

STAKEHOLDER CONNECTIONS

A BIENNIAL NEWSLETTER FROM THE
WISCONSIN DEPARTMENT OF CORRECTIONS

SPRING 2023

GOVERNOR'S MESSAGE



HELLO WISCONSINITES,

As Spring finally approaches, I am glad to share with you another edition of the Wisconsin Department of Corrections (DOC) Stakeholder Newsletter – Spring 2023.

This edition of the DOC Stakeholder Newsletter comes as the Legislature is poised to consider my 2023-25 biennial budget proposal. This budget focuses on stabilizing our justice system through supporting evidence-based practices, investing in the workforce, and bolstering community supports. From job training to treatment for substance use disorders, this budget includes investments that support the needs of folks in our care, ensuring they have the proper tools and resources to succeed, and by doing so, we can help reduce recidivism and make our communities safer.

Our budget also invests in our DOC workforce by building on initiatives over the last two years to help recruit and retain more corrections employees. Our 2023-25 budget makes an unprecedented investment in compensation to ensure that the state’s secured institutions at DOC and the Wisconsin Department of Health Services can be adequately and safely staffed. This includes \$346.5 million over the biennium to address critical recruitment and retention needs in our DOC facilities.

I’m also excited to note that we’re inching closer to the final design for our new Type 1 Youth Facility, celebrating the completion of treatment and key programming within the Division of Adult Institutions, upping transparency through numerous interactive dashboards and continuing to battle the opioid epidemic through the use of Medication Assisted Treatment and other essential resources. I know all of this work is helping provide those who need it with second chances while prioritizing transparency and safety for all Wisconsinites.

In closing, I want to thank Secretary Kevin Carr and all of our hardworking staff at the DOC for their continued dedication to the agency. Their work is absolutely critical in keeping those in our care, clients, youth, fellow staff members, and our surrounding communities safe. Together, we will continue to strive towards building the sort of future we want to see for our state. One that is safer, stronger, and more just for everyone.

Thank you.

TONY EVERS, STATE OF WISCONSIN GOVERNOR

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SECRETARY'S MESSAGE



STAKEHOLDERS AND COLLEAGUES,

As the Secretary of the Wisconsin Department of Corrections (DOC), I am excited to share another edition of our bi-annual Stakeholder Newsletter. Like we've done since the launch of this newsletter, the 2023 Spring edition will highlight the agency's accomplishments over the last six months along with our ongoing goals/efforts.

At the DOC, we continue to promote transparency and enhance communication with our surrounding communities, while expanding opportunities and resources for our employees, those in our care and clients on community supervision. A few examples of our recent accomplishments include:

- Received approval from the State Building Commission (SBC) for land purchase at Clinton Avenue in Milwaukee, where a new Type 1 Youth correctional facility will be built
- Launched a DOC Instagram account
- Enhanced recruitment and retention efforts statewide
- 69 students completed a short-term Career Technical Education Academy and 40 students completed a short-term training program in a DOC mobile training lab from August 2022 to February 2023

Over the next several months, our agency will continue to work on a number of other important initiatives. We are excited to share their status in our next newsletter. Some of the items we are working on include:

- Finalizing the design of the new Milwaukee Type 1 Youth Facility
- Providing pre-release employment services at 10 institution job centers and 1 mobile job center.
- Building reports and dashboards displaying historical trends among people on supervision
- Beginning a pilot for the Division of Adult Institutions' (DAI's) new Instrument for Custody Classification (IFCC) in the spring of this year
- Developing a system that allows for the sharing of specific case planning information with identified community providers

I hope you find the Spring 2023 edition of our Stakeholder Newsletter useful. As always, I appreciate your desire and willingness to learn more about our work. I invite you to share your feedback and suggestions by contacting DOCGeneral@wisconsin.gov.

Thank you.

KEVIN CARR, WISCONSIN DOC SECRETARY

OFFICE OF PUBLIC AFFAIRS (OPA)

OPA is responsible for DOC's strategic communications. OPA assists in keeping the public informed of relevant agency activities, and serves as the main point of contact for stakeholders and the media..

Accomplishments

- Launched a DOC Instagram account -- @WICorrections
 - Grew this account to 224 followers in 2.5 months
- Made improvements to the DOC public website for ease of navigation

Goals and Ongoing Initiatives

- Finalizing a friends and family resource guide to better assist individuals with a loved one in our care
- Strengthening social media presence to aid in our connection with communities throughout the state as well as improve our recruitment efforts:
 - Facebook: 503 new followers gained since September 1, 2022 (20% increase)
 - Reached 259,00 people since the start of 2023
 - Twitter: 100 new followers since September 1, 2022 (15% increase)
 - 15,900 profile visits since September 1, 2022
 - LinkedIn: 485 new followers since September 1, 2022 (25% increase)
 - 82,000 post impressions and 2,700 page views in the last six months
- Planning the agency's annual Secretary's Awards, which recognizes staff excellence during National Correctional Employees Week

RESEARCH AND POLICY (R&P)

The Research and Policy Unit leads the Department's research and evaluation efforts by working with cross-divisional data analysts to report on client population statistics, developing standards for data measurement and reporting, conducting research on recidivism and other key performance indicators, and creating interactive dashboards to make data more easily accessible to the public.

Accomplishments

- Released Community Supervision Overdoses interactive dashboards displaying data related to non-fatal and fatal overdoses experienced by adult clients on community supervision
- Released Division of Adult Institutions Primary Programming interactive dashboards displaying waitlist, enrollment and completion data for the following programs provided in DOC prisons: adult education, anger management, career technical education (vocational), cognitive behavioral, domestic violence, sex offender treatment, and substance use disorder

- Updated prison population dashboards with 2022 data, including some enhancements that provide additional types of data not available previously: Admissions, Point-in-Time, and Release

Goals and Ongoing Initiatives

- Building reports and dashboards displaying historical trends in the community corrections population over time

PRISON RAPE ELIMINATION ACT OFFICE (PREA)

The PREA Office is charged with leading the agency's efforts to prevent, detect and respond to sexual abuse and sexual harassment in confinement. PREA investigates all allegations of sexual abuse and sexual harassment of persons in our care and youth, past and present.

Accomplishments

- Upgraded the agency's sexual misconduct investigation database for efficient and transparent use
- Facilitated a PREA Compliance Manager workshop
- Presented at the WI Juvenile Detention Association Conference and set up a booth at the WI Jail Administrator Conference
- Collected, analyzed and submitted annual Survey of Sexual Victimization to the Department of Justice
- Collaborated with Just Detention International on Words of Hope project
- Assessed audit methodology with National PREA Resource Center while auditing a California correctional facility

Goals and Ongoing Initiatives

- Planning 2023 National PREA Coordinators Conference
- Continuing compliance monitoring and auditing of WI correctional facilities
- Facilitating training for agency staff and external stakeholders

OFFICE OF VICTIM SERVICES AND PROGRAMS (OVSP)

The Office of Victim Services and Programs is committed to mitigating the effects of crime, and advancing the principles and philosophy of victim-centered restorative justice. It is our mission to address the needs of crime victims, their families and the community through a variety of available services.

Accomplishments

- Completed site visit in December 2022 conducted by the Federal VOCA grant administrator, Wisconsin Department of Justice -- no recommendations for improvement were suggested and no errors noted
- Served 10,310 unique victims of crime from July 1 – December 31, 2022; sent out 11,699 notifications to victims across Wisconsin
- Served on Governor’s Council on Domestic Abuse and committed to working on a sub-committee dedicated to creating a statewide Domestic Violence Fatality Review Board
- OVSP Director appointed to the Council on Offender Reentry by Governor Evers

Goals and Ongoing Initiatives

- Training all eight Victim Services Specialists in victim-centered Victim Offender Dialogue facilitation
 - This allows victims of crime to initiate contact with their offender, a safe opportunity to express the grief, trauma and devastation they’ve experienced directly to the person who harmed them
- Continuing to provide information and trauma-informed support to victims throughout the state during the revocation, parole, restitution and healing process

OFFICE OF DETENTION FACILITIES (ODF)

The DOC has statutory responsibility for the regulation and oversight of local detention facilities, including county jails, houses of correction, secure juvenile detention centers, unlocked Huber facilities and municipal lockups. Through ODF, the DOC establishes reasonable standards for the design, construction, repair, maintenance, operation and management of these facilities. Regionally-located staff conduct annual inspections of each facility, provide technical assistance to local jurisdictions, training to jail staff, and coordinate a variety of efforts to assist sheriffs, administrators, police chiefs and other local officials in the operation and management of their facilities.

Accomplishments

- Facilitated training for police department municipal lockup staff in September 2022
- Presented at the Department of Justice’s (DOJ’s) new jail administrator training in September 2022
- Assisted in the planning of the statewide jail administrators conference in October 2022
- Assisted in the planning of the Wisconsin Jail Association conference in March 2023
- Assisted in collecting information from county jails and court-holding facilities for the DOJ’s federal compliance monitoring of the Juvenile Justice and Delinquency Prevention Act
- Consulted with DJC on the design for the new Type 1 Juvenile Facility in Milwaukee

Goals and Ongoing Initiatives

- Facilitating a statewide juvenile detention superintendents conference in May 2023
- Commencing work on revising administrative rule, Chapter DOC 346, Secure Detention for Juveniles

INTERNAL AFFAIRS OFFICE (IAO)

IAO is charged with conducting fair, impartial and thorough administrative investigations into allegations of misconduct so DOC can provide swift accountability for those who deserve it and quick relief for those who are found to be innocent. IAO investigates all allegations of serious staff misconduct, all allegations of supervisory misconduct and others as assigned. In addition to investigations, IAO also processes all appeals of complaints by Persons in Our Care (PIOCs) to the Office of the Secretary.

Accomplishments

- Referred 185 cases for investigation between July 1, 2022 and December 31, 2022
- Assisted members of the DOC Investigations Committee and trained 60 supervisors on best practices for conducting administrative investigations

REENTRY

The Reentry Unit's ultimate goal is crime reduction, fewer victims, reduced state and local criminal justice costs and safer families and communities.

Accomplishments

- Recognized the one-year mark of the Windows to Work program launching at three maximum-security institution expansion sites (Columbia Correctional Institution, Waupun Correctional Institution and Wisconsin Secure Program Facility)
 - 11 separate cohorts between the three facilities have been given the opportunity and 79 PIOC's have enrolled to become more employment ready during their last 3-12 months of incarceration
- 69 students completed a short-term Career Technical Education Academy and 40 students completed a short-term training program in a DOC mobile training lab from August 2022 to February 2023
- Developed a plan to integrate and enhance employment and education opportunities for Windows to Work participants with help from Kettle Moraine Correctional Institution (KMCI), Racine Correctional Institution (RCI) and Racine Youthful Offender Correctional Facility (RYOCF) Job Center Staff and Windows to Work Staff
- Supported 314 Opening Avenues to Reentry Success (OARS) program participants from August 2022 to February 2023

Goals and Ongoing Initiatives

- Analyzing data from the domestic violence screening tool pilot and utilizing the information to develop domestic violence/intimate partner violence program standards
- Providing pre-release employment services at 10 institution-based Job Centers and one mobile Job Center
- Partnering with the Bay Area Workforce Development Board (WDB) and Southeastern WDB through the Adult Reentry and Employment Strategies Grant to deliver correctional evidence-based practices for community providers in March and April
- Improving collaboration among the reentry population through the development of Wisconsin Reentry Access for Providers (WRAP), an information-sharing application for returning citizens and community providers. Piloting of the application will begin later in 2023
- Modifying pre-release modules for those releasing to our communities
- Implementing an OnBase e-form to apply directly to the State Public Defender's Office for a Determination of Indigency and Appointment of Counsel for geriatric and extraordinary health condition petitions to modify bifurcated sentences
- Launching a webpage of County resources for DOC staff to utilize during release planning
- Continuing to increase access for PIOC's to Reentry Legal Services (RLS)

BUREAU OF HUMAN RESOURCES

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The Bureau of Human Resources (BHR) is responsible for all HR Services at the Department of Corrections. The functional areas managed by BHR include: classification, compensation, recruitment/staffing, payroll/benefits, employment relations, harassment/discrimination complaints, medical leave management and other employee services. The team of professionals is spread throughout the state with a portion in central office and the balance in small field offices located in every adult institution and at Lincoln Hills School/Copper Lakes School.

Accomplishments

- Realized an increase for several positions through Raised Minimum Rates (RMR) to include Social Work, Admin Support and Blue Collar positions
- Implemented pilot add-ons for healthcare positions working at high-vacancy sites to include add-ons for Nurse Clinicians (Registered Nurses), Licensed Practical Nurses and Nursing Assistants
- Continuing to promote several add-ons for security staff, including:
 - \$4.00 pilot add-on for security employees and their supervisors
 - \$2.00 add-on for COs, Sgts, YCs and YC-As at max sites (Comp Plan)
 - \$5.00 add-on for COs and Sgts at DAI facilities with more than a 40% combined vacancy rate for security staff (Comp Plan)
 - \$5.00 pilot add-on for YC/YC-A employees at LHS/CLS as a retention incentive to stay until conversion to an adult facility
- Updated recruitment videos used to attract new candidates to the agency and posted to DOC's Career page
 - Includes a general hiring video and nine additional videos for specific job categories or units including Officers/Security, Healthcare, Monitoring Center, Probation and Parole Agents, Maintenance, Teachers, Social Workers, Youth Counselors and a general Copper Lake School/Lincoln Hills School video highlighting the opportunities available in juvenile corrections
- Launched a 30-day social media marketing campaign to recruit Correctional Officers in partnership with a law enforcement recruiting firm, All-Star Talent
 - 583 individuals expressed interest in learning more about the Department and 78 of the individuals have applied for a Correctional Officer position, so far
- Hired a team of six individuals dedicated to hiring Correctional Officers
 - Making improvements in the process and reducing the time it takes from application to hire (currently 39 days on average)
- Sent emails about career opportunities to a list of individuals identified by the Department of Safety

BUREAU OF HUMAN RESOURCES

and Public Service (DSPS) as licensed or certified Registered Nurses, Psychologists and Social Workers

- Implemented a referral bonus program for employees at 24/7 facilities referring new hires (Comp Plan)
- Conducted a climate and engagement survey for staff feedback
- Revised policies such as the Additional Hours of Work Policy to help with overtime concerns
- Implemented schedule changes to provide relief at 24/7 sites
- Began utilizing ePerformance to help with more consistent and efficient performance evaluation practices

Goals and Ongoing Initiatives

- Supporting an enhanced pay structure for correctional officers, sergeants, psychiatric care technicians and youth counselors in an effort to address critical recruitment and retention needs
- Continuing the use of billboard advertising in key locations across the state when available, advertising with AllOver Media to display our ads over gas pumps at various locations, utilizing truck wraps and sending recruitment fliers out through mass mailings
- Hosting a virtual open house in April to boost the hiring of veterans and sending HR and DOC employees to various recruitment fairs hosted by colleges, universities, professional organizations and local municipalities
- Began an IT classification survey inclusive of all Enterprise IT classifications in February 2023
- Partnered with Bally Sports, iHeart Media, Telemundo and several local TV and Radio stations to air commercials during 2022 and so far in 2023
 - Making improvements in the process and reducing the time it takes from application to hire (currently 39 days on average)

DIVISION OF ADULT INSTITUTIONS

DIVISION OF ADULT INSTITUTIONS

DAI protects the public through the secure and humane treatment of Persons in our Care (PIOC).

Accomplishments

- Re-opened the “New Beginnings Restaurant” located at Oshkosh Correctional Institution (OSCI) during visitation to serve food to persons in our care and their visitors
 - This allows the culinary arts students, apprentices and workers to learn practical skills in an operational kitchen while learning how to handle the stress of orders during rush periods
- Partnering with DEFY Ventures and UW-Extension to offer the Entrepreneurs in Training (EIT) program to young men at the Warren Young School at Racine Youthful Offender Correctional Facility (RYOCF)
- Working with the Certified Peer Specialists at Robert E. Ellsworth Correctional Center (REECC) to provide personal and professional development through a book club
 - Aimed to help support the wellness of peer specialists who often experience burnout, they will be given an opportunity to read a book selected to stimulate reflection and discussion in a safe space
- 18 women from the Computer Numerical Control (CNC) cohort at REECC attended Women in Manufacturing Day at Gateway Technical College, exploring a wide range of in-demand, high-paying careers in manufacturing and trades that promise job security, stability and success
- Black River Correctional Center PIOCs assisted Monroe County Emergency Management in cleaning up tornado damage
- St. Croix Correctional Center conducted a food drive to benefit the New Richmond food pantry, Two Fish.
- Stanley Correctional Institution (SCI) celebrated its 20th anniversary by holding a ceremony open to the public and staff to showcase achievements and community enhancement since opening in January 2003
- Held the first Literacy Link program in collaboration with Chippewa Valley Correctional Treatment Facility (CVCTF) and the University of Wisconsin, Division of Extension, which brings evidence-informed literacy and learning opportunities to young children with incarcerated parents.
 - Participating PIOCs recorded a video reading a book to their child, which allows the child to watch and read along with their parent at any time
- Hosted a luncheon in recognition of PIOCs who participated in the dog program at Oshkosh Correctional Institution
- NLCI’s OccuPaws’ Program welcomed a seeing-impaired client of OccuPaws as a guest speaker to explain the positive impact having a seeing eye dog has on her life

DIVISION OF COMMUNITY CORRECTIONS

- Kettle Moraine Correctional Institution (KMCI) held its annual 2022-2023 Influenza Vaccination Clinic with the support of Moraine Park Technical College (Fond du Lac) nursing students, vaccinating approximately 500 PIOC's within 3 hours
- Expanded opportunities for student learners within the Institutions including Nursing, Nurse Practitioner, Physician Assistant and Medical students
- Opened the Assisted Needs Unit at Oakhill Correctional Institution (OCI)

Goals and Ongoing Initiatives

- Continuing to implement innovative recruitment and retention strategies in collaboration with the Bureau of Human Resources
- Continuing to work towards providing more comprehensive and effective opioid use disorder treatment to the persons in our care, as well as enhanced response to suspected overdoses
- Beginning a pilot for DAI's new Instrument for Custody Classification (IFCC)

DIVISION OF COMMUNITY CORRECTIONS

The mission of DCC is to enhance public safety through the supervision of clients placed by the courts on probation, parole or extended supervision in the community.

Accomplishments

- Continued to see a downward trend in revocations, which can be found on the Revocations and Other Responses to Violations Dashboards
- Teamed up with DAI to virtually host the 2nd Annual "2023 DOC MAT and Harm Reduction Conference - Building Hope/Reducing Stigma", created to increase learning opportunities for best practices working with opioid use disorders
- Completed Fentanyl Strip distribution pilot and Fentanyl Strip distribution to all regions

Goals and Ongoing Initiatives

- Combatting the opioid epidemic through Medication Assisted Treatment (MAT), Naloxone Boxes, Prescription Drug Monitoring Program, opiate history flag, fentanyl education and naloxone distribution
- DOC overdose fatality review team reviews two deaths per month, and recommends any needed policy and practice changes
- Opioid advisory team meets weekly to offer support to agents struggling with clients who suffer with opioid use disorder

DIVISION OF JUVENILE CORRECTIONS

DIVISION OF JUVENILE CORRECTIONS (DJC)

DJC works to reduce delinquent behavior, and promote safety for victims and the community.

Accomplishments

- Received approval from Milwaukee Common Counsel to construct a new Type 1 youth correctional facility
- Significantly increased the number of Substantial Compliance findings by the federal court monitor at Lincoln Hills School/Copper Lake School (LHS/CLS)
- Fell below the national average on both the length of time youth are placed in administrative confinement and the use of mechanical restraints
- Finalized quality assurance and quality improvement system at LHS/CLS
 - DJC is now using data to drive decision making and move forward with improvements
- Implemented a new behavioral motivation system focused on reinforcing pro-social behaviors and addressing non-compliant behaviors with treatment responses
- Less than 8% of the youth on aftercare returned to a Type 1 facility
- Developed enhancements to GROW Academy's hydroponics growing system
- Received approval to develop a new outdoor basketball court at GROW Academy

Ongoing Goals/Initiatives

- Finalizing the interior design of the new Milwaukee Type 1 youth facility
- Continuing to make progress during each federal monitoring period
- Receiving approval and final announcement of Administrative Code 376 which incorporates substantial changes at LHS/CLS such as:
 - Providing stringent time limits on Administrative Confinement
 - Prohibiting the use of punitive confinement
 - Prohibiting use of chemical agents
 - Strictly limiting the use of mechanical restraints -- mechanical restraints may only be used when they are determined to be the least restrictive means of addressing an imminent threat of physical harm and during secure transports
 - Prohibiting strip searches without probable cause -- a strip search may only be conducted if facility staff have probable cause to believe that a youth possesses drugs or weapons that could not be found through less intrusive means

DIVISION OF MANAGEMENT SERVICES (DMS)

DMS provides the analytical and operational services that support all agency policies, programs and service delivery initiatives.

Accomplishments

- From January 2022 -- June 2022:
 - Received and processed a total of 2,280 public records requests
 - Received and processed 1,616 medical information requests, 3,365 intake health care records, and 1,925 released health care records
 - Trained 143 DOC leaders and supervisors in Leadership Ops, and trained 132 aspiring DOC leaders in Leadership Prep training sessions
 - 187 Correctional Officers completed the pre-service academy and 118 Probation and Parole Agents completed Agent Basic Training
 - Implemented a revised Facility Staff Training & Support (FSTS) program for all new uniformed and non-uniformed staff working in facilities
 - Prepared and submitted the Department's 2023-25 Biennial Budget request
 - Submitted over 100 capital projects and went to Architectural/Engineering(A/E) selection with 8 all-agency projects; 660 active projects statewide
 - Added functionality to the Electronic Medical Records (EMR) system to allow old paper records to be scanned and converted to electronic format and stored in EMR
 - Implemented a data catalog tool that will help the Department identify, understand, and manage its data assets and will improve consistency in reports produced for the public
 - Upgraded the platform DOC's Bureau of Technology Management uses to develop new application systems to ensure future changes can be responded to rapidly, security vulnerabilities are minimized, and security compliance is maintained
 - Replaced 800 aging PCs and laptops and deployed "clearbook" laptop devices to support Fall 2022 education classes for PIOC's
 - Replaced 500 aging surveillance cameras and updated 20 DCC sites with upgraded surveillance technology

Goals and Ongoing Initiatives

- Developing enhancements in the electronic medical records system, including e-prescribe functionality, e-signature, and an online portal for PIOC's/clients
- Working with the Reentry Unit to develop a system that allows for the sharing of specific case planning information with identified community providers
- Project planning for large-scale conversion of all paper medical files to electronic format
- Conducting a curriculum review and evaluation of the Agent Basic Training program

