



DOC FRIENDS & FAMILY FORUM

July 28, 2025 • Wausau, WI



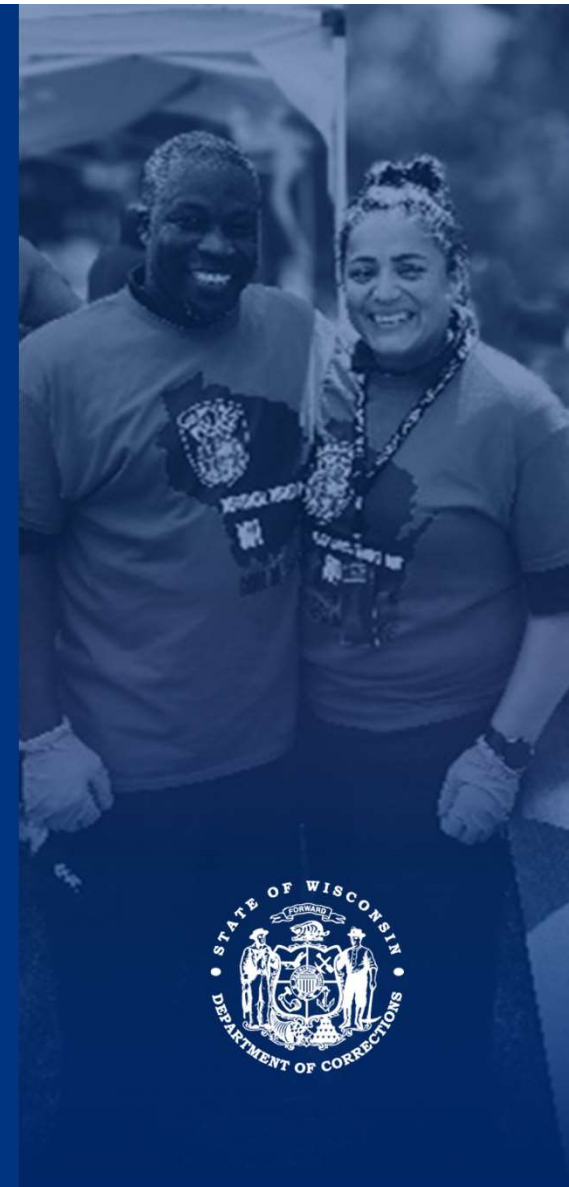


WELCOME

Your voices matter!

Why we're here today

- ✓ **LISTEN**
to your concerns and suggestions
- ✓ **LEARN**
how to better serve families
- ✓ **WORK TOGETHER**
to support successful reentry and safe communities



What we heard

- Communication via telephone, messaging and video visits is incredibly important to families and service interruptions have made it harder to keep in touch.
- Visitation rules need to be consistent and compassionate.
- Access to additional programming is needed earlier in an individual's sentence.



What we heard

- Reduce waitlists for care and ensure continuity of care as individuals move through the system.
- Families need help navigating the system and easier access to more information.



What we're working on

- Improving telephone and tablet access and service
- Enhancing visitation
- Investing in continuity of care
- Additional resources for the Division of Community Corrections and Reentry Unit to provide support in the community and alternatives to revocation
- Updating and adding information to DOC websites to make easier to find and understand



Telephones and Tablets

- DOC continues to work with ICSolutions on a daily basis to resolve service issues.
- ICSolutions made major hardware and software investments that have dramatically reduced the number of dropped calls.
- Tablet distribution has resumed, although the schedule must remain flexible.



Visits

- Consistent scheduling system for all sites
- Emphasis on children's play areas
- Enhanced vending options



Continuity of Care

The Bureau of Health Services has started assigning a Licensed Practical Nurse to work in medication rooms to ensure medications follow individuals as they move between units.



Reentry and Community Corrections

- More than \$4 million is included in the budget to support the Division of Community Corrections and Reentry Unit's mission to reduce recidivism and support community reintegration
- This includes funding for residential service provider costs, ongoing funding for community reentry centers, GPS funding, and reentry programming services.



Information

- DOC's Reentry Unit has redesigned its website
- Updated Friends & Family Guide
- Answers to the questions from the previous forum
- DOCGeneral@wisconsin.gov



Listening

It's your turn to do the talking. We're splitting into smaller groups to hear about your concerns and ideas on a variety of subjects. Groups will rotate and everyone will have a chance to participate in each issue discussion. Topics are:

- **Strengthening families**
- **Treatment programs and healthcare**
- **Life in a DOC facility**
- **Supporting reentry**





Next Steps

- A survey should be arriving via email where you can offer your feedback on the forum and ideas for future meetings
- PowerPoint and summary of the meeting will be posted to the Friends and Family page on our website
- Look for additional information on our website and we will also continue to update our Friends and Family Resource Guide

Connect with DOC

doc.wi.gov/friendsandfamily



(608) 240-5000



DOCGeneral@wi.gov



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Scan to view the
**Friends & Family
Resource Guide**



THANK YOU

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