

New Lisbon Correctional Institution



ANNUAL REPORT
JULY 1, 2014 - JUNE 30, 2015

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ACRONYMS:

ADA	AMERICANS WITH DISABILITIES ACT
BCE	BUREAU OF CORRECTIONAL ENTERPRISES
CGIP	COGNITIVE INTERVENTIONS PROGRAM
CRB	COMMUNITY RELATIONS BOARD
DOC	DEPARTMENT OF CORRECTIONS
FY	FISCAL YEAR
HSU	HEALTH SERVICES UNIT
HVAC	HEATING, VENTILATION, AIR CONDITIONING
ICE	INSTITUTION COMPLAINT EXAMINER
ICRS	INMATE COMPLAINT REVIEW SYSTEM
LEP	LIMITED ENGLISH PROFICIENCY
MICA	MENTAL ILLNESS CHEMICAL ABUSE
NLCI	NEW LISBON CORRECTIONAL INSTITUTION
PREA	PRISON RAPE ELIMINATION ACT
PSU	PSYCHOLOGICAL SERVICES UNIT
RHU	RESTRICTIVE HOUSING UNIT
SHU	SPECIAL HANDLING UNIT
SO	SEX OFFENDER
T4C	THINKING FOR A CHANGE
WICS	WISCONSIN INTEGRATED CORRECTIONS SYSTEM
WRC	WISCONSIN RESOURCE CENTER
WSPF	WISCONSIN SECURE PROGRAM FACILITY

INSTITUTION CONTACT INFORMATION:

Facility Primary Phone Number:	(608)562-1400	
ADA COORDINATORS:		
Brett Sutton	Ext. 7340	Food Service Administrator
Timothy Thomas	Ext. 7360	Deputy Warden
Lynn Washetas	Ext. 7301	Corrections Program Supervisor
COMPAS COORDINATORS:		
Patricia James	Ext. 7336	Corrections Unit Supervisor
Traci Navis	Ext. 7321	Corrections Unit Supervisor
LEP COORDINATORS:		
Rebecca Kennedy	Ext. 7376	Education Director
Joseph Thyne	Ext. 7327	Corrections Unit Supervisor
PREA COMPLIANCE MANAGERS:		
Larry Fuchs	Ext. 7351	Security Director
Kim Kannenberg	Ext. 7353	Administrative Captain

MESSAGE FROM THE WARDEN'S OFFICE

****Accomplishments and Highlights****

NLCI has experienced another year of unique challenges. The facility was again tasked with maintaining quality operations on a limited budget. Higher than average vacancy rates occurred in the security ranks occurred largely due to retirements, transfers, and those choosing to leave state service for opportunities in the private sector. The numbers of new staff from the academy were also limited due to needs and higher vacancy rates at other facilities in our region of the state. I am pleased to report that each challenge experienced was met by our staff with determination and a commitment to the highest standards. Through personal sacrifice and a focus on the Mission of the Department, an overall safe and productive correctional environment was maintained.

The data contained within this Annual Report reflects a variety of opportunities available to our inmate population. Our institution's programming is focused on offering inmates opportunities for self-improvement; providing tools to maintain positive institution adjustment; and preparing offenders for reentry into society as the vast majority of our inmates will one day return to our communities within the state.

NLCI participated in implementing a variety of new and exciting department-wide initiatives during this past year. These include:

- Transitioning to Centralized Contract canteen operations;
- Preparing the institution for Kiosk technology for inmate use and resources;
- Participating in a Mock PREA Audit to gauge compliance with Federal standards;
- Expanding our partnership with the United States Army MP Battalion Corrections Unit by providing training opportunities and orientation to detention facility staff;
- Upgrading the DOC WICS inmate management database to include special handling information pertinent to housing unit considerations and medical and ADA accommodations;
- Transitioning program curriculum for cognitive-based treatment to a new curriculum called Thinking for a Change which more closely aligned with the Department's goal to provide evidence-based programming and reduce recidivism;
- Continuing and expanding the volunteer-led Restorative Justice Program;
- Creating Visitor Information Files to protect Personal Identifiable Information of proposed visitors;
- Preparing Business Office and Human Resource staff for the transition of operation to the state-wide STAR Project; and
- Increasing local recruitment efforts to fill staffing vacancies.

I am extremely proud to present this report of the operations and accomplishments achieved by the dedicated staff of NLCI. I respectfully present the NLCI FY15 Annual Report.

Tim Douma
Warden



FACILITY MISSION and GOALS

Mission

New Lisbon Correctional Institution is committed to the safety, security, and protection of the public, staff and inmates in a humane and constructive manner. Inmates will be held accountable for their actions and the positive or negative consequences associated with those choices. We will encourage inmates to develop goals conducive to positive release planning and reentry into society. We strive to provide inmates with a set of positive behavioral options to enhance their successful reintegration back into society.

Goals

Inmates are strongly encouraged to pursue all education, programming, and work opportunities available to them. Motivation, accepting responsibility, self-worth and self-advancement are the keys to positive change.

NLCI is committed to being a good neighbor by working in partnership with the community on common interests and having a positive effect on the community.

The Department of Corrections has placed a high priority on improving prisoner reentry. NLCI will hold inmates responsible and promote their success throughout the duration of their incarceration. In doing so, we strive for fewer victims, less crime, reduced criminal justice costs, and safer communities.

At NLCI, one housing unit is focused on providing inmates with skills for successful reentry into the community. A large part of our focus is not only how we manage the behavior of our inmates, but also how we engage and motivate them. Inmates are encouraged to use their time wisely to prepare for their return to the community, to follow the rules, to respect staff and other inmates, and to work hard in the treatment and educational programs offered at NLCI. In return, our commitment is to work with them to be successful as an employee, family member, and citizen.

FAST FACTS



Opened: **April 4, 2004**

Security Level: **Medium**

Operating Capacity: **950**

Current Population: **1010**

Officer/Sergeant Staff: **194** (148 Officers/46 Sergeants)

Non-officer/Sergeant Staff: **104**

Inmate to staff ratio: **3:1**

Total Staff: **298**

Number of Acres: **100**

Operating Budget: **\$21,364,617**



PROGRAM PARTICIPATION AND COMPLETION

Academic

NLCI had an average of 128 full-time and 105 part-time students per month. Nine inmates earned their General Equivalency Diploma during FY15.

Vocational

NLCI offers two vocational programs in conjunction with Western Technical College. During FY15, our vocational students earned a total of 32 certificates or diplomas: 25 Vocational Horticulture and 7 Vocational Bakery.

Correspondence Courses

Correspondence courses are approved courses of instruction which allow an inmate the opportunity to participate in post-secondary educational opportunities through distance education. There was an average of 14 inmates enrolled in correspondence classes monthly.

Personal Development

Personal Development opportunities include Financial Literacy, Computer Literacy, Forklift and Pro-Literacy Training. NLCI also provides college-level courses in Mathematics and Mathematics with Business Application and had 42 inmate completions. Computer Literacy had 21 completions.

Reentry Initiatives

Reentry focuses on preparing inmates for successful return to the community. The reality is that most inmates will one day return to communities across Wisconsin. The public is best served if inmates are provided the coping skills and educational tools to help them acclimate to the community and reduce recidivism rates, thus creating fewer crime victims, reducing criminal justice costs and, most importantly, safer families and communities.

The reentry program consists of ten modules: Education, Employment, Family Support, Financial Literacy, Health, Housing, Transportation, Personal Development, Wellness, and Transitional Preparation. The table below reflects the number of inmates who have completed the pre-release modules this fiscal year:

<u>Module</u>	<u>Completions</u>	<u>Module</u>	<u>Completions</u>
Wellness	154	Personal Development	37
Health	154	Family Support	142
Housing	46	Transportation	60
Financial Literacy	97	Education	27
Employability	87		



Domestic Violence

This program challenges inmates to understand and take responsibility and accountability for the emotional, physical and sexual abuse they have utilized to control and violate their victims. Inmates are educated on the cycle of violence, power and control wheel and equality wheel, physical cues, cognitive and emotional cues, behavioral interventions, assertiveness techniques, improved communication and active listening skills, empathy, victim impact and non-violent ways of resolving conflict within their relationships. It is time intensive, taking inmates more than five months to complete the curriculum.

During FY15, 34 inmates started the Domestic Violence program.

**NOTE: Terminations may occur for several reasons, not just poor performance. Major program or institution rule violations, RHU placements for conduct offenses, medical concerns and absenteeism are a few of the possible reasons for termination.*

➤ Terminations*	5
➤ Withdrawals	3
➤ Completions	26
TOTAL	34

Sex Offender Treatment

The Sex Offender Program (SO-2) covers topics such as offense disclosure, denial and minimization, victim empathy, cognitive distortions, criminal thinking, and re-offense prevention. Both written homework assignments and group participation are expected. SO-2 is facilitated by psychological and social services staff to groups of 10 to 15 inmates. The group meets once or twice a week for six to 12 months.

During FY15, 39 inmates started the SO-2 program.

**NOTE: Terminations may occur for several reasons, not just poor performance. Major program or institution rule violations, RHU placements for conduct offenses, medical concerns and absenteeism are a few of the possible reasons for termination.*

➤ Terminations*	1
➤ Withdrawals	2
➤ Completions	22
TOTAL	25

14 still enrolled at FY-end

Cognitive Behavioral Programs

NLCI transitioned curriculums from Cognitive Intervention Program (CGIP) to Thinking for a Change (T4C) during this fiscal year. Both programs focus on teaching inmates alternative problem-solving skills and coping mechanisms to help better control thinking patterns and underlying beliefs that support their criminal behaviors. The goal is not to *make* the inmate change, but to *motivate* the inmate to change himself. T4C lasts approximately five months and consists of group discussions, situational role play, and homework assignments. Groups are facilitated by various trained staff to groups of 10 to 12 inmates. In order to successfully complete the program, participants must actively participate in groups, satisfactorily complete all homework assignments and demonstrate they have acquired the specific skills taught in the program.

During FY15, 92 inmates started a Cognitive Behavioral program.

**NOTE: Terminations may occur for several reasons, not just poor performance. Major program or institution rule violations, RHU placements for conduct offenses, medical concerns and absenteeism are a few of the possible reasons for termination.*

➤ Terminations*	11
➤ Withdrawals	7
➤ Completions	74
TOTAL	92



RESTORATIVE JUSTICE & COMMUNITY SERVICES

Restorative Justice

There are a multitude of Restorative Justice efforts which take place at NLCI throughout the year. These include:

Victim Offender Dialogue – This is a process which allows victims and inmates to meet in a safe setting with a facilitator and provides the victim an opportunity to ask questions, state concerns, and directly express to the inmate exactly how the offense has affected them and their families' lives. This dialogue offers an approach to criminal justice which seeks to restore the victim as completely as possible and hold inmates accountable for their behaviors.

Victim Witness Surcharge/Restitution/Child Support Obligations – Court ordered payments in these areas are collected by the Business Office to assist crime victims with expenses, reimburse victims for losses sustained in a crime, and reimburse custodial parents for child rearing costs.

Victim Appearance at End of Parole Commission Hearings – Victims have valuable input into statements provided to the court prior to sentencing and again when an inmate is being reviewed for release into the community. During FY15, 3 requests were processed at NLCI for victims.

Crime Victim Rights Awareness Observation – In observance of Crime Victim Rights Awareness Week, NLCI was fortunate to have a local citizen and newspaper reporter whose life had been impacted by crime come into the facility to share her story with inmates. The speaker is a survivor of child sexual assault, domestic violence and sexual assault as an adult, and she shared about the victimization she experienced and the victimization her children experienced as witnesses to her assault.

Inmates were able to express empathy and acknowledge their victims by participating in various projects during the week, including compiling a booklet that was presented to the Challenge Academy with advice and thoughts for consideration by participants in the Academy to make better choices with their lives and not create victims. Additional events were coordinated throughout Crime Victims' Awareness Week, including a fundraising event and balloon release.

The institution participated in a staff and inmate fundraiser with proceeds being donated to Hope House of South Central Wisconsin. The combination of inmate and staff fundraising resulted in a \$1,345 donation.

Restorative Justice Group - The philosophy of Restorative Justice emphasizes the importance of holding inmates personally accountable for their criminal behavior while creating healing and/or learning opportunities for and involvement of victims, community members and the inmates in the justice process. During each session, participants gain an understanding of how inmates, victims and the community are inter-connected in addressing issues of crime, punishment, restoration and accountability. Participants have an opportunity to learn from guest speakers, including victims/survivors of crime and other community members, facilitators and from each other through group discussions. Restorative Justice provides inmates an opportunity to explore their personal beliefs while interacting with positive role models and learning about topics that may help them make better choices in the future. This year's program graduated 25 inmates from the 14-week program. The next session is already underway and interest in the program is increasing as word spreads of the positive impact it has on participants.



Community Services

Community Relations Board - The DOC encourages and supports the creation of a Community Relations Board (CRB) for all facilities in the Division of Adult Institutions. The CRB is intended to act as a positive link between the facility and the community in which it is located. With similar community stakeholders attending separate meetings in previous years, NLCI and Sand Ridge Secure Treatment Center have begun conducting joint semi-annual meetings with a local CRB. The Board reviews institution progress and both facilities receive input from members regarding operational activities.

Fundraising/Community Services Donations - Four fundraising activities were coordinated throughout the fiscal year to raise awareness of the importance of charitable giving and helping less fortunate individuals in the community. Total funds collected were \$3,762, with proceeds going to VFW Juneau County, New Lisbon Food Pantry, Hope House of South Central Wisconsin, and Touched Twice of Juneau County. In addition to fundraising events, NLCI responded to numerous requests for donated hand-made items for outside not-for-profit groups, including Special Olympics, Wisconsin Correctional Association, New Lisbon Sportsman's Club and ALS Association. Items donated to these organizations include: hand-painted wooden oars, hand-painted and carved fish, a vegetable storage bin and numerous other woodworking items, blankets and stuffed animals.

OTHER PROGRAM OPPORTUNITIES AND SERVICES

Chapel Services

Weekly opportunities for worship and/or study groups are available for Protestant, Jehovah's Witness, Catholic, Islamic, Pagan, and Native American/American Indian inmates. Jewish services are provided monthly, Buddhists meet with their spiritual leader twice per month, and other individual practices are facilitated through pastoral visits or individual observance. Additional opportunities available through the Chapel include: Quarterly Spanish/English services designed to foster diversity through bilingual worship as one united faith community; Chapel Library, providing publications and literature for all faiths; religious studies through instructional DVDs and CDs, bible studies, and pastoral visits. NLCI also facilitates participation in the Salvation Army and the Angel Tree program which allows inmates the opportunity to select and give toys to their children during the holiday season.

Volunteers - Volunteers are a vital resource for the institution, and especially the Chapel as they provide spiritual support to the inmate population at NLCI. There are currently 78 volunteers who invested 1973 hours of their personal time to help provide religious activities, pastoral visits or other forms of spiritual support. Volunteers represent all DOC umbrella religious affiliations as well as Alcoholics Anonymous, Poetry class and Music Theory.

Library Services

NLCI offers comprehensive library services to both general population and RHU inmates. **General Library** services are available every day from 7:50 a.m. to 8:50 p.m. A variety of daily newspapers, weekly and monthly periodicals, reference materials, and general educational and leisure materials are available for use. The NLCI library employs eight inmate workers. Additional services offered through NLCI's library include reference services, book club, financial aid packets, notary services, photocopying. The library organizes around 18,600 books. Checkouts this year were around 64,500. All NLCI inmates have library accounts.

Recreation

Recreation staff regularly includes two Recreation Leaders. Recreational opportunities available to the inmates included the following leagues: horseshoes, handball, sand volleyball, running club, indoor and outdoor volleyball, basketball, Ultimate Frisbee, whiffle ball, Pickle ball and shuffleboard. Structured fitness classes including yoga, step aerobics, weightlifting instruction, exercise ball (core training), and boot camp are also available throughout the year. The Recreation Department also offers a low-impact



aerobics class for inmates identified as having limited physical abilities. Recreation staff also participate in the Department’s Reentry Program, specifically by assisting in facilitation of the “Wellness Module” component of the Program. Additionally, the Recreation Department is responsible for the supervision of the inmate hobby and music room.

Diabetic Prevention Program

The Recreation department assists with facilitation of a Diabetic Prevention Program in concert with staff from the Health Services Unit. The program combines classroom instruction along with ongoing support and an exercise and nutrition program which is individualized for each participant. Inmates who are identified as high risk to develop diabetes are offered the opportunity to participate in the program.

Work Assignments

Industries: BCE-Badger State Industries; Hydro-stripping, which includes the remanufacture, repair and reconfiguration of highway, and all types of informational signs. Materials may vary from aluminum to Plexiglas. Duties range from janitorial to high tech hydro-stripper operation and maintenance and repair. Shear and Punch Press set up and operation along with blue print reading, are also part of the operation.

Institution: Inmates hold a wide variety of jobs throughout the institution to include, but not limited to tutor, janitor, maintenance and unit positions. Please refer to the Business Office section for inmate completion information.

OTHER DEPARTMENTAL INFORMATION

BUSINESS OFFICE

Inmate Income and Obligation Report:

YEAR-TO-DATE SUMMARY	
Inmate Wages	
Institution Pay:	\$259,919
BCE:	\$16,244
Total:	\$276,163

TOTAL MONIES COLLECTED FROM INMATES IN FY15	
Victim/Witness & DNA	\$37,722
Child Support	\$17,261
Court Ordered Obligations	\$19,842
Medical Co-Payments	\$9,378
Institution Restitution	\$1,125
Total:	\$85,288

Inmate Participation and Completion Information (Inmates in Pay Status):

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Invol Unassigned	345	364	376	371	365	374	379	363	390	387	374	369
Assigned/Working	423	408	393	381	488	367	372	389	369	367	373	368
Total on Payroll	768	772	769	752	853	741	751	752	759	754	747	737
Total Population	1019	1017	1023	1017	1009	1014	1003	1007	1020	1015	1009	1012

PROGRAM ASSIGNMENTS

Education*	91	95	100	107	115	112	111	111	107	101	98	113
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*Students taking only one class are not included in the Education figures.



FOOD SERVICE

The Food Service Department is regularly staffed by a Food Service Administrator, a Food Service Manager and eight Corrections Food Service Leaders between 4:00 a.m. and 6:30 p.m. daily. During this reporting period, the total meals served were 1,169,069, and the average meal cost was \$1.12. The Food Service Department also provided an average of 40 special medical and religious diets and 60 snack bags daily for the year. The department utilized all of the produce the NLCI garden harvested. Despite numerous staff absences and changes, the department functioned efficiently without missing a beat.

HEALTH SERVICES UNIT (HSU)

The Health Services Unit (HSU) is staffed from 6:00 a.m. - 10:30 p.m., Monday through Friday. Weekend and holiday hours are 9:00 a.m. to 5:00 p.m., with a nurse on-call during non-nursing hours. The HSU is managed by one Health Services Manager and staffs one full-time physician, six full-time nurses, one part-time nurse and one full-time Medical Program Assistant Associate. The part-time dental staff consists of one dentist, one dental assistant and one dental hygienist. A psychiatrist provides services two days per week, and a physical therapist provides services two days per week. Support services are provided by a full-time agency LPN, Unit Clerk and Medical Assistant.

The HSU provides treatment for acute and chronically ill patients. On-site services provided through the HSU include physician and nursing appointments, emergency care, medication administration and delivery, laboratory, dental, optical, x-ray and physical therapy. Technological upgrades include digital electrocardiograms (EKG), digital x-ray exams on-site, ultrasound imaging exams and OCT exams for glaucoma. We are linked to Central Pharmacy in Waupun through WebConnect for online medication re-ordering.

Comprehensive specialty treatment is provided off-site at medical facilities in Black River Falls, La Crosse, Waupun, and the University Hospital and Clinics – Madison. NLCI also conducts telemedicine visits with specialists at offsite medical facilities. Urgent and emergent specialty care is provided locally at Mile Bluff Medical Center in Mauston.

MAINTENANCE

The Maintenance Department's hours are from 7:15 a.m. to 4:00 p.m. Monday through Friday. Maintenance staff include: one Building and Grounds Superintendent, one Electronic Technician, one HVAC Technician, three Maintenance Mechanics, four Facility Repair Workers and one Office Operations Associate. There are also two Correctional Officers and one Tool Room Sergeant regularly assigned to Maintenance posts. The Maintenance Department also employs 25 inmate workers.

HUMAN RESOURCES

The Human Resources Department consists of one Human Resources Director, one Human Resources Assistant and one Payroll and Benefits Specialist. Department responsibilities include: direction, administration and monitoring of the recruitment and selection of staff; employee and labor relations; payroll and benefits; policy administration; investigations/discipline; health and safety management; employee training/development; records maintenance; and Affirmative Action/Equal Employment Opportunity compliance. There are currently 298 allocated staff positions.



INMATE COMPLAINTS

The Inmate Complaint Review System (ICRS) ensures inmates a process by which grievances may be addressed. The Institution Complaint Examiner (ICE), under the supervision of the Warden, investigates concerns regarding rules, living conditions and staff actions affecting institution environment. This process allows staff and inmates the opportunity to understand correctional policies and to correct or address any deficiencies identified.

The following statistics reflect the types of complaints accepted and their resolution.

Complaints Processed by Subject	# of Complaints	Complaints Processed by Subject	# of Complaints
01 Staff	79	14 Classification	11
02 Correspondence & Publications	46	15 ICRS	3
03 Discipline	25	16 Discrimination	3
04 Medical	168	17 Inmate Accounts	27
05 Parole	3	18 BCE	0
06 Personal Physical Conditions	2	19 HIPPA	4
07 Personal Property	95	20 Staff Sexual Misconduct	2
08 Rules	9	21 Inmate Sexual Misconduct	1
09 Religion	3	22 Dental	15
10 Work & School Programs	35	24 Staff Misconduct	2
11 Visiting	37	25 Psychology	3
12 Other	75	26 Psychiatry	4
13 Food	15	Total	667

Method of Disposition	Number
Affirmed	65
Dismissed	467
Rejected	134

PSYCHOLOGICAL SERVICES UNIT (PSU)

NLCI’s psychological staff is responsible for the mental health of inmates. Several levels of care are provided, including: diagnoses and management of mentally-ill inmates; psychological evaluation and treatment; 24-hour on-call availability; assistance with daily living skills; suicide potential and watch; medical collaboration; assessments of mental health, violence and safety; crises management and intervention; staff suicide prevention training; direction of the Multidisciplinary Team; weekly inmate orientation; and individual and group therapies. Another central focus is on administrative and documentation requirements, such as completion of various evaluations for minimum placement potential, input for security decisions, and inmate visitor reviews. PSU facilitates referral services to DOC-wide treatment programs including WRC, WSPF, MICA, and others.

NLCI currently has 301 inmates with diagnosed mental health problems. Of those, 46 have serious mental illness. Consistently, 30 percent of the inmate population needs mental health services which are provided by PSU staff. NLCI also provides mental health services to inmates with situational stressors or grief reactions on an ongoing basis. Rounds are completed weekly with all inmates in Restrictive Status Housing; they are provided reading materials, independent work assignments, and individual counseling as needed.

The Special Handling Unit (SHU), designed to assist mentally ill and/or vulnerable inmates, continues at the 25-bed capacity. Individual and group therapies are provided to assist inmates in developing and maintaining mental and emotional stability. A weekly process group is offered, which as many as 12



inmates attend weekly. The psychologist works closely with unit staff in monitoring and encouraging inmates to develop skills and coping mechanisms to improve functioning in the unit living environment.

Psychiatric services are available to inmates with diagnosed mental illness. PSU staff work closely with the psychiatrist to monitor inmates receiving psychotropic medications. A Multidisciplinary Team meeting is held weekly to collaboratively discuss inmates with mental health, medical, and behavioral concerns.

RECORDS

	FY11	FY12	FY13	FY14	FY15
Scheduled Phone Calls (attorney, court)	641	622	561	845	925
Scheduled Professional Visits	142	143	109	136	289
Scheduled Court Pick-ups	270	246	208	267	310
Releases from NLCI	227	165	191	218	199
Transfer IN to NLCI	509	500	536	575	569
Transfer OUT of NLCI	312	334	344	373	378
File Reviews	220	186	206	144	149
Scheduled Video Hearings	63	63	100	131	150

The Records Office maintains the inmate legal and social service files. The office also does sentence computations and service of court-issued documents.

SECURITY

The Security Department consists of: one Security Director, eight Captains, six Lieutenants and no vacancies; 46 Sergeants (4 vacancies), 148 Officers (20 vacancies), and 1 Security Program Assistant – Confidential. All department-required training was completed, ensuring Security staff remains current.

Restrictive Housing Unit - Our restrictive housing unit continues to operate at a high level. The new 303 policy was implemented January 1, 2015, and both English and Spanish versions have been recorded and made available on audio.

Incident Reports – A total of 1487 Incident Reports were written in FY2015. This is an increase of 21 reports from FY14.

Conduct Reports – There were 400 Major, 236 Minor, 478 Summaries and 21 Dismissed Tickets written. There were 69 total appeals – 33 appeals on contested Minor Tickets and 36 appeals on contested Major Tickets.