approximately every 3 months. Sessions are bi-monthly in duration. Seventy-five inmates were enrolled with 46 completing.

Turning Point I is available to inmates in level 3 or above. The program focuses on Criminal Thinking Errors and uses the "*Same Now: Commitment to Change*" series as its main curriculum. A new cycle begins approximately every 3 months with delivery primarily through videos and worksheets. There were 131 inmates enrolled in the program in FY04 with 95 inmates completing.

Turning Point II is available to inmates on level 3 and above who have completed Turning Point I. It focuses on tactics to address the Criminal Thinking Errors examined in Turning Point I. A new cycle begins approximately every 3 months and is facilitated through videos and worksheets. There were a total of 113 inmates enrolled in the program with 88 completing in FY04 and an additional 26 completing the first part of 2004.

Turning Point III is available to inmates on level 3 and above that have completed both Turning Point I and Turning Point II. The program focuses primarily on the consequences of behavior. A new cycle begins every 3 months and like I and II is delivered primarily through videos and worksheets.

Cognitive Group Intervention Program (CGIP) Phase 1 and 2 is available for inmates in levels 4 and 5. Successful completion fulfills an A&E need requirement. The standard CGIP manual is

used and the materials are delivered through videos, written assignments and small group sessions. A new cycle begins approximately every 3 months. CGIP phase 1 was completed by 35 inmates in FY04. CGIP phase 2 was completed by 31 inmates in FY04. Twenty-seven inmates graduated from the WSPF program for a total of 103 since program activation. It is a tribute to the program to note that only 5 graduates have returned to WSPF after graduation.

Survival Skills is available for inmates in levels 4 and 5. The program focuses on Stress Management, Communication Skills, Decision Making and Problem Solving. There were a total of 18 inmates participating in FY04. Thirteen inmates participated in Castle of the Pearl with 10 inmates completing the program this year. A number of self help books and workbooks are available for inmates to check out through the program department.

Religious Programming

WSPF employs one full-time Chaplain to meet the religious needs of the population. The Chaplain does weekly rounds on the units, he also videotapes a weekly message which is broadcast via the in-house television system. Weekly programming relating to the DOC recognized religious umbrella groups is also broadcast via the in-house system.

Both Bible Study and Koran Study are offered for inmates on level 2 and above. Both consist of readings, worksheets and discussion with the Chaplain. For inmates in Levels 4 and 5 the Chaplain also offers a Biblical Anger Management group. The focus is references from the Bible addressing anger. There is also a Qur'an Study Group. The Chaplain facilitates small group discussions and readings and worksheets.

The Chaplain has an extensive library of books for inmates to check out pertaining to the Religious umbrella groups. Pastoral visits are scheduled through the Chaplain.

INMATE CONTACTS FY04	
CHAPLAIN CONTACTS:	500
<u>OTHER PASTORAL VISITS:</u>	
Catholic	35
Buddhist	60
Jewish	0
Protestant	1305
Islamic	0
Native American	6
Wiccan	4
 TOTAL PASTORAL VISITS:	 1410
TOTAL CONTACTS:	1910

RELIGIOUS TV PROGRAMMING

Catholic Mass	3 times / week
Protestant Services / Movies	18 times / week
Islamic Teaching	18 times / week
Native American Music / Ceremony	3 times / week
Jewish Teaching / Music	1 time / week
WICCAN Teaching / Music	3 times / week

Chaplain Services
Hispanic Services

1 times / week
2 times / week

WSPF maintains a religious library containing over 800 books and 313 videos and cassettes. The average number of books checked out from chapel library in 2003 was 20. Over 82 inmates participated in the Angel Tree / Salvation Army toy program in 2003. The institution chaplain holds numerous in house religious study groups:

- ◆ Bible Study Course 12 participants
- ◆ Quran Study Course 10 participants
- ◆ Biblical Anger Control Group 2 participants
- ◆ Qur'an Anger Control Group 5 participants

Psychological Services

The WSPF Psychological Services Unit consists of one full time psychologist, one crisis intervention worker and one full time psychologist supervisor. Services are provided for 5 units within the institution with a population count averaging 450 inmates. Psychological services is responsible for developing and monitoring behavior management programs, evaluating all inmates on arrival, and providing therapy and assessment for 450 inmates. Psychology has presented scientific papers and projects at the national and state level. WSPF Psychology staff presents the professional boundaries class for the DOC at multiple institutions. WSPF psychology also provides coverage for Prairie du Chien Correctional Institution (PDCI).

MANAGEMENT SERVICES

Management Services provides services that facilitate the security of the institution and ensure all needs of inmates are met. It is comprised of several areas including:

- ✓ Business Office is responsible for the ordering and payment of all invoices while monitoring budgetary guidelines; receipting and disbursing inmate funds; and canteen operations.
- ✓ Stores receives and distributes supplies throughout all areas of the institution.
- ✓ Laundry keeps the inmates clothes and bedding clean and sanitary.
- ✓ Buildings and Grounds control and maintain the public works for the Institution.
- ✓ Food Service supplies the food and meets specific nutritional needs of inmates.

Business Office

The Business Office has a staff of five including a Business Manager, Purchasing Agent, two Financial Specialist 2 and a Financial Clerk. The Business Office provides services for both staff and inmates. Purchasing coordinates the procurement of all supplies and services in cooperation with each respective department to ensure the responsible use of funds and satisfaction of the institution needs. Inmate Accounts is responsible for receipting and disbursing inmate funds in accordance with all administrative guidelines and laws. Legal loans, postage, medical co-pays, and restitution are all handled by this area. In addition, the Business Office coordinates canteen services for the institution including distribution of menus and submission of orders to the contracted vendor who is utilized for this service.

The business office has continued to take a strong lead in the vigilant management of the budget and works collaboratively with all departments to that end. Inventory levels are closely monitored to ensure that all institution needs are met while maintaining adequate supplies. Institution equipment is placed on a replacement cycle that ensures current and fully operational equipment at all times.

Further, over the past nine months, WSPF has shared the Business Director and Business Manager positions with PDCI. Numerous opportunities have been realized to combine the resources and maximize the benefit of both institutions. By taking a more global approach to doing business, many accomplishments have been realized by sharing staff and resources.

Store/Warehouse

The store/warehouse is the entry point for outside goods arriving at the institution. The store operates with one storekeeper and a store supervisor. The shipments of goods purchased by the institution, which include the following foodstuffs, clothing, office supplies and cleaning supplies arrive regularly at the store docks. A storekeeper receives x-rays, inspects and inventories the items. Receiving reports are written for items, ordered directly for institution departments and the items are delivered to the department. The store processed 2168 receiving reports this past year. The store also processed 665 department requisitions for the year, with a value of \$123,140.11.

Laundry

The laundry operates Monday through Friday with one full time laundry worker and two LTE part - time workers. They are assigned the tasks of washing, stocking, inventorying, delivering and mending of all inmate clothing and linens. The laundry workers do a daily maintenance of washers, dryers and clean and sanitize all laundry transport carts. Unit C. has four Inmate workers that fold sheets, towels, washcloths and inmate outerwear (shirts & pants). The Laundry's average monthly wash load is 23,800 pounds.

Custodial Services

WSPF is the only Institution in DOC that has no inmate workers to assist in this area. The Institution complex has over 205,590 square feet. Eight Custodians are responsible for keeping the entire Institution swept, mopped, polished and cleaned. The cleanliness is very apparent at WSPF.

In order to maintain the high standards established custodial staff clean cells when inmates move. From January 1, 2003 to December 31, 2003 custodians cleaned a total of 1728 inmate cells along with their other duties. This is up from 1250 cells in 2002 even though the department has been short-staffed for most of the year due to medical and budget constraints.

A new piece of equipment was purchased to assist custodial staff in daily operations. The KaiVac machine is a no touch system that allows the custodial staff to effectively and quickly clean contaminated areas, minimizing the risk of contamination of staff and inmates. The cleaner also allows staff to be in and out of areas more rapidly, decreasing the time inmates are out of cells.

Maintenance

FY04 was a busy year for the Maintenance Department at WSPF as several major projects were undertaken .

- The Video Court room continues to expand with 20 county court rooms now tied into our system to include Polk and Racine Counties. This Video Court continues to be a huge money saver for WSPF by eliminating the need to transport inmates. Through this system Grant County has added a third video court system connection, allowing one of their units to be used by the Grant County Sheriff's Department, which also has the ability to tie in to WSPF.
- A major kitchen remodel was completed in 6 months and costing a half million dollars. The new kitchen completes the upgrade from contract meals to an in-house food service system.
- Maintenance was able to get the facility plumber trained and certified in cross-tee contamination inspection certification, eliminating the need for outside certification of this annually.
- Maintenance was not exempt from the litigation experience that has become part of every department's workload at WSPF. Concerns about the temperature and the lighting of

inmate living areas have caused the maintenance staff to provide modifications of the lighting and almost constant monitoring of temperatures.

- Per the settlement agreement, pre-construction meetings were held and work scheduled for the installation of a 210-ton chilling unit for temperature control to inmate living areas to begin in early spring with completion the beginning of June. This project was then stayed by the court until mid June. Work was rescheduled with projected completion early in FY 2005.
- Pre-Construction meetings on 36 outdoor rec pens and for heated indoor rec facilities were held this spring. Construction completion is scheduled for early FY2005 for both projects.

In addition to these major projects, Maintenance staff completed 5,425 work orders in FY 2004 This is up from 2808 work orders in 2002, while working at 90% staffing due to medical constraints. Maintenance has continued to provide staff support to Prairie du Chien Correctional Institution (PDCI). Electrical support to upgrade main electrical circuitry, plumbing upgrades in several areas, electronic tech support for the audio-video system, MM support to fabricate TV stands, bookshelves and strip cells are some of the projects worked on. We have also been able to send our groundskeeper to assist in clearing trees to increase visibility in the courtyard.

Food Service

WSPF Food service started up in October of 1999 as a contracted food service operation. In November of 2001 it became a self-operation kitchen. The average meal cost for contracted food service was \$2.16 a meal. As a self-operation the average meal cost is \$1.54. A savings of over \$273,697.00 a year. We currently serve a cold breakfast and a hot lunch and dinner meal. The staff assigned to the kitchen is all civilian workers; we have no inmate labor. In order to meet the needs of the Institution food service staff had their hours changed to work 10-hour days. The staff does all the food preparation and cleanup. Our Food Vendor Is Indianhead Food Service out of Eau Claire, WI. Fishnick Dairy, a local dairy, delivers our milk and dairy products.

WSPF Foodservice staff:

1 Food Service Administrator
1 Food Service Supervisor
2 Food Service Assistant 4's
7 Cook 2's
1 Cook 1
1 Storekeeper

Fiscal year 2004 meals served:

419,014 Inmates
42,476 Staff
461,931 Total

On an average WSPF food service serves 42,867 lbs. of food a month. Inmate requests for religious and special diets have increased dramatically in the past year. At any one time there is an average of 35 vegan diets and 85 inmates participated in Ramadan. The Food Service department also works with the Health Services Unit to provide both special diets and food supplements to those inmates with varying

HEALTH SERVICES UNIT

On January 1, 2003 the Health Services Unit at WSPF integrated into the Department of Corrections (DOC) system. A contracted company, Prison Health Services, had previously provided the health care at WSPF. This last year has brought both changes and opportunities for the health care staff to learn a new way of doing business. The DOC and Bureau of Health Services (BHS) have provided a lot of support and answers to the many questions the health care staff have encountered along the way. We continue to provide on site medical, nursing, dental, psychiatric, and optical services to inmates housed at this facility. On site x-rays and EKGs are also provided. Registered Nurses are in house 24 hours a day, 7 days a week providing patients continuity of care. The Health Services staff is responsible for providing prompt and adequate health care to meet the needs of a patient's acute and chronic medical condition. Off site medical services continue to be provided as a patient's medical condition warrants, including overnight hospital admissions. Emergency services, which are coordinated between First Responders, EMTs, Registered Nurses, Ambulance service and the hospital Emergency Room continue to be provided 24 hours a day, 7 days a week.

FY04 HSU Statistics

Month	MD/PA/NP/RN	x-ray	Dental	Psychiatrist	Optometrist	Off-Site Visits
July	563	8	23	102	13	12
August	536	0	27	72	19	14
September	568	6	25	88	4	14
October	459	5	14	62	14	9
November	445	6	15	77	8	16
December	345	5	10	81	4	12
January	379	9	38	88	13	15
February	392	8	22	89	6	17
March	414	3	31	77	4	19
April	264	4	23	75	18	17
May	359	3	24	42	4	13
June	247	6	30	46	9	18
Total	4,971	63	282	899	116	176

INMATE COMPLAINT REVIEW SYSTEM

The Inmate Complaint Review System serves the purpose to encourage communication between staff and inmates; explain and clarify policies; allow inmates to raise questions in an orderly fashion; reduce litigation numbers; and to assess the institution climate. In addition to handling complaints, the ICE office in conjunction with the Records office handles the Prisoner Litigation at the institution. The Records office compiles and submits the returns for Writs of Certiorari. The ICE office handles all summons and Complaints and all other miscellaneous cases. At the present time this involves over 60 open cases. The ICE has daily contact with Department of Justice attorneys to coordinate the work on the cases. The ICE office also acts as a liaison between WSPF staff members and DOJ. The ICE has accompanied staff members to Federal Court on the occasions that the case has gone to trial. Below is a summary of the 2003 complaints showing the number of complaints filed at WSPF in 2003.

SUMMARY OF COMPLAINTS AT ICE LEVEL – WSPF FY04

SUBJECT OF COMPLAINT	TOTAL
BCE	0
CLASSIFICATION	177
CORRESPONDENCE & PUBLICATIONS	757
DISCIPLINE	247
DISCRIMINATION	7
FOOD	46
ICRS	118
INMATE ACCOUNTS	89
MEDICAL	444
OTHER	764
PAROLE	9
PERSONAL PHYSICAL CONDITIONS	118
PERSONAL PROPERTY	476
RELIGION	41
RULES	118
STAFF	522
VISITING	61
WORK & SCHOOL PROGRAMS	25
TOTAL FOR WSPF	4019

RECORDS OFFICE

The Wisconsin Secure Program Facility Records Office is responsible for the records of all offenders incarcerated at WSPF. The records office staff consists of an Offender Records Supervisor and an Offender Records Assistant 3.

The records office staff are responsible for numerous functions that affect many areas of the institution. These responsibilities include complex sentence calculations of parole eligibility dates, mandatory release and maximum discharge dates. Staff is also responsible for calculating and entering court-ordered sentences and sentence modifications into offender records; setting up parole board hearings; recording institutional disciplinary actions and making appropriate adjustments in the offenders' files and maintaining social service and legal files. The staff schedule and provide record reviews to all offenders. Additionally, record office personnel provide notification to law enforcement and social services agencies of offender status.

The records office staff coordinate and document all offender movement to and from the institution; including entries and exits, court visits, medical trips and detainer pick-ups. This information is reported daily to Central Office in Madison. Staff members respond to Open Records requests from both offenders and the general public. In addition, they also answer inquiries from the general public regarding legal matters and offender status. Staff also serves warrants, detainers and other legal papers on the offenders.

Records office staff accept service for offenders with ICE accepting service for the Warden. Records also handle inquiries from the Department of Justice and court officials and may represent the institution in court proceedings. Through communication with various other states, this office coordinates extradition under the Agreement of Detainers.

WSPF ORGANIZATION

