

FRIENDS & FAMILY RESOURCE GUIDE

NOVEMBER 2024



Table of Contents

Department Information	3
Victim Services	3
Division of Adult Institutions	4
Facility Locations.....	4
Map of Facilities and Division of Community Corrections Regions.....	9
Acronyms/Abbreviations Commonly Used in Corrections	9
Commonly Used Terms and Definitions	12
Classification, Reclassification, and Assessments.....	14
General Visiting Information for all DAI facilities	18
Connecting with Your Loved One	22
Programming, Work, and Recreation	24
Money, Mail, and Property.....	28
Overview of Key Staff Roles and Responsibilities.....	33
Division of Community Corrections	41
Probation and Parole Offices, Locations, and Contact Info.....	41
Standard Rules of Supervision	43
Supervision Fees	45
Programming and Services	47
Employment.....	47
Division of Juvenile Corrections	50
Information for Families of Youth in DOC's Care.....	50
Act 185	52
Visitation	56
Services for Youth	57
Health Services.....	61
DJC Community Supervision	63
Complaint Process: Youth Complaints and Appeals.....	64
Disciplinary Process Within DJC.....	65
Resource Guide Feedback	67

Friends and Family Resource Guide

Last Updated: November 2024

Resource Guide Purpose Statement

The Wisconsin Department of Corrections understands incarceration can be difficult for the persons in our care (PIOCs), their friends, and their family members. This guide was created as a resource to help loved ones navigate the Department of Corrections and better understand the agency's processes.

Support is an important part of incarceration, and we hope the information shared here helps you continue to support your loved one.

Department Information

Department of Corrections (DOC) Mission

Protect the public, our staff, and those in our charge.

Provide opportunities for positive change and success.

Promote, inform, and educate others about our programs and successes.

Partner and collaborate with community service providers and other criminal justice entities.

Public Website

Additional information can be found on our public website at doc.wi.gov.

General Questions

For additional questions or information, please email DOCGeneral@wisconsin.gov.

Records Requests

The DOC is committed to openness and transparency, which includes fulfilling its obligations under [Wisconsin's public records law](#). To submit a records request, please visit our [Public Records Center website](#).

Victim Services

The Office of Victim Services and Programs (OVSP) is committed to addressing the effects of crime and restoring a sense of safety to victims, survivors, and communities through a variety of services including information, support, and advocacy. OVSP employs victim advocates who serve crime victims/survivors after an offender has been sentenced to the Department of Corrections (DOC), either for incarceration or community supervision. OVSP maintains a satellite office in Milwaukee to provide direct services to crime victims who reside in the Milwaukee area.

Because a victim's life can be significantly changed as a result of crime, DOC believes that victims deserve access to information about persons in our care (PIOCs) as well as supervised clients, and services that may assist in recovery. Victim advocates strive to help victims understand and exercise their rights as they relate to DOC and the criminal justice system.

Friends and Family Resource Guide

Last Updated: November 2024

Victims can contact OVSP with questions about an offender's status and location, restitution, the parole process, release, unwanted contact from offenders, rules of community supervision, and other DOC-related issues. Our goal is to promote safety and restore some control in the lives of victims and others who have been affected by crime. If you or someone in your life is a crime victim and needs information or advocacy, please contact OVSP at (608) 240-5888 or email DOCOVSPAdmin@wisconsin.gov.

Division of Adult Institutions

Facility Locations

A list of all adult facilities, their locations, and phone numbers can be [found on our public website](#).

Below you will find the name of each facility, its phone number, and address.

**Please note facility addresses are no longer able to receive mail for PIOC's. See the below section, "Money, Mail and Property" for information about sending mail.*

Adult Facilities | Maximum Security

Columbia Correctional Institution

Phone: (608) 742-9100

Address: 2925 Columbia Drive

Portage, WI 53901-0950

Dodge Correctional Institution

Phone: (920) 324-5577

Address: 1 W. Lincoln Street

Waupun, WI 53963-0661

Green Bay Correctional Institution

Phone: (920) 432-4877

Address: 2833 Riverside Drive

Green Bay, WI 53407-9033

Waupun Correctional Institution

Phone: (920) 324-5571

Address: 200 Madison Street

Waupun, WI 53963-0351

Wisconsin Secure Detention Facility

Phone: (608) 375-5656

1101 Morrison Drive

Boscobel, WI 53805-1000

Friends and Family Resource Guide

Last Updated: November 2024

Adult Facilities | Medium Security

Fox Lake Correctional Institution

Phone: (920) 928-3151

Address: W10237 Lake Emily Road
Fox Lake, WI 53933-0147

Jackson Correctional Institution

Phone: (715) 284-4550

Address: N6500 Haipek Road
Black River Falls, WI 54615-0232

Kettle Moraine Correctional Institution

Phone: (920) 526-3244

Address: W9071 Forest Drive
Glenbeulah, WI 53023

Milwaukee Secure Detention Facility

Phone: (414) 212-3535

Address: 1015 N. 10th Street
Milwaukee, WI 53205-0740

New Lisbon Correctional Institution

Phone: (608) 562-6400

Address: 2000 Progress Road
New Lisbon, WI 53950-2000

Oshkosh Correctional Institution

Phone: (920) 231-4010

Address: 1730 W. Snell Road
Oshkosh, WI 54903-3530

Racine Correctional Institution – Sturtevant Transitional Facility

Phone: (262) 886-3214

Address: 2019 Wisconsin Street
Sturtevant, WI 53177-1829

Racine Youthful Offender Correctional Facility

Phone: (262) 638-1999

Address: 1501 Albert Street
Racine, WI 53404-0001

Stanley Correctional Institution

Phone: (715) 644-2960

Address: 100 Corrections Drive
Stanley, WI 54768-6500

Friends and Family Resource Guide

Last Updated: November 2024

Adult Facilities | Minimum Security

Chippewa Valley Correctional Treatment Facility

Phone: (715) 720-2850

Address: 2909 East Park Avenue

Chippewa Falls, WI 54729

Oakhill Correctional Institution

Phone: (608) 835-3101

Address: 5212 County Highway M

Oregon, WI 53575-0140

Prairie du Chien Correctional Institution

Phone: (608) 326-7828

Address: 500 East Parrish Street

Prairie du Chien, WI 53821-6000

Wisconsin Correctional Center System (WCCS)

Black River Correctional Center (BRCC)

Phone: (715) 333-5681

Address: W6898 E. Staffon Road

Black River Falls, WI 54615-6426

Drug Abuse Correctional Center (DACC)

Phone: (920) 236-2700

Address: 4280 N. Sherman Road

Winnebago, WI 54985-0036

Felmers O. Chaney Correctional Center (FCCC)

Phone: (414) 874-1600

Address: 2825 N. 30th Street

Milwaukee, WI 53210

Flambeau Correctional Center (FCC)

Phone: (715) 585-6394

Address: N671 County Road M

Hawkins, WI 54530-9400

Gordon Correctional Center (GCC)

Phone: (715) 376-2680

Address: 10401 E. County Road G

Gordon, WI 54838

Friends and Family Resource Guide

Last Updated: November 2024

John C. Burke Correctional Center (JBCC)

Phone: (920) 324-3460

Address: 900 S. Madison Street

Waupun, WI 53963-0900

Kenosha Correctional Center (KCC)

Phone: (262) 653-7099

Address: 6353 14th Avenue

Kenosha, WI 53143

Marshall E. Sherrer Correctional Center (MSCC)

Phone: (414) 343-5000

Address: 1318 N. 14th Street

Milwaukee, WI 53205-2596

McNaughton Correctional Center (MCC)

Phone: (715) 277-2484

Address: 8500 Rainbow Road

Lake Tomahawk, WI 54939-9558

Oregon Correctional Center (OCC)

Phone: (608) 835-3233

Address: 5140 County Hwy M

Oregon, WI 53575-0025

Sanger B. Powers Correctional Center (SPCC)

Phone: (920) 869-1095

Address: N8375 County Line Road

Oneida, WI 54155-9300

St. Croix Correctional Center (SCCC)

Phone: (715) 246-6971

Address: 1859 N. 4th Street

New Richmond, WI 54017-0036

Thompson Correctional Center (TCC)

Phone: (608) 423-3415

Address: 434 State Farm Road

Deerfield, WI 53531-9562

Winnebago Correctional Center (WCC)

Phone: (920) 424-0402

Address: 4300 Sherman Road

Winnebago, WI 54985-0128

Friends and Family Resource Guide

Last Updated: November 2024

Wisconsin Women's Correctional System (WWCS)

Taycheedah Correctional Institution (TCI)

Phone: (920) 929-3800

Address: 751 County Road K

Fond du Lac, WI 54936-1947

Milwaukee Women's Correctional Center (MWCC)

Phone: (414) 267-6101

Address: 615 West Keefe Avenue

Milwaukee, WI 53212

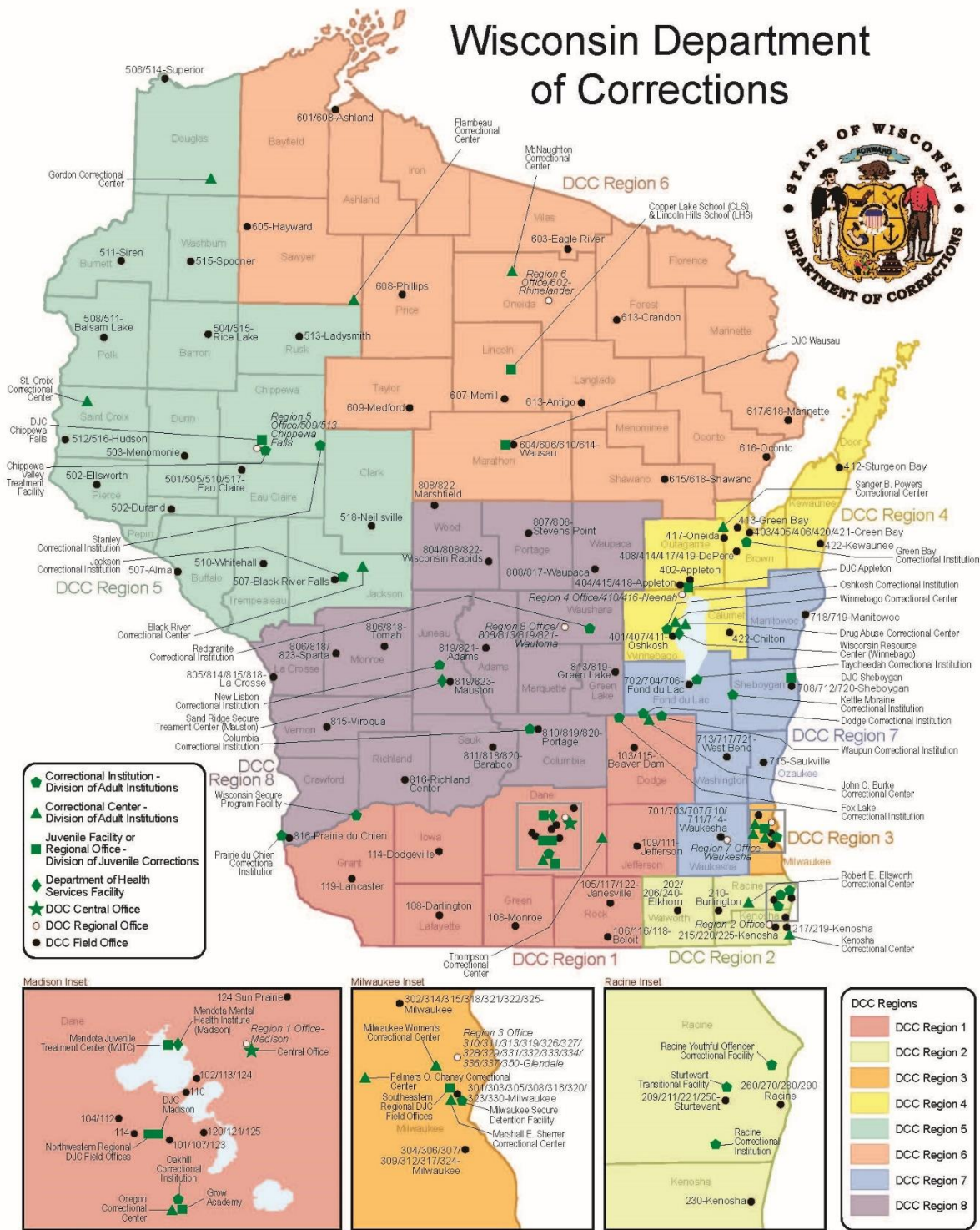
Robert E. Ellsworth Correctional Center (REECC)

Phone: (262) 878-6000

Address: 21425-A Spring Street

Union Grove, WI 53182-9408

Map of Facilities and Division of Community Corrections Regions



Acronyms/Abbreviations Commonly Used in Corrections

Friends and Family Resource Guide

Last Updated: November 2024

A&E: Assessment and Evaluation

A&E protects the public, staff and the persons in our care through a centralized classification system that establishes custody, placements and program needs. The A&E process is managed by the Bureau of Offender Classification and Movement.

ABE: Adult Basic Education

Programming that teaches basic and foundational skills such as reading, math, High School Equivalency Preparation, and General Education Development.

ADA: Americans with Disability Act

A civil rights law prohibiting discrimination against individuals with disabilities in all areas of public life.

ALJ: Administrative Law Judge

An impartial party from the Department of Administration who conducts a revocation hearing.

AOR: Agent of Record

The assigned Probation and Parole Agent to a client on parole or extended supervision.

BCE: Bureau of Correctional Enterprises

BCE enhances public safety by providing jobs and training to persons in our Care (PIOCs) while providing quality products and services to customers.

CO: Central Office

DOC Headquarters, located in Madison, Wisconsin.

CO: Correctional Officer

A person responsible for the custody, safety, security, and supervision of persons in our care in a Division of Adult Institutions facility.

CTE: Career Technical Education

An education program that combines academic, technical skills and training. The CTE program includes 23 vocational areas of study, with 13 possible apprenticeship opportunities.

CIP: Challenge Incarceration Program

An earned release program that includes manual labor, military drill and ceremony, strenuous physical exercise, and treatment directly related to the participant's criminal behavior.

DAI: Division of Adult Institutions

DAI supervises more than 20,000 persons in our care who have been sentenced by a court to a term of incarceration or re-incarceration due to revocation of their community supervision placement. The Division oversees 36 adult correctional facilities and three bureaus.

DCC: Division of Community Corrections

Friends and Family Resource Guide

Last Updated: November 2024

DCC is charged with supervising more than 68,000 people placed on probation, parole, or extended supervision in the community.

DJC: Division of Juvenile Corrections

DJC is responsible for operating Type 1 juvenile correctional facilities, Copper Lake School and Lincoln Hills School, and for providing correctional supervision in communities throughout Wisconsin after youth leave a juvenile correctional facility.

ERP: Earned Release Program

An early release treatment program for eligible incarcerated persons with recognized substance use disorders.

JOC: Judgement of Conviction

A final judgment of guilt in a criminal case and the punishment that is imposed by the court.

PO: Probation and Parole Agent

Agent who supervises individuals on community supervision and provides investigative services to the courts, the Division of Adult Institutions, and the Parole Commission to aid in sentencing and community reentry planning.

PSI: Pre-Sentence Investigation

An investigation leading to a confidential report prepared by a Probation and Parole Agent, completed after an individual's conviction but prior to sentencing.

PSU: Psychological Services Unit

A unit consisting of Psychologists, Crisis Intervention, Clinical Social Workers, and related staff which is designed to effectively identify and treat patients with mental health issues, prioritizing resources for those with serious mental health needs.

SUD: Substance Use Disorder

Patterns of symptoms caused by using a substance or substances that an individual continues taking despite its negative effects.

THS: Transitional Housing Services

Temporary housing provided to clients which include apartments or multiple single or double-occupancy bedrooms in a residential facility. These are typically available to clients for 30 to 60 days.

TIS: Truth in Sentencing

Any person who commits a felony on or after December 31, 1999, and is sentenced to at least one year of confinement in prison must serve a bifurcated sentence consisting of two parts: 1) an initial term of confinement which the entirety must be served in prison; and 2) a term of extended supervision (ES) served in the community. Any person who commits a felony offense

Friends and Family Resource Guide

Last Updated: November 2024

under TIS and is sentenced to at least one year of prison will not be eligible for parole.

Commonly Used Terms and Definitions

Absconded: The status of a person on active community supervision who has stopped reporting to their agent.

Canteen: Items for purchase by persons in our care within a Division of Adult Institution facility, such as personal items and snacks; also known as, “commissary”.

Classification: The ongoing process of collecting and evaluating information about each person in our care to determine their risk, need for treatment and programming, and their appropriate placement.

Client: A person who is currently on active community supervision.

Concurrent Sentence: Occurs when a person can serve more than one sentence at the same time, with the longest sentence taking precedence over others.

Consecutive Sentence: Occurs when a person must complete their sentence for one offense before beginning their sentence for any other offense.

Contraband: Illegal or banned items found in a secure facility.

Correctional Center: A small, minimum-security facility used to prepare persons in our care for safe and successful reintegration into the community. Most persons in our care at a correctional center are beginning the transition process back to society.

Convicted: When a person is found guilty in a court.

Count: Division of Adult Institution staff conduct counts at designated times throughout the day to account for every person in our care.

Custody Level: The degree of supervision assigned to a person in our care while incarcerated.

Detainer: An official order to hold someone with an active warrant in custody. Also known as an “Order to Detain.”

Discharge: An official completion of DOC incarceration or supervision.

Extended Supervision: The community supervision portion of a sentence that is served after a period of incarceration under Truth-in-Sentencing.

General Population: Persons in the main population in a Division of Adult Institution facility who have not been separated into special housing.

Housing Unit: Areas where persons in our care are housed.

Intake: The process of entering the Division of Community Corrections system.

Parole: A person's conditional and early release from prison before reaching their mandatory release date.

Friends and Family Resource Guide

Last Updated: November 2024

Parole Commission: The final authority for granting discretionary paroles or early release from prison for crimes committed before December 31, 1999.

Person in our Care: Refers to a person who is incarcerated at a state facility.

Probation: A sentence given as an alternative to confinement that a person may complete in the community where they will be assigned an agent.

Pre-Sentence Investigation: An investigation leading to a report prepared by a Probation and Parole Agent, completed before an individual's sentence but after conviction.

Psychological Services Unit: Made up of employees classified as Psychologist Supervisors, Psychologist-Licensed, Psychological Associates, Crisis Intervention Workers, Psychological Services Assistants, Clinical Social Workers, or any other clinical classification that is directly supervised by Psychological Services.

Reception: The process of a person entering the Division of Adult Institution system.

Restitution: Compensation of certain expenses incurred by a victim of a crime and ordered by a judge after conviction.

Restrictive Housing: Housing used for disciplinary segregation or administrative segregation which involves limited interaction with other persons in our care, programming opportunities, and property.

Sanction: A specific response or disposition to a violation by a client on probation, parole or extended supervision.

Supervision Fees: Monthly costs owed to the Department of Corrections by the client, based on income and length of supervision term.

Violation: Behavior that goes against a client's rules of community supervision, court-ordered conditions, and/or the law.

Court Process and Sentencing to the Department of Corrections



State Prison vs. County Jail

Friends and Family Resource Guide

Last Updated: November 2024

A judge determines the length and location of a sentence. Generally, the difference between jail and prison is the length of stay and the seriousness of an offense.

Jails are designed for shorter stays (under a year) which are usually a result of misdemeanor convictions or a person awaiting trial/sentencing. County jails are managed and operated by the individual counties.

Prisons are designed to hold people for longer stays which are usually the result of felony convictions. The State of Wisconsin operates prisons. A person sentenced to prison in Wisconsin is placed in the care of the Wisconsin Department of Corrections during their sentence.

Classification, Reclassification, and Assessments

The Bureau of Offender Classification and Movement (BOCM) protects the public, staff, and PIOC's through a centralized classification system to establish custody, placement, and program needs for incarcerated individuals. The classification system safely affords individuals the opportunity to address their successful reentry into the community and engage in programming to reduce their risk of re-offending.

Initial Classification: After sentencing, the individual will arrive at a Division of Adult Institution intake facility. Intake occurs at Dodge Correctional Institution or Milwaukee Secure Detention Facility for males, and Taycheedah Correctional Institution for females. Individuals are placed in reception status during this time and assigned a classification specialist. BOCM staff make decisions regarding an individual's custody, placement, and program needs.

Reclassification: Following initial classification, individuals are reviewed at least every 12 months by a reclassification committee. During reclassification, an individual's custody, placement, and programming are reevaluated and adjusted based on changes occurring during the individual's incarceration.

How long is a person in Reception?

Generally, a person is in reception status for approximately eight (8) to twelve (12) weeks, though this time may vary. A part of the reception process includes classification. Upon completion of the classification process, the individual will be assigned to a permanent institution and moved once a bed is available at that location. Many factors impact movement, so patience is appreciated throughout the process.

Custody Levels

An individual is assigned one of following custody levels:

1. Maximum
2. Medium
3. Minimum
4. Minimum Community

Factors in assigning custody levels include are defined in DOC Chapter 302.11. Classification may consider any of the following factors when assigning custody:

Friends and Family Resource Guide

Last Updated: November 2024

1. The nature, number, and severity of each offense. In evaluating the nature and severity of an offense, the department may consider the following:
 - (a) Potential of physical danger to another.
 - (b) Harm done to the victim in the commission of the offense.
 - (c) Whether the inmate exhibited physical aggressiveness that exposed another to harm.
 - (d) Aggravating or mitigating factors in the commission of the offense.
 - (e) Motivation for the offense.
2. Length of sentence being served.
3. Length of time in a particular custody classification, overall time served during the current period of incarceration, and time remaining to serve.
4. Attitude regarding the offense and sentence.
5. Criminal record and juvenile delinquency adjudications.
6. Conduct and adjustment during current or prior confinements or community supervision.
7. Record of escape or walk away from an institution or a mental health facility or absconding from probation, parole, or extended supervision.
8. Security threat group incidents, activities, or affiliations.
9. Gender
10. Age
11. Medical, dental, and mental health status, including physical or psychological treatment and observation.
12. Risk to a victim, witness, general public, or persons in our care. In determining this risk, the department may consider the general public's perception of the offense and the person in our care.
13. Performance or refusal to participate in programs, treatment, or services associated with identified needs.
14. Pending legal process, notification, or detainer.
15. Parole Commission actions, stated expectations of the parole commission, and the likelihood of a release during the review period.
16. History or characteristics of predatory behavior towards others.
17. History or characteristics of vulnerability to hurt or harm by others.
18. The results of assessments or instruments developed to assist with the assignment of custody classification.

Facility Placement

The BOCM staff considers assigned custody and the Division of Adult Institution (DAI) facility placement criteria and/or DAI policies when recommending placement. In general, the custody assigned will match the security designation of the facility. Facility placement also includes the need for review and consideration of program needs, dental, medical, and/or psychological needs.

Program Needs

Friends and Family Resource Guide

Last Updated: November 2024

BOCM assigns primary program needs which include anger management, academics, cognitive-behavioral program, domestic violence, employment, substance use disorder, and vocation.

Programs are assigned based on the Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) criminogenic needs scales and/or a comprehensive review of all collateral information (e.g., Alternative Screening Tool (AST), file information, individual interview and professional judgment). If an individual does refuse a COMPAS Assessment, BOCM assigns programs based on all other available information. Program assignments are evaluated/reviewed again when the individual completes the COMPAS assessment.

Sex offender Treatment Evaluations are completed by psychological services, when applicable.

At every classification update, an individual's eligibility and suitability for the Challenge Incarceration Program and the Earned Release Program is reviewed and updated.

Property Rules in Reception Status

The following is a list of the authorized property accepted upon intake to Dodge Correctional Institution:

- Address book (limit 1). No spiral or metal.
- Embossed envelopes (30). No stamped, loose stamps, metered envelopes, or pre-stamped return address.
- Photos/photocopied pictures (15). Gang related, polaroid, photos depicting nudity or digitally altered photos are not permitted.
- Prescription eyeglasses and glass case (2 pairs). No metal hinges/hard cases.
- Contact lenses will only be permitted when a person does not possess prescription eyeglasses. Must be medically necessary and approved. No cleaning solutions permitted.
- Dentures and storage container.
- Watch (1). Clear plastic style only. No alarm, timers, leather bands, or lights. Time/date functions only. Single thickness, maximum bandwidth 1 inch.
- Personal ring (1). Only one stone or gem must be embedded into the surface of the ring and must meet established band thickness/width regulations.
- Personal letters (5).
- Legal materials. Active/open cases only; no books or pamphlets.
- Hearing aids.
- Bible or Koran (1), or approved religious book.
- Personal ID (social security card, driver's license, birth certificate), no wallets.
- Medical appliances (leg, arm, neck/back braces, prosthesis, etc.) with medical approval.
- Medical alert medallion or bracelet: must meet DOC size specifications.
- Medicine bag.
- Religious emblem (emblem chains are not permitted).
 - Religious emblems are limited to designated faith, subject to chaplain approval.

The following is a list of the authorized property accepted upon intake to Taycheedah Correctional Institution:

Friends and Family Resource Guide

Last Updated: November 2024

- Address book (limit 1)
- Embossed envelopes (30)
- Photos/photocopied pictures (50)
- Prescription eyeglasses (2)
- Dentures
- Watch (1)
- Personal letters (25)
- Legal materials
- An approved religious book
- Social security card
- Birth certificate
- Driver's license/state identification card/passport
- Forward health card
- Hearing aids/medical appliances
- Medical alert bracelet or medallion
- Religious emblem
- Medicine bag
- Wedding ring

Property Provided to Persons in our Care by DOC

- Institution and unit handbooks
- Clothing (institution shirt and pants, t-shirt, underwear, socks, gym shorts, shoes, coat, hat, gloves)
- Bedding (two sheets, pillowcase, blanket)
 - An additional blanket is provided from September through June
- Towels
- Cup
- Soap and soap dish
- Toothbrush and toothpaste
- Deodorant
- Razor
- Comb
- Pens and pad of paper
- Nail clipper
- Feminine hygiene products are provided as needed (Taycheedah Correctional Institution)
- Hair tie

*Hygiene items are replaced as needed.

Friends and Family Resource Guide

Last Updated: November 2024

General Visiting Information for all DAI facilities

Becoming an Approved Visitor

All individuals who wish to visit a person in our care (PIOC) must be listed on the individual's approved visitor list. A completed DOC-21AA Visitor Questionnaire must be submitted for all prospective visitors, including minor children. It is the PIOC's responsibility to obtain and mail the DOC-21AA to a prospective visitor. Proposed visitors must mail the completed form to the institution for processing. If approved, PIOC's will be notified that a visitor has been added to their visiting list. Applicants may be denied approval for visitation for a number of reasons, which are specified in [DAI Policy 309.06.01](#). Applicants who are denied approval will receive a written notice.

Persons under the age of 18 must obtain the consent of a non-incarcerated parent or legal guardian prior to visiting, which must be documented on the DOC-21AA. All visitors under the age of 18 must be accompanied during visitation by an adult that is on the PIOC's approved visitor list unless the minor visitor is the legal spouse of the PIOC.

Each adult facility has [site-specific visiting information](#) on its webpage, including visiting hours, the number of visits allowed per week, the number of visitors allowed per visit, how to schedule visits, and other rules and procedures. New visitors may also wish to contact the respective facility with questions prior to visitation. To determine how to schedule, select the facility from the list on [the Adult Facilities page](#) to find more information on how to schedule a visit. You can also call the institution directly.

<https://doc.wi.gov/Pages/OffenderInformation/AdultInstitutions/AdultFacilities.aspx> **Visits While at an Intake Site**

Dodge Correctional Institution (DCI):

- Visits are not allowed during the first three (3) days that an individual is in intake status.
- While in reception status, persons are allowed a maximum of four visitors whom are close family members on their visiting list. A "close family member" is defined as a person's natural, adoptive, step or foster parent, spouse, children, grandparents, grandchildren, or siblings. A parent surrogate is within the definition of a parent if an individual substantiates that a claimed surrogate did in fact act as a parent to the individual, but the parent surrogate was not an adoptive, foster, or step-parent.
- Please refer to the DCI Handbook on the DOC public website for specific visiting regulations.

Taycheedah Correctional Institution (TCI):

- Visits with individuals are allowed once approved on the visiting list. Please refer to the TCI Handbook on the DOC public website for specific visiting regulations.

Milwaukee Secure Detention Facility (MSDF):

- All visits at MSDF are by video conferencing only. Please refer to the MSDF Visiting Guidelines for more detailed visiting information. <https://appsdoc.wi.gov/lop/welcome>

Friends and Family Resource Guide

Last Updated: November 2024

Scheduling a Visit

If approved, visitors are asked to schedule their in-person visits at least two business days (excludes Saturdays, Sundays, and holidays) in advance. Those without internet access can call the institution's main line. Whether calling or emailing, visitors are asked to specify whether they are requesting a virtual or in-person visit.

Each facility has a different scheduling process. Select the facility from the list on the Adult Facilities page to find more information on how to schedule a visit, or call the institution directly.

Visitation Rules - General Visiting

Each adult facility has [site-specific visiting information](#) on its webpage, including visiting hours, the number of visits allowed per week, the number of visitors allowed per visit, and other rules and procedures. New visitors may wish to contact the respective facility with questions prior to visitation.

Vehicles, Parking, and Facility Grounds

All verbal and non-verbal communication with PIOC's from outside the approved visiting area is prohibited. This includes speaking, waving, and the sounding of horns or blinking of headlights.

Loitering in the parking lots is prohibited. Any person accompanying a visitor who is not visiting a person in our care must leave the facility. Animals may not be left unattended in vehicles.

Vehicles must be secured (windows rolled up, doors locked). If your vehicle is found unsecured, your visit may be terminated. Disabled or stalled vehicles must be immediately reported to the lobby sergeant. Any vehicle left on state property for more than 24 hours may be ticketed or towed at the owner's expense.

Some facilities may require the use of street parking or a parking ramp. Visitors are encouraged to read signage on roadways, ramps, and meters to ensure parking restrictions are followed.

Special Visiting Rules

For individuals traveling a significant distance for an in-person visit, an extended visit may be requested. A PIOC must initiate the request for a special visit with their social worker. The PIOC's social worker must complete a DOC-115 form at least five (5) business days in advance of the anticipated visit. The social worker will notify an individual of approval or denial of this request. The frequency of extended visits may be limited by facility procedures.

Prohibited Items

The following items are prohibited at all Division of Adult Institution facilities. This is not a complete list of prohibited items. Visitors should review site-specific visiting information available on the facility webpage or contact the facility directly for more information:

Friends and Family Resource Guide

Last Updated: November 2024

- Weapons
- Cell phones, cameras, pagers, recording equipment, and all other electronic devices.
- Illegal drugs
- Alcohol
- Tobacco and related products
- Matches and lighters
- Purses
- Strollers
- Money or other items intended to be given to a PIOC.
- Reading materials or other papers, without prior approval.
- Pets or other animals, except for those required as service animals for persons with disabilities.
- Food/beverage (exceptions exist at some centers). Vending machines may be available inside the visiting room.

Allowed Items

The following items may be brought into facilities upon passing inspection. This is not a complete list of allowed items. Visitors should review site-specific visiting information available on the facility webpage or contact the facility directly for further information:

- Money, not to exceed \$20 per visitor.
- Comb, pick, or brush, limited to one per visitor.
- Up to two (2) baby blankets per child.
- Up to four (4) diapers per child. Diaper bags are not allowed.
- Up to two (2) plastic baby bottles per child.
- One (1) hand-held baby seat per child.
- Diaper wipes, which must be kept in a clear plastic bag.
- One (1) pacifier per child.
- One (1) coat and one (1) pair of gloves per visitor.
- Headwear (provided it does not conceal identity).
- One (1) facility locker key.
- Medically necessary medications, which may include inhalers, nitroglycerin, EpiPens, etc.

Arrival & Entrance

Visitors should arrive no more than 15 minutes prior to the start of visiting hours. Upon arrival at the lobby, visitors may be required to complete a DOC-176 Request to Visit Offender. A visitor's hand may be stamped by security staff and checked when entering and leaving secure areas.

Visitors ages 16 or older must provide photo identification. Acceptable forms of photo identification include:

- Valid state driver's license
- Valid passport or visa
- Valid Department of Transportation (DMV) photo ID
- Valid military identification card

Friends and Family Resource Guide

Last Updated: November 2024

- Valid tribal photo ID

Visitors who do not possess photo identification as a requirement of their religion should contact the institution before visiting. Institution leadership will approve other forms of identification on a case-by-case basis and may ask for additional documentation to confirm a visitor's identity.

Only visitors on an PIOC's approved visiting list will be permitted to visit. Anyone denied visitation must leave facility property immediately. Waiting in vehicles or parking lots is not allowed.

Metal Detectors

Visitors will not be permitted entry to the visiting room if they are unable to successfully clear a metal detector within three attempts. In order to expedite the entrance process, visitors should avoid wearing metal jewelry or clothing with metal, such as buckles, snaps, bib overalls, and undergarments with wire.

Special Accommodations

Accommodations for visitors who are unable to successfully walk through and clear the metal detector due to a medical appliance/assistive device should be noted using a DOC-2424 Visitor Requesting Accommodations form. This form is available for download in [English](#) and [Spanish](#), and it can also be requested by checking a box on the DOC-21AA Visitor Questionnaire. The visitor's physician must complete, sign, and return the form via fax or mail to the institution security director or center superintendent for approval prior to the visitor being allowed entrance.

[A list of ADA Compliance Managers is available here.](#)

Visiting Areas

Each institution has a designated visiting area. Some correctional facilities have both indoor and outdoor visiting areas, which may be used during appropriate times of the year. Visiting area rules are specified in each facility's visiting information handbook. These handbooks are available [on the DOC public website](#) under the specific facility link.

No-contact Visits

PIOCs in restrictive housing or under no-contact visiting restrictions may have additional restrictions imposed, such as the required use of audio-visual equipment or limits placed upon visiting hours, length of visits, or the number of visitors per visit. Visitors may call the facility and ask to speak to the operator to determine if a PIOC has any visiting restrictions.

Behavior While Visiting

Visitors must conduct themselves in an appropriate and courteous manner, and they must follow all visiting rules. The PIOC is responsible for maintaining a current, up-to-date visitor list and advising their approved visitors of visiting regulations.

Friends and Family Resource Guide

Last Updated: November 2024

Visitors appearing to be under the influence of intoxicants will not be allowed entrance.

Parents are responsible for the behavior and supervision of their children at all times. Any child leaving the visiting area must be accompanied by an adult.

PIOCs may, at the discretion of DOC staff, briefly embrace and kiss visitors at the beginning and end of each visit. Excessive displays of affection are not permitted. PIOCs may hold their own children who are age 5 or under. PIOCs' hands must always remain visible.

Inappropriate conduct by visitors or PIOCs, including children, may result in termination of the visit and potential suspension of visiting privileges.

Visitor Clothing

Visiting areas are intended to be an atmosphere that is appropriate for families and friends of all ages. Visitors who are not dressed appropriately may be denied entrance. Footwear must always be worn. Restrictions apply equally to men, women, and children. The following items are prohibited:

- Watches
- Transparent/translucent clothing
- Shorts that do not reach fingertip length when the visitor stands with upright posture, arms straight down, fingers extended.
- Skirts and dresses that do not reach fingertip length plus 3 inches when the visitor stands with upright posture, arms straight down, fingers extended.
- Tops and dresses that are strapless, tube, or halter style, or that expose the midriff or back.
- Camisoles and tank tops must be worn under other clothing.
- Spandex, Lycra, or other stretch fabrics. Tops, tights, or leggings of this material may be worn under attire of appropriate length as identified in this section.
- Exposed undergarments.
- Clothing with revealing holes, tears, or slits.
- Clothing or accessories with obscene or profane writing, images, or pictures.
- Gang-related clothing, headwear, shoes, logos, or insignias.
- Any clothing that may have the potential to cause undue attention.

Connecting with Your Loved One

Locating a Loved One (Locator System)

Use the [PIOC and Offender Search tool](#) to locate an individual sentenced to state prison and currently housed within a DOC facility.

If you have trouble locating an individual, you could be using information that doesn't match DOC's records. Verify that the information is accurate or remove additional information to expand the search.

If you continue to have trouble locating the individual, they may not be in DOC's care. The locator does not provide information for individuals sentenced to a county jail, federal prison, or for persons who

Friends and Family Resource Guide

Last Updated: November 2024

were convicted but have not yet reached DOC's intake facility. You may be able to locate information about the individual's location by using [VINElink.com](https://www.vinelink.com).

Phone Calls: Cost/Hours

PIOC may only place outgoing calls – incoming calls are not allowed.

- **Cost:** ICSolutions is the contracted provider for the calling service and billing. PIOC can establish and fund their own calling accounts. Family or friends wishing to only accept collect calls will need to establish a pre-paid account. Family and friends may set up pre-paid accounts on the ICSolutions website (www.icsolutions.com) or by calling ICSolutions at (888) 506-8407. Any issues with payment and billing should be referred to ICSolutions.
- **Call rates:** Both in-state and out-of-state calls will be charged at a flat rate with applicable fees and taxes. International call rates will vary depending on the country called. International calls are debit only. You can find the current call rates on the [DOC website](#).

Virtual Visits

The DOC is enhancing its video visitation service to improve efficiency and access for PIOC's and their loved ones. Beginning June 19, 2023, the DOC began a phased approach to replace Zoom visits with a virtual visiting platform provided by ICSolutions. The change means more video visitation stations across DOC facilities, resulting in increased opportunities for video visits as a supplement to in-person visitation. It should also improve the ease of scheduling video visits between persons in our care and their loved ones. For more information, please see our [Enhanced Video Visitation Services document](#).

Emails and Electronic Correspondence

Electronic messages can be sent to and from persons through the CorrLinks system, also referred to as the kiosk. PIOC's must initiate the contact by adding a friend or family member to their contact list. An auto-generated request including the PIOC's name and DOC number is then sent by CorrLinks to the friend or family member's email address.

To accept the request, click on the link in the email to be taken to the CorrLinks website where you can create an account at no cost. Any individual who receives a contact request or message from a person in our care can also choose not to accept, not to respond, or to block the request, which prevents the person from contacting you further.

Messages stay within the CorrLinks system and will not be sent to your personal email account. You will need to log in to CorrLinks each time to send or receive a message. CorrLinks is similar to an email service and is not "instant messaging." All messages are reviewed by staff for appropriateness. Please visit the [DOC General Information page](#) to find out more.

The DOC is partnering with ICSolutions to begin providing tablet services to PIOC's. For more information about these updates, please visit [the Adult Facilities webpage](#).

Addressing Concerns Through the Chain of Command for Persons in our Care

Friends and Family Resource Guide

Last Updated: November 2024

When a person in our care has a concern, they should work at the lowest possible level at the facility to resolve it, as these lower levels will have more direct knowledge of the situation and can often work to resolve the issue in a timely fashion. This is frequently referred to as using the “chain of command.”

For example, if an individual has concerns about recreation, they should notify staff in the recreation program and allow enough time for the staff member to look into the situation and respond. If the response is not satisfactory or addressed in a timely manner, (i.e., approximately one week) they can bring their concerns to the recreation program supervisor. If they feel their concerns have still not been addressed, they can then go to the Deputy Warden for a resolution. A chain of command is specific to each facility and can be located within the institution’s handbook, which is provided to each PIOC at orientation to the facility.

Family Emergencies

In the case of an emergency, such as a critical illness or the death of a close family member, a special phone call may be permitted.

Marriages During Incarceration

Persons in our care can marry non-incarcerated individuals if the marriage does not pose a threat to prison security, rehabilitative objectives, protecting visitors or other members of the public, or jeopardizes the safety of correctional staff and other PIOCs. More information on the requirements for PIOC marriage can be found within [DAI Policy 309.00.06](#).

Programming, Work, and Recreation

Primary Programs/Treatment

The Division of Adult Institutions (DAI) offers seven primary program areas to PIOCs:

- Adult Basic Education
- Anger Management
- Substance Use Disorder
- Cognitive Intervention Program
- Domestic Violence
- Career Technical Education/Vocational
- Sex Offender Treatment

For more information on each program, visit the [Opportunities and Options Resource Guide](#), which is available in both English and Spanish.

Primary treatment programs are offered at all three custody levels: minimum, medium, and maximum. Program opportunities may be more readily available at higher custody levels as many minimum custody sites focus on work release opportunities. However, some programs are only offered at higher custody levels. Successful completion of such programs may assist PIOCs in reducing their custody level and continuing their rehabilitation for a successful reintegration into the community upon release.

Friends and Family Resource Guide

Last Updated: November 2024

PIOCs are screened for program suitability at the time of initial classification, which is completed at Dodge Correctional Institution (male) or Taycheedah Correctional Institution (female) using various evidence-based screening tools and assessments, including the Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) risk and needs assessment. Upon transfer to their permanent institution, PIOC's are placed on a waiting list for program enrollment. After screening by institution social workers and program providers, PIOC's found suitable for program placement are offered enrollment into applicable primary treatment program(s).

Education

Adult Basic Education (ABE) Programs:

- English as a Second Language
- General Education Development (GED)
- High School Equivalency Diploma (HSED)

Career Technical Education (CTE)/Vocation Programs:

- Auto Maintenance
- Barbering and Cosmetology
- Braille Transcription
- Building Maintenance and Construction
- Cabinetry and Cabinet Making
- Commercial Bakery
- Computer-Assisted Drafting
- Computer-Help Desk
- Computer Literacy
- Computer Numerical Controls
- Culinary Arts and Food Service
- Custodial Services
- Industrial Maintenance Mechanics
- Horticulture
- Institution Food Production
- Machine Tool Operations
- Masonry
- Motorcycle, Marine, and Outdoor Products
- Multi-Operational Aide
- Office Assistant/Aide
- Office Software Applications
- Printing
- Welding

Religious Services

The Division of Adult Institutions (DAI) provides opportunities to religious practices through congregate Umbrella Religious Group (URG) religious services, as resources and staffing allow (e.g., Catholic mass, sweat lodge ceremony, Protestant/Other Christian worship services). URGs are designed to represent

Friends and Family Resource Guide

Last Updated: November 2024

the broad population of Wisconsin citizens and PIOC, and to appeal to a wide range of religious practices.

URG services are facilitated by a Chaplain of that faith or a qualified volunteer (e.g., Catholic Mass is facilitated by an ordained Priest; Islamic Jumu'ah is facilitated by an Imam; Native American/American Indian sweat lodge is facilitated by a recognized spiritual leader). PIOC's will be excused from work, program, or disciplinary room/cell/building confinement to attend URG services.

Due to limited space availability and volunteer resources, facility security protocols, and health and safety precautions, DAI implements uniform guidelines relating to PIOC's' religious beliefs and practices that are applicable to all facilities. These guidelines ensure an equitable/proportionate distribution of time, space, and resources for PIOC's and religious groups.

PIOC may select URG in order to participate in congregative religious services and/or study groups, or to acquire approved religious property (except books and literature).

PIOC's who decline to select a URG, or who select "other" or "no preference," are considered individual practitioners and require prior approval of a DOC-2075 form (request for new religious practice or property) to:

- Attend congregative religious programming.
- Acquire personal religious property (other than books and literature).
- Receive dietary accommodation.

Some religious observances may be accommodated via individual practices rather than congregative URG programming (e.g., during modified movement or security concerns, or the facility population of URG adherents is small).

PIOC's shall generally be approved to participate in congregative religious programming within their designated religious preference only.

Some special events and activities may be designed as open to all PIOC's regardless of their religious preference designation.

Religious Events

Persons should comply with all expectations for participation in congregative religious events, as outlined in the [Attachment Congregative Religious Event Conduct](#).

Each facility arranges a monthly religious program/service/activity schedule to accommodate Umbrella Religious Groups (URGs) which have sufficient population and participation/interest and volunteer availability. These services are based upon principles of religious equity and least restrictive means of accommodation.

ERP/CIP Eligibility and Suitability

Eligibility for the Earned Released Program (ERP) and Challenge Incarceration Program (CIP) are determined by the judge during the court proceedings. An individual's Judgement of Conviction must

Friends and Family Resource Guide

Last Updated: November 2024

state that they are eligible per Statute [s.302.05](#) to complete these programs for them to be considered for enrollment. During Assessment and Evaluation (A&E), individuals who are determined to be suitable for these programs will be placed on waitlists if no space is currently available for upcoming programs. An individual's suitability is reassessed each year during the reclassification hearing.

Library/Law Library

Library materials are readily available to all persons in our care. At each facility, the librarian attempts to maintain an up-to-date collection, materials surrounding current issues and events, and items that have a consistent interest by the facility's residents. Choices for new items are based on principles of inclusiveness, diversity, and relevance of the materials to the needs and interests of individuals at the facility. Items that are pornographic or may present a security risk are not part of the library collection.

Individuals have access to a law library which includes legal materials, information, and resources related to the courts and judicial processes. Due to space and time constraints, requesting access to the law library may be necessary and access may be prioritized based on the number of individuals requesting access, upcoming court deadlines for those requesting access, and to ensure equitable access for all persons in our care. While staff is available to provide technical assistance, no legal advice will be provided by staff or library workers.

Recreation/Hobby

The recreation policy is dependent on the facility. Most individuals are able to enroll in up to two specific hobbies (e.g., drawing and painting, musical equipment) and purchase items from approved vendors to support those hobbies.

Per Division of Adult Institution (DAI) Policy [309.20.03](#), PIOC's must be enrolled in a specified activity via completion of a DOC-661 Hobby Enrollment form to obtain approved hobby items. Information on hobby items can be found on the [Hobby Property Chart](#).

Each facility understands the importance of recreation time and makes every effort to provide that time for everyone. However, there may be instances in which recreation time cannot be made available.

To find out more about ordering hobby and/or personal property items for a person in our care, please see the "ordering property for a loved one" section below.

Friends and Family Resource Guide

Last Updated: November 2024

Money, Mail, and Property

Compensation Plan for Persons in Our Care

Institution jobs are available for persons in our care. Available jobs vary by site. Compensation is based on a bi-weekly period with amounts computed on an hourly basis. Individuals are paid a wage based on expected hours. These hours may vary based on institution needs.

An individual may work more than one assignment, but shall not be compensated for more than 40 hours of work per week.

Individuals placed in sick cell status shall be paid at the involuntary unassigned rate for their regularly scheduled hours. Individuals in sick cell status as a result of an injury sustained in an institution/center job-related accident shall be compensated at the rate they were earning in their previous status.

Work release opportunities are also available to those at minimum custody facilities. Every individual participating in work release pays income taxes, room, board, transportation, child support, and restitution owed to victims.

The criteria for assigning, removing, or continuing an individual's work placement includes:

- Potential threat to security of the facility.
- Security level of facility.
- Assigned custody level.
- Institutional adjustment.
- Medical/clinical needs including any physical or mental disabilities, behavioral disorders or vulnerabilities.
- Vocational and educational needs, interests, and abilities.
- Performance in primary programs or work assignments.
- Refusal or termination of primary program or work assignment.
- Attitude and motivation.
- Limitations on participation due to work assignment availability.
- Complexity of training requirements for the work assignment.
- Needs of the facility.
- Expiration of two-year time period within a department.

Each facility has designated staff that execute a procedure for work placement, evaluation, and removal of individuals from facility work assignments. Facility work assignments are not to last more than two years. Facility staff complete a work assignment performance review every six months or as needed.

Restitution, Child Support, and other Court-Ordered Costs

The Division of Adult Institutions maintains an electronic system for deductions from money received and/or disbursed by the facility for the benefit of PIOC's. This includes assessing and remitting funds to be applied to court imposed financial obligations.

Friends and Family Resource Guide

Last Updated: November 2024

Sending Money to a Loved One

Funds are currently received through Access Corrections Secure Deposit and their affiliate walk-in provider CashPayToday.

Access Corrections accepts deposits via their website, phone, mail, or at a walk-in location (daily limit of \$2,900). Refer to [AccessCorrections.com](https://www.accesscorrections.com) for additional information.

Effective February 19, 2018, funds cannot be sent directly to the correctional facility where your friend or loved one is located.

Ordering Property for a Loved One

All property items must be purchased from approved vendor catalogs and must be shipped directly from retail with a receipt showing the value of the item.

<https://doc.wi.gov/Pages/OffenderInformation/AdultInstitutions/GeneralInformation.aspx> Property cannot be dropped off by visitors or brought in during visits.

<https://doc.wi.gov/Pages/OffenderInformation/AdultInstitutions/GeneralInformation.aspx><https://doc.wi.gov/Pages/OffenderInformation/AdultInstitutions/GeneralInformation.aspx><https://doc.wi.gov/Pages/OffenderInformation/AdultInstitutions/GeneralInformation.aspx>

The Department of Corrections currently has two approved contract vendors for PIOC hobby and property purchases.

<https://doc.wi.gov/Pages/OffenderInformation/AdultInstitutions/GeneralInformation.aspx> Friends and family of persons in our care may purchase items using the methods listed below:

Union Supply

- Online: www.wiinmatepackage.com
- Phone: (562) 361-5706
- Fax: (310) 603-1188
- Mail: Union Supply Direct, Dept 500, PO Box 619059, Dallas, TX 75261-9059

Jack L Marcus

- Order Online: www.jlmarcuswisconsin.com
- Email: customerservice@jacklmarcus.com
- Telephone: 1 (800) 236-2611
- Fax: 1 (800) 643-9992
- Storefront Location: 5300 W. Fond du Lac Avenue, Milwaukee, WI 53216-1348

Individuals in Reception Status may not order or receive orders from the vendor until they are classified as General Population.

All property items must meet Department of Corrections requirements. Individuals are responsible for ensuring their family/friends are aware of these requirements and property limits.

Friends and Family Resource Guide

Last Updated: November 2024

Sending and Receiving Mail

As of December 6, 2021, DOC entered a contract with a third-party vendor, TextBehind, to photocopy incoming mail due to an increase in drugs entering our facilities through the mail. More information about this decision can be found [our mail FAQs](#).

All non-privileged personal mail should be sent to TextBehind for photocopying. The mailing address for non-privileged personal mail should include the sender's return name and address, and the following information:

PIOC's full name (first and last) and DOC #
Correctional facility name
P.O Box 189
Phoenix, MD 21131

Any envelope with incomplete or missing information will not be opened and is considered undeliverable. Non-privileged (non-legal) mail received at the institution will be returned to the sender to be mailed to TextBehind. Please see the definitions for legal mail, privileged mail and non-privileged mail below:

Privileged Mail: Correspondence identifiable from a health provider or medical agency, the Prison Rape Elimination Office (PREA Office), Institution Complaint Review System (ICRS), absentee ballot from county clerk's or tribal office and the Internal Revenue Service (IRS). Send to facility address, use facility return address.

Non-privileged Mail: Letters, photos, greeting cards, bills, priority mail, statements of any kind, religious materials, correspondence materials, to and from family, friends, religious organizations, correspondence courses, higher education schools, and external vendors generally delivered by the U.S. Postal Service or another established and authorized mail carrier. Send to TextBehind address, use TextBehind return address. PO Box 189, Phoenix, MD 21131.

Legal Mail: Correspondence identifiably addressed to or from any of the following verified persons or entities with their official business address: attorney, law office, clerk or judge of any state or federal court, court staff, Tribal Court. This shall also include correspondence from state and federal elected/appointed officials to include the Governor of Wisconsin, members of the Wisconsin legislature, members of the United States Congress, Attorney General, Secretary of the DOC, DAI Division Administrator, investigative agency of the federal government, Foreign Consular Office and the President of the United States. Send to facility address, use facility return address.

Diet, Health and Safety, and Room Assignment

Daily Food

DOC's facilities provide an adequate diet to all PIOC's based on the appropriate, current United States Department of Agriculture (USDA) recommended daily allowances. DOC also incorporates the principles of the food guide pyramid.

Friends and Family Resource Guide

Last Updated: November 2024

Special Diets

The Division of Adult Institutions (DAI) provides diets for medical or dental needs that enhance PIOC health and are modified when necessary to meet requirements related to clinical conditions.

DAI also makes accommodations available through standardized religious diet menus for individuals with religious beliefs which require abstaining from certain prohibited foods. Religious dietary accommodations are constructed to allow individuals to abstain from religiously prohibited foods and still receive adequate calories and nutrition. The menus exclude food products or ingredients considered prohibited under the strictest interpretation of faith tenets and dietary adherence standards.

Access to Safe and Clean Drinking Water

The Division of Adult Institutions (DAI) ensures waterline quality meets the standards recommended by the Centers for Disease Control and the American Dental Association and will be monitored to assure these standards are met.

Canteen

The Division of Adult Institutions (DAI) maintains guidelines for the management of contracted canteen and a uniform canteen menu for individuals to purchase approved goods and over-the-counter medications for the individual's use and consumption.

An individual may spend a maximum of \$50 per week or \$100 bi-weekly for canteen purchases.

DAI uses a consistent canteen menu for all facilities with standard pricing and availability. Price increases to menu items are approved by the DOC Canteen Committee. Prior to approval, the vendor must show manufacturer cost increase.

Complaints regarding canteen items, the vendor, or the canteen process should first be addressed at the institution level. If a complaint cannot be resolved at the facility level, it will be brought to the attention of the Contract Manager.

Hot and Cold Weather

The Division of Adult Institutions (DAI) monitors local weather and adjusts activities and PIOC monitoring based on weather conditions. Exact precautions taken are outlined in [Policy 300.00.03](#).

Medical, Dental, and Mental Health

The Bureau of Health Services (BHS), located within the Division of Adult Institutions (DAI), provides leadership for the delivery of cost-effective, high-quality health care, health education, and preventive care in accordance with professional, community and constitutionally-mandated correctional health care standards.

Friends and Family Resource Guide

Last Updated: November 2024

DAI ensures all individuals can request health care verbally and in writing. This includes medical care, dental care, and psychological care.

These requests are documented and reviewed for immediacy of need and the intervention required. The form to request medical care is a DOC-3035 – Health Service Request and Copayment Disbursement Authorization. Health services vary by site depending on staff resources. The availability of health services at each site and the individual's medical needs are taken into consideration during the initial and reclassification process.

Hospice/End of Life Care

Specific DOC facilities are equipped to provide hospice or end-of-life care. A DOC physician may also recommend release to a hospice facility for end-of-life care for a patient diagnosed with a terminal illness with life expectancy of less than six months. Currently, these services are available at Dodge, Taycheedah, and Oshkosh Correctional Institutions.

HIPAA/Confidentiality of Patient Health Care Records

DOC is bound by state and federal health regulations, including the Health Insurance Portability and Accountability Act (HIPAA), which protect the confidentiality of patient health information. DOC is unable to disclose protected health information to individuals without a signed authorization from the person whose personal health information is to be released. If you would like to discuss your loved one's health care with DOC staff, please speak with your loved one about completing a signed release of information (ROI) form on your behalf. This request must be initiated by the PIOC.

Prison Rape Elimination Act (PREA)

In 2003, Congress enacted the Prison Rape Elimination Act (PREA), which set a zero-tolerance standard for sexual abuse and sexual harassment of those criminally confined to a federal, state, or local facility. National standards took effect in 2012, establishing clear requirements to prevent, detect, and respond to sexual abuse and sexual harassment in confinement. Wisconsin DOC has zero tolerance for sexual abuse and sexual harassment.

DOC investigates all allegations of sexual abuse and sexual harassment of PIOC's past and present. To report sexual abuse or sexual harassment, a PIOC or youth may tell or write to any staff member, call the internal or external reporting hotline, file a grievance, contact local law enforcement, or tell any family member, friend, or support person.

To notify DOC on behalf of a PIOC or youth, a third party may [report by email](#). Please provide as much detail as possible. Reports from third parties may be discussed with the victim named in the report. Information related to the report will only be shared with those who need to know to ensure the victim's safety and begin an administrative investigation.

DOC refers all allegations that involve potentially criminal behavior to local law enforcement, and fully cooperates and collaborates with local law enforcement during an investigation to ensure that individuals involved are held accountable under criminal law and DOC administrative code.

Friends and Family Resource Guide

Last Updated: November 2024

Room Assignments

Room Assignments are coordinated by staff and typically provided by a Correctional Sergeant based on bed space availability. Individuals are not permitted to select their own cellmates, cell, or housing unit.

Individuals should work directly with their housing unit staff to resolve any issues or concerns. If separation is needed due to concerns for an individual's safety, please work directly with the housing unit staff to file a request.

Overview of Key Staff Roles and Responsibilities

Warden

Wardens are responsible for the operation, planning, direction, and management of an institution.

Duties include:

- Direct the operation (security, social service and religious programs, purchasing, accounting, human resources, health services and program review) of the institution.
- Develop short- and long-range programs for the institution and PIOC's.
- Interpret and implement policies and directives along with legislative and judicial mandates.
- Serves as the appointing authority of the institution.
- Provides leadership in developing relationships with other agencies and citizen groups.

Deputy Warden

Under the general direction of the Warden, the Deputy Warden helps develop, implement and administer the security, treatment, and support services including:

- Business, building and grounds, and personnel management.
- Provision of information to legislators, courts, and governmental agencies.
- Supervision of assigned staff at the adult institution.
- Assume duties as acting Warden when assigned.

Corrections Security Director

Security Directors are responsible for developing and administering the security program for their assigned institution or correctional center. The areas of responsibility within the security program include, but are not limited to: security of the institution, centers, or school communications, operations, first response services, emergency response unit, transportation unit and all support services which interconnect the various sections of the institution, centers or school; provide technical assistance and consultation to Corrections Security Directors at other facilities, compliance monitoring programs for all DAI institutions and leading work groups on security issues.

Friends and Family Resource Guide

Last Updated: November 2024

These positions also plan security program changes; recommend security policy to the Warden/Superintendent/Corrections Security Chief; may supervise and direct the assignments of subordinate staff; and administer the institution and center disciplinary system. These positions may develop and update manuals and procedures; develop, implement and manage specialized support programs including pastoral services, information processing center and volunteer programs; and ensure compliance with institution, center, school, and departmental work rules.

Supervising Officer 2 (Captain)

Employees in this class are responsible for the supervision of the provision of security for PIOC's, staff, and the public within a secure adult facility. Examples of work performed include:

- Direct, supervise, and review the work of all Correctional Officers assigned to a shift, correctional center, farm, or University of Wisconsin Hospital Security Unit.
- Schedule all officers and ensure that all posts are properly manned.
- Make regular inspection tours of dormitories, cell halls, buildings, and grounds.
- Act as Chief Security Officer of the institution during evening hours and in the absence of the Security Director or designee.
- Implement policies and procedures and interpret them to lower-level officers and PIOC's.
- Plan, direct, and organize a total farm operation.
- Interpret the climate of the institution as it relates to overall behavior and activity of PIOC's.
- Assist the security director in determining the effectiveness of the security program and effectively recommending necessary changes in policies or procedures.
- Consult with institution departments regarding specific security requirements and coordinate with these departments to resolve problems.
- Review all conduct reports issued and make appropriate recommendations to the security director for major or minor hearing actions.
- Calm disturbances that arise within the institution or on a unit.
- Perform crisis intervention and transport, transfer, and place PIOC's in the security unit as necessary.
- Handle emergency situations such as escapes and injuries.
- Assist Center Superintendent in the supervision of security, treatment, rehabilitation, and general service programs of the population of PIOC's.
- Supervise all staff and PIOC's in center operations, security, treatment, and general and supportive service programs in the absence of the Center Superintendent. Maintain records and prepare reports.

Supervising Officer 1 (Lieutenant)

Employees in this class are responsible for the supervision of the provision of security for PIOC's, staff, and the public within a secure adult facility or while PIOC's are outside the perimeter of a secure adult facility. Examples of work performed:

- Schedule, supervise, and train correctional officers.

Friends and Family Resource Guide

Last Updated: November 2024

- Develop and revise work schedules and assignments to meet staffing and program needs.
- Interpret department, division and institution policies, procedures and rehabilitative goals to security staff and PIOCs.
- Serve as a security staff representative on the Program Review Committee and Disciplinary Committee.
- Verify counts of all PIOCs assigned to the institution.
- Conduct inspections for safety, sanitation, and security of the institution.
- Ensure that proper control is maintained of keys, tools, and weapons.
- Supervise discipline and transfers of PIOCs and arrange for emergency treatment of PIOCs as needed.
- Respond to first step grievances, investigate, and report alleged violation of work rules by subordinate staff.
- Recommend changes to enhance security policies and procedures.
- Handle crisis calls throughout the institution.
- Plan and supervise the transportation of PIOCs.
- Escort PIOCs between institutions, county jails, hospitals, courts, funerals, deathbed visits and revocation hearings.
- Inspect vehicles for security violations and search for contraband.
- Search and screen the belongings of Persons in our care being transported.
- Operate motor vehicles ranging in size from a car to a bus.
- Assist the shift supervisor by carrying out special assignments and projects.

Correctional Sergeant

Correctional Sergeants act as a lead worker performing security and/or treatment functions for PIOCs, staff, and the public within an adult correctional institution. They perform all functions of the Correctional Officer, and in addition, assign and review the work of other Correctional Officers on a work unit or shift, oversee the interaction of groups of PIOCs to maintain positive relations and security on the shift or unit. Responsibilities include:

- Functioning as a permanent lead worker for other officers on a unit or shift.
- Functioning as a permanent key post officer on a shift or unit where the complexity and the potential legal ramifications of the work differentiate it from the work of the objective level correctional officer.
- Functioning as a permanent charge officer responsible for a work or program activity on a shift either on or off the institution grounds.
- Performing advanced level officer work within the Division of Community Corrections.

Correctional Officer

Correctional Officers provide security for PIOCs, staff, and the public within an adult correctional institution and perform work overseeing PIOCs through the establishment and maintenance of effective working relationships. Responsibilities include:

Friends and Family Resource Guide

Last Updated: November 2024

- Orientation of new PIOC's to the regulations, procedures, standards, and expectations of the unit or institution.
- Referral of observed medical, behavioral, and other problems of PIOC's to appropriate professional staff.
- Administration of first aid to prepare for professional medical treatment.
- Assistance in providing medications with unit staff; observation, recording and reporting.
- behavior of PIOC's participation as a team member in assessment, staffing, problem resolution, and program planning for PIOC's.
- Referral of PIOC's' complaints, questions, and comments to professional programming staff.
- Transportation of PIOC's.
- Maintenance of restraint and emergency equipment.
- Preparation of disciplinary reports and participation in disciplinary committee hearings to describe PIOC behavior.
- Inspection of food, eating utensils, packages, mail, etc., for contraband.
- Search of property and person as necessary; monitor visiting areas and visitors to maintain safety and security.

Escort and maintain restraint and physical control of PIOC's as necessary, including stopping disturbances and apprehending escapees.

Corrections Program Supervisor and Institution Unit Supervisors

Corrections Program Supervisors and Institution Unit Supervisors provide direct supervision to at least one, in any combination of, professional social workers, teachers, and chaplains. Positions may also supervise recreation staff, security staff, para-Corrections Program Supervisor, and other professional and support staff. Positions may provide direct treatment and counseling services to PIOC, and/or coordinate work placement and volunteer group activities, may have responsibilities for coordinating PIOC litigation responses, and may assist in the budget process.

Individuals in this role will spend most of their time:

- Planning, coordinating, implementing, and evaluating institution-wide specialized professional programs, services, and activities (e.g., social services, community services, religious activities). This also includes services and activities for those with mental illness, cognitive impairment, and/or substance use disorders.
- Directing a comprehensive specialized treatment program with responsibility for supervising professional staff engaged in providing direct counseling and treatment services to offenders within an adult correctional center (e.g., Drug Abuse Correctional Center).
- Providing direction, supervision, coordination, and monitoring of the living and treatment program(s) for a distinct unit or units through direct supervision of security and treatment staff.

Education Director

Education Director's plan and develop the educational programs; administer and supervise the implementation of educational goals and objectives; evaluate the education program and program

Friends and Family Resource Guide

Last Updated: November 2024

components to assess changing needs and the effectiveness of the programs; maintain liaison with appropriate agencies and groups; maintain all necessary education records; ensure compliance of the educational program with established laws, rules, policies and management directives; supervise professional and paraprofessional education and program support staff; procure and maintain adequate inventory of books, equipment, and materials for education programs; participate in institution administrative activities; and implement the Affirmative Action/Equal Employment Opportunity plan in respective areas.

Chaplain

Chaplains develop and direct institution religious/spiritual programs including Christian and non-Christian denominations. Individuals in this position provide religious worship services directly or through monitoring volunteer or contracted services of community-based religious leaders. Chaplains develop and implement religious counseling programs for the PIOCs and provide counseling to persons requesting to marry while incarcerated, and to families during emergencies. Chaplains coordinate counseling services and other program efforts with the institution treatment staff and serve as institution liaison with the community as directed.

Offender Classification Specialist

This position decides classification of PIOCs under the authority of the Division of Adult Institutions. These classification decisions result in assignment of offender custody levels (maximum, medium, minimum, or community), site placement, program and treatment needs. Duties include:

- Provision of services to protect the public, staff, PIOCs and facilities.
- Collection of information on offenders; risk and need assessments.
- Monitoring of progress in addressing program and treatment needs.
- Completion of security risk assessments that include, but are not limited to, risk of violence, age, gender, pending charges, length of sentence, escape risk, adjustment and probability of reoffending.
- Conducting an initial classification review and/or chairing a reclassification committee that conducts classification processes with offenders.
- Preparing case plans, reports and records; managing transfers to other institutions. The position may mentor Offender Classification Specialists and make classification decisions on appropriateness of other Offender Classification Specialist's classification recommendations.

Social Worker – Corrections

Social Workers provide evaluation, assessment, case management, group facilitation, group and individual counseling, and coordination of services with other institution and community resources. Positions carry total caseload responsibility for all types of clients. Positions may specialize in a particular type of caseload or may serve a broad range of client types.

Friends and Family Resource Guide

Last Updated: November 2024

Disciplinary Process for DAI (Administrative Code)

Minor Penalties: DOC staff employs minor dispositions, when appropriate, when it comes to the misconduct of Persons in our Care. These are limited to one or more of the following disciplinary processes:

- **Reprimand:** The hearing officer or supervisor will record the reprimand if no other penalty is given.
- **Loss of Recreation Privileges.** Recreation privileges may be suspended for a period of time.
- **Building Confinement:** During the period of confinement, PIOC's may not leave their assigned living area without specific permission. The Warden may authorize movement to other areas, including religious services, medical appointments, showers, and visits. Building confinement may be imposed for a period of 1-to-30 days.
- **Room or Cell Confinement:** During hours of confinement, PIOC's may not leave their assigned living area without permission. The Warden may authorize movement to other areas, including attendance at religious services, medical appointments, showers, and visits, if these must occur during the hours of confinement. Room or cell confinement may be imposed for a period of 1-to-15 days.
- **Loss of Privileges:** One or more privileges may be suspended for a single offense and may include:
 - Use of inmate electronics.
 - Phone calls.
 - Participation in off-grounds activities.
 - Eating meals in the dining area.
 - Canteen privileges.
 - Other specified privileges.
- **Assignments Without Pay:** A PIOC may be required to work or attend school for up to 80 hours without pay. Work assignments under this provision may be in addition to current assignments.
- **Restitution:** This can include:
 - Replacement cost of property
 - Expenses for medical goods and services
 - Costs of apprehending, holding, and returning an escaped PIOC
 - Costs of investigation of the violation of this chapter
- **Secure Work Crews:** The hearing officer may give uncompensated secure work crew assignments under Wis. Admin. Code Ch. DOC 304 as a minor disciplinary sanction for PIOC's.

Major Penalties

Major penalties include all of the above-listed penalties, but also include restrictive housing. More information on disciplinary guidelines can be found on the DOC website at <https://doc.wi.gov/DepartmentPoliciesDAI/3030004.pdf>.

Friends and Family Resource Guide

Last Updated: November 2024

Restrictive Housing

Restrictive Housing (RH) is a disciplinary practice in correctional institutions to house certain adults in custody separately from the general population. Assignment to RH is used in response to serious acts of misconduct and includes restrictions on movement, behavior, and privileges. The purpose of the separation is to maintain order in our correctional facilities, ensure safety for Persons in our Care and staff, and prevent violence.

During intake, staff provides individuals with an orientation to the RH unit within one working day of placement, outlining behavioral expectation and available programming. Staff will designate a step level for each individual who receives disciplinary separation.

Restrictive Housing Step Programs

Each facility has developed a Restrictive Housing Step Program which provides PIOC's with opportunities and incentives to improve their attitude and behavior while earning additional freedoms, privileges, and property.

RH Step Programs involve at least three steps. Facilities may implement a fourth step as well. The RH Step Program includes the following:

- Behavioral incentives
- Self-help and in-cell programming
- Staff encouragement and constructive feedback
- Out-of-cell groups, counseling, and programming as recommended by staff

PIOCs may earn time off their disciplinary separation sanction for each day they demonstrate positive behavior. In general, time earned will be one day of the disciplinary separation sanction for every one day of positive behavior, including:

- Adherence to housing unit rules and expectations
- Positive interactions with staff
- Completion of in-cell or out-of-cell programming

Contraband

Any staff member who reasonably believes an item is contraband may seize the item whether or not the staff member believes a violation has occurred.

Items believed to be contraband shall be confiscated and identified. Property that is not determined to be contraband shall be returned to the rightful owner. If a disciplinary process has been conducted, the disposal of the item(s) shall be in accordance with DAI policy. Contraband items will be logged and tracked on DOC-2477 ([Evidence Contraband Control Log Conduct or Incident Reports](#)). Items will be stored in a secure contraband storage area, unless contraband items (e.g., open food, intoxicants) pose a health, sanitation, or safety risk. In these cases, contraband will be photographed and disposed of immediately.

Friends and Family Resource Guide

Last Updated: November 2024

PIOC Complaint Process: ICRS

The Inmate Complaint Review System (ICRS) allows PIOC's to address a complaint after they have exhausted pursuing a resolution to their complaint through the chain of command. The facility has an internal review process for complaints. If the issue has not been resolved following that process, the individual may file an appeal to be reviewed by a Corrections Complaint Examiner (CCE) within the Office of the Secretary. If the issue still has not been resolved, the PIOC can request an appeal by following the instructions provided in the PIOC handbook at their location. Please encourage your loved one to follow the chain-of-command process and, if necessary, to utilize the ICRS to resolve their concerns.

Release Planning

Release planning begins six months from an individual's release date. The individual will work with their social worker and probation and parole agent to fill out a release plan for successful reintegration, which is then implemented on the day of release.

The overall goal of pre-release planning is to assist individuals in their preparation for returning to their communities by:

- Providing individualized release planning with an assigned social worker, in connection with an assigned probation and parole agent.
- Encouraging and establishing positive contact with family and/or other support systems to initiate, maintain, and finalize release planning.
- Establishing appropriate post-release residency and treatment plans, as needed.
- Offering options for post-release employment and/or educational opportunities.
- Providing referrals and resources for assistance throughout the pre-release process.
- Encouraging participants to take personal responsibility for his/her actions now and in the future.
- Planning for day of release details, such as transportation from the institution to their approved residence, clothing needs, vital documents such as Social Security Card, Birth Certificate, etc.

Early Release

The DOC has limited authority to unilaterally release adults in custody before their mandatory release date. The only mechanisms under which DOC has sole authority to grant an early release are [Special Action Parole Release](#) and [Certain Earned Release](#). Special Action Parole releases persons sentenced for offenses committed before December 31, 1999, pursuant to § 304.02, Stats., for the purpose of relieving overcrowding.

Our primary mechanism for early release is the Earned Release Program (ERP), a program designed to incentivize justice-involved individuals with substance use disorders to engage in programming and treatment. Some form of ERP has existed in Wisconsin since the 1980s, and [the current statute](#) was written in 2003.

Friends and Family Resource Guide

Last Updated: November 2024

Another early release mechanism is known as [Extraordinary Health Care and Geriatric Condition Release](#), which allows Persons in our Care to petition for early release consideration if criteria for an extraordinary health or geriatric condition are met.

Division of Community Corrections

Probation and Parole Offices, Locations, and Contact Info

A list of all Probation and Parole Offices and contact info for each office can be found on the DOC's public website under [Adult Probation and Parole Offices List](#):

Probation / Parole Office	Office Type	Unit	County
Region 1 Office Enger, Troy J - DOC, Regional Chief 2418 Crossroads Drive Suite 1400 Madison, WI 53718 Phone: (608) 240-3830 Fax: (608) 240-3832	Region	1	Dane
Region 2 Office Yeates, Lisa M - DOC, Regional Chief 4911 88th Avenue Suite B Kenosha, WI 53144 Phone: (262) 653-7042 Fax: (262) 653-7190	Region	2	Kenosha
Region 3 Office Thoreson, Niel - DOC, Regional Chief 4160 North Port Washington Road Glendale, WI 53212 Phone: (414) 229-0600 Fax: (414) 229-0584	Region	3	Milwaukee
Region 4 Office Sabel, Aaron R - DOC, Regional Chief 1251 Jacobsen Road Suite B Neenah, WI 54956 Phone: (920) 751-4624	Region	4	Winnebago

Friends and Family Resource Guide

Last Updated: November 2024

Fax: (920) 751-4601			
Region 5 Office Jarr, Gena L - DOC, Regional Chief 770 Technology Way Suite 500 Chippewa Falls, WI 54729 Phone: (715) 738-3000 Fax: (715) 738-3029	Region	5	Chippewa
Region 6 Office Stake, Matthew – DOC, Regional Chief 2187 N. Stevens Street Suite B Rhinelander, WI 54501 Phone: (715) 365-2587 Fax: (715) 369-5255	Region	6	Oneida
Region 7 Office Seibel-Garvey, Vicki M - DOC, Regional Chief 2120 Pewaukee Rd Suite 201 Waukesha, WI 53188 Phone: (262) 521-5130 Fax: (262) 548-8697	Region	7	Waukesha
Region 8 Office Packard, Joseph L - DOC, Regional Chief 427 E. Tower Drive Suite 200 Wautoma, WI 54982 Phone: (920) 787-5500 Fax: (920) 787-5589	Region	8	Waushara

Probation, Parole, and Extended Supervision

Probation means supervision is community-based. Often, as part of probation, the court orders the individual to do certain things or prohibits them from doing certain things that relate to the history of their crime, including but not limited to spending time in county jail, paying restitution, attending treatment or education groups, or doing community service.

Friends and Family Resource Guide

Last Updated: November 2024

Parole means that the Wisconsin Parole Commission has approved the release of an individual from incarceration per [s.304.06](#). Mandatory release means a person is releasing to supervision after reaching their mandatory date per [s.302.11](#)

Extended supervision means that an individual has completed their prison sentence under the Truth in Sentencing law and now have a period of community supervision to complete. The judge determines the length of prison sentence and extended supervision at the time of sentencing.

Intake Process

Agents are assigned to clients while they are incarcerated. For those with probation cases only, the agent is assigned during the first few days of supervision. A client's agent assignment is based on the person's county of release or conviction.

An individual's first meeting with their agent will involve a discussion of the rules of supervision. Every person on supervision is bound by the standard rules of community supervision. The court, as well as the assigned agent, may require conditions or special rules pertaining to the client's specific case and criminogenic needs in addition to the standard rules of supervision. This may include rules which restrict a client from certain activities or contact with individuals which would impact their rehabilitation such as maintaining absolute sobriety, avoiding contact with victims or co-defendants, or disallowing the possession of weapons. Court-ordered conditions cannot be changed by the agent.

Standard Rules of Supervision

Individuals on community supervision must comply with the [Standard Rules of Community Supervision](#), listed below. Clients who are convicted of or have a history of sexual offenses may be required to adhere to additional Standard Sex Offender Rules of Supervision.

The following rules are governed by administrative code. Failure to meet these expectations may result in an evidence-based response to violations, including revocation:

1. Avoid all conduct which is in violation of federal or state statute, municipal or county ordinances, tribal law, or which is not in the best interest of the public welfare or your rehabilitation.
2. Report all arrests or police contact to your agent within 72 hours.
3. Make every effort to accept the opportunities and cooperate with counseling offered during supervision to include addressing the identified case plan goals. This includes authorizing the exchange of information between the department and any court ordered or agent directed program for purposes of confirming treatment compliance; and subsequent disclosure to parties deemed necessary by the agent to achieve the purposes of Wisconsin Administrative Code [Chapter DOC 328](#) and [Chapter DOC 331](#). Refusal to authorize the exchange of information and subsequent disclosure shall be considered a violation of this rule.
4. Inform your agent of your whereabouts and activities as he/she directs.
5. Submit a written report monthly and any other such relevant information as directed by DCC staff.
6. Make yourself available for searches including but not limited to residence, property, computer, cell phone, or other electronic device under your control.
7. Make yourself available for tests and comply with ordered tests by your agent including but not limited to urinalysis, breathalyzer, DNA collection, and blood samples.

Friends and Family Resource Guide

Last Updated: November 2024

8. Obtain approval from your agent prior to changing residence or employment. In the case of an emergency, notify your agent of the change within 72 hours.
9. Obtain approval and a travel permit from your agent prior to leaving the State of Wisconsin.
10. Obtain written approval from your agent prior to purchasing, trading, selling, or operating a motor vehicle.
11. Obtain approval from your agent prior to borrowing money or purchasing on credit.
12. Pay court ordered obligations and monthly supervision fees as directed by your agent per Wisconsin Statutes, and Wisconsin Administrative Code; and comply with any department and/or vendor procedures regarding payment of fees.
13. Obtain permission from your agent prior to purchasing, possessing, owning, or carrying a firearm or other weapon, or ammunition, including incapacitating agents. An offender may not be granted permission to possess a firearm if prohibited under federal or state law.
14. Not vote in any federal, state, or local election as outlined in [Wisconsin Statutes s.6.03\(1\)\(b\)](#) if you are a convicted felon, until you have successfully completed the terms and conditions of your felony sentence and your civil rights have been restored.
15. Abide by all rules of any detention or correctional facility in which you may be confined
16. Provide true, accurate, and complete information in response to inquiries by DOC staff.
17. Report as directed for scheduled and unscheduled appointments.
18. Comply with any court ordered conditions and/or any additional rules established by your agent.
The additional rules established by your agent may be modified at any time as appropriate.

Special Rules

Special rules are added to the standard rules when they are necessary for the rehabilitation of the client and/or to protect the public. The supervising agent reserves the right to impose additional rules of supervision that are specifically related to the client or offense, or the sentencing court may impose additional conditions of supervision.

Risk Assessment and Case Plan: COMPAS

Probation and parole agents utilize the Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) assessment tool to identify general and dynamic levels of risk, and criminogenic needs. This allows the agent to formulate targeted interventions in conjunction with the conditions of supervision that are most likely to influence an individual's future behavior. When developing the COMPAS Case Plan, the agent focuses on the top criminogenic needs: Anti-Social Cognition, Anti-Social Companions, Antisocial Personality, Family, Substance Abuse, Education, Employment, and Leisure/Recreation. In line with the COMPAS Case Plan, probation and parole agents work with their clients on building skills through the utilization of cognitive behavioral intervention tools, role play and problem-solving activities, and Change Journals.

Restitution

Restitution is ordered by the sentencing court and is intended to pay for the cost of certain expenses

Friends and Family Resource Guide

Last Updated: November 2024

incurred by the victim(s) as a result of the crime. The purpose of restitution is to make the client aware of and hold them accountable for the damage caused to the victim(s) and society as a result of the crime committed. The client will submit restitution payments to their agent. If the end of the probation, parole, or extended supervision sentence nears and restitution is still owed, accountability responses may occur to include extension of probation, a civil judgment entered against the offender by the court, or in some cases, community service may be performed.

When a client is ordered to pay restitution for multiple victims or multiple cases, DOC will collect one case at a time, beginning with the oldest case first. Once ALL of the required restitution is collected from the oldest case, DOC will begin collecting on the next case.

Supervision Fees

Wisconsin determined with passage of [1995 WI Act 27](#) that all individuals on community supervision must pay for a portion of the cost of their supervision. With the passage of [2015 WI Act 355](#), it was determined the Department cannot collect supervision fees from an offender on supervision for a case with unpaid restitution. The supervision fee is charged each month an offender is on supervision but cannot be collected until restitution balances on active cases have been satisfied.

The amount of a client's supervision fee is based on the monthly gross income of the offender and their spouse and can be set at \$20, \$40, or \$60 per month. The agent supervising the client may adjust the supervision fee when there is a change in the gross monthly income or may exempt the client from supervision fees under certain circumstances.

Clients must make payments using money orders, cashier's checks, or credit cards and complete a payment coupon provided by the Department. The Department cannot accept cash or personal checks. Online payments can be submitted [at epay.doc.state.wi.us](http://epay.doc.state.wi.us).

To be credited for a supervision fee payment, the client must provide both the supervision fee payment and the assigned coupon. The offender or another person making a payment on their behalf can mail payments to P.O. Box 93353, Milwaukee, WI 53293-0353 or present the payment and coupon at a Division of Community Corrections field office.

DNA

It is the probation and parole agent's responsibility to ensure that a DNA sample has been submitted and verified from those clients who are statutorily required to submit a sample. By the end of intake, if a DNA sample is required but has not been submitted, the client will be directed to report to local law enforcement for DNA sample collection.

Concerns with Supervision

If a client is having difficulties with their supervision, they should first discuss these issues with their agent. If they are not satisfied with the agent's response, they can appeal issues to the agent's supervisor by requesting a DOC-127 "Offender Request for Administrative Review" form. The agent or

Friends and Family Resource Guide

Last Updated: November 2024

office staff will explain the procedure to the client during the intake process. All complaints/appeals must be submitted to the agent's supervisor in writing.

The following cannot be reviewed administratively:

- Custody and detention
- Revocation
- Violation of criminal laws or municipal ordinances
- Firearms denial if you have ever been convicted of a felony
- Voting denial if you have been convicted of a felony
- Conditions of supervision ordered by the Court or the Parole Commission
- Mandatory detention

While the supervisor is reviewing the concerns, the initial decision made by the agent will remain in effect. The client must comply with the agent's decision or directive during the appeal process. They will not be penalized for filing a complaint.

Housing, Transportation, and Other Resources

Agents can assist individuals on supervision with finding housing, transportation, and other necessary resources. Housing and programming resources can also be located within the [DOC's Purchase of Goods and Services \(POGs\) Programs Guide](#).

Out-of-State Travel

If a person on supervision needs to leave Wisconsin for any reason, they must have permission from their agent. If their request to travel out of state is approved by their agent, they will be given a travel permit allowing them to leave Wisconsin. The length of travel allowed varies based on the person's supervision level and travel purpose.

Authorization to travel to a foreign country cannot be granted to clients by an agent. However, clients may be allowed to travel to foreign countries as authorized by the sentencing court or upon verification of official military orders from the U.S. Armed Forces or National Guard. A travel permit is not required subsequent to a court order or military order.

Out-of-State Supervision

Persons on supervision or in the release planning stages who wish to reside out of state may be eligible to apply for Interstate Commission for Adult Offender Supervision. The application process must be approved by the Wisconsin agent and the receiving state prior to relocation. The receiving state would then have authority to serve as the supervising agency and report any known violations to the Wisconsin agent. Eligibility requirements, fees, and other information can be found at the [Interstate Commission for Adult Offender Supervision](#) website.

Friends and Family Resource Guide

Last Updated: November 2024

Programming and Services

Agents are a primary resource to assist clients in locating and enrolling in various programming. These may include, but are not limited to, the following:

- Residential Service Programs
- Transitional Housing
- Community Reintegration Programs
- Substance Use Disorder Treatment and/or resources
- Sex Offender Treatment Services
- Day Report Centers
- Emergency Housing
- Employment and Community Service resources
- Reentry Services
- Vocational Programs
- OWI Courts
- Cognitive Intervention Treatment
- Domestic Violence Programs
- Mental Health and/or Counseling Services

Voting Rights

A person is not eligible to vote in Wisconsin if they have been convicted of a felony and they are currently serving any portion of the sentence for that felony conviction. When the person discharges from DOC supervision, their right to vote is restored. Discharged clients with previous felony convictions have had their voter registration inactivated and must re-register with their municipal clerk prior to voting.

These resources are available to answer questions, assist in voting rights restoration, and assist in obtaining a valid ID that can be used for voting purposes:

- Wisconsin Elections Commission: (elections.wi.gov/voters) or call the Elections Help Desk at 608-266-8005
- Statewide Voter Helpline: Call or text (608) 285-2141 (sponsored by Dane County Voter ID Coalition and NAACP Dane County Branch). The Voter Helpline offers accurate, unbiased, nonpartisan answers to your voting questions
- Wisconsin Division of Motor Vehicles: (wisconsin.gov) for information on obtaining a valid ID or driver's license
- For detailed information about the Voter Photo ID Law, visit bringit.wi.gov
- League of Women Voters of Wisconsin: (<https://my.lwv.org/wisconsin/voter-information>)
<http://my.lwv.org/wisconsin/voter-information>

Employment

Friends and Family Resource Guide

Last Updated: November 2024

Clients may seek assistance from their agent when searching for employment. Each region within the Division of Community Corrections also has an Employment Program Coordinator position, which is part of the Community Corrections Employment Program (CCEP).

- This is a statewide program designed to assist clients in obtaining the skills necessary to gain and maintain employment in a competitive work environment.
- Employment Program Coordinators foster pre-release connections, and they assess and place participants based on level of skill and work readiness.

Employment Program Coordinator contact information can be found on [the Programs & Services page](#).

Violations

If an individual violates the law or the rules of their supervision, their agent will complete a violation investigation. The person may be placed in custody on a hold in a county jail while the violation is being investigated. The agent will investigate the facts and will meet with the client to discuss the violation. A serious violation may lead to revocation of the client's supervision.

Mandatory Custody

[Wisconsin Administrative Code 328.27\(1\)](#) requires that a client be taken into custody if:

- The client is alleged to have physically or sexually assaulted another person, or participated in said assaults.
- The client is alleged to have been involved in dangerous conduct (i.e., threat or use of weapon or act that has the potential of physical harm to person or persons). This includes verbal threats to do physical harm, if there is a history of carrying out such threats, or a credible reason to believe the client may carry out the threat.

This may include credible verbal threats. Detention by the agent is mandatory under such circumstances. To read more about this policy, please visit [Detention Procedures](#).

Sanctions

A short-term jail sanction may be imposed as an accountability response to a violation. This can result in up to 90 days custody in a county jail or detention facility.

Revocation

A client's supervision may be revoked if the client violates rules or conditions of supervision and the Evidence Based Response to Violations (EBRV) supports revocation. In all cases where the Department initiates revocation of a client's probation, parole, or extended supervision, the Department must consider whether an appropriate alternative is available. Upon staffing the decision to proceed to revocation with the supervisor, the agent must serve the client with the Notice of Violation, Recommendation Action, and Statement of Hearing Rights and Receipt (DOC-414).

If required, a Preliminary Hearing shall be held within 15 working days of the date of detention. If needed, the agent may request an extension of up to five (5) working days from the Regional Chief or

Friends and Family Resource Guide

Last Updated: November 2024

Assistant Chief. A client may also choose to waive their right to a revocation hearing. This does not result in an admittance to the violations, but instead states that the client believes the Department of Corrections has enough evidence that a revocation would be granted.

A copy of the revocation packet should be submitted to the Division of Hearings and Appeals and the client's defense counsel at least 10 calendar days before the date of the final hearing.

When supervision is revoked, the client is either returned to court for sentencing, or transported to a correctional facility to begin serving the sentence indicated by the court.

Alternatives to Revocation

The Division of Community Corrections offers Alternatives to Revocation (ATRs) for individuals on supervision. This allows individuals an opportunity for treatment in the community which addresses the behavior that led to violations of supervision rather than returning to incarceration. However, incarceration is still used, as appropriate, based on the type of violation that takes place. An agent must serve the client with the Notice of Violation, Recommendation Action, Statement of Hearing Rights, and Receipt (DOC-414) and sign the Alternative to Revocation Agreement (DOC- 250) to initiate an ATR. If the program accepts the client or there is a confirmed start date and the client has signed the Alternative to Revocation Agreement (DOC-250) within 10 calendar days of receiving the DOC-414, a revocation packet is not required. If the offender refuses or fails the offered ATR, revocation may be initiated.

Early Discharge from Supervision

Only clients on probation or parole are eligible for early discharge, including those supervised in another state under Interstate Compact. Clients on extended supervision are not eligible for early discharge per current Wisconsin laws. A client placed on lifetime supervision as a sex offender under s. 939.615 may petition the court for early discharge. Agents will review clients' eligibility for early discharge.

Eligibility for Probation Early Discharge

- Served at least 50% of the probation term
- Minimum or administrative supervision for a reasonable period of time
- Satisfied all conditions of probation that were set by the sentencing court
- Satisfied all rules and conditions that were set by the Department
- Fulfilled all financial obligations to his or her victims, the court, and the Department, including the payment of any fine, forfeiture, fee or surcharge, or order of restitution
- No outstanding warrants
- Not required to register under s. 301.45

Eligibility for Parole Early Discharge

- Reached mandatory release date or has been under supervision for two years
- Minimum or administrative supervision for a reasonable period of time
- Satisfied all conditions that were set by the sentencing court

Friends and Family Resource Guide

Last Updated: November 2024

- Satisfied all rules and conditions that were set by the Department
- Fulfilled all financial obligations to his or her victims, the court, and the Department, including the payment of any fine, forfeiture, fee or surcharge, or order of restitution
- No outstanding warrants

Division of Juvenile Corrections

Information for Families of Youth in DOC's Care

Division of Juvenile Corrections Locations:

Lincoln Hills School/Copper Lake School (LHS/CLS)

Phone: (715) 536-8386

Address: W4380 Copper Lake Road

Irma, WI 54442

Grow Academy

Phone: (608) 835-5700

Address: 4986 County Highway M

Oregon, WI 53575

Northwestern Regional DJC Field Office

Phone: (608) 288-3370

Address: 2909 Landmark Pl, Suite 104

Madison, WI 53713

Southwestern Regional DJC Field Office

Phone: (414) 266-7350

Address: 2280 N. 105th St.

Wauwatosa, WI 53226

Youth Facilities

The DOC operates Lincoln Hills School (LHS) for boys and Copper Lake School (CLS) for girls in Irma, Wisconsin. It is the state's Type 1 secure confinement facility for males and females adjudicated as juveniles in a juvenile court and placed in DOC custody. In 2022, the proposal to begin building a new juvenile facility in Milwaukee was approved. This project is currently in progress and updates can be found [on the DOC's Act 185 webpage](#).

Lincoln Hills School

Lincoln Hills School opened in the summer of 1970. From 1972 to 1994, male youth were placed at LHS. In 2011, Copper Lake School for Girls opened at the Lincoln Hills site. LHS also serves as a secure detention resource for male youth from nearby counties.

Friends and Family Resource Guide

Last Updated: November 2024

Copper Lake School

In June 2011, Southern Oaks Girls School closed and female youth were moved to Copper Lake School, which is co-located on the same campus as Lincoln Hills School for Boys. CLS operates as a separate facility and serves as a secure confinement facility for female youth placed in the care of DOC.

The Grow Academy: Overview

Created in 2014, the Grow Academy is a non-secure facility that houses up to six boys with a target age range of 14-to-18 years old. Youth referrals may come as a result of court-ordered participation via the Experiential Education Program, s. 938.34(7g) or stayed correctional court orders.

The Grow Academy employs a full-time, special education teacher. School is in session year-round, five days a week with both traditional and non-traditional curriculum. Youth earn an average of about three credits in math, reading, science, social studies, employability, and physical education.

The youth and staff care for an approximately 1/2-acre garden, partnering with Rooted. The Grow Academy provides communities with organic produce at markets through practices such as hydroponics, aquaponics, and hoop greenhouses. Community service opportunities are offered and encouraged as a way to assist youth in working off restitution or community service debts owed on current court orders. The full-time case management staff provides validated risk and needs assessments, case management, referrals to outside services, and completes transition planning for youth discharging from the program. Thinking for a Change and Change Journal Group programming is provided to address risk factors, triggers, impulsivity, and decision-making that may interfere with future success.

Grow now offers youth a Grow Academy Aftercare option. As youth transition to their post-Grow Academy placement, they are offered opportunities to continue therapy and cognitive skill practice, perform community service, remain on GPS, and otherwise stay in contact with the staff they have worked with for many months during their residential Grow Academy stay.

Day-to-day operations are managed by a full-time Corrections Program Supervisor and Corrections Field Supervisor, and 24/7 supervision is provided by Youth Counselor staff.

The Grow Academy operates on an incentive-based behavioral level system. The foundation of the program is recognizing youth strengths. Staff work hard to motivate the youth to make positive decisions throughout each day. The youth are rewarded for completing basic requirements as well as taking initiative and going above and beyond. Youth are encouraged to practice their leadership skills in a safe and positive manner. These successes are immediately reinforced with rewards and privileges. Privileges include but are not limited to a later bed time, TV/movie room, video game room, MP3 players, off-grounds recreational activities, home visits, and a variety of other rewards that can be purchased with "Grow Bucks" that are provided to youth each time a staff member sees them doing something positive.

Serious Juvenile Offender Program

Youth adjudicated delinquent and ordered to participate in the Serious Juvenile Offender (SJO) program are under the supervision of DJC regardless of whether the county contracts with DJC for aftercare services. The county will not be charged a daily rate by the DJC when a youth is adjudicated as an SJO. There are two SJO classifications:

- SJO-A: If the youth has been adjudicated delinquent for committing an act that would be a Class A felony if committed by an adult, a court may place the youth in the SJO Program until the age of 25.
- SJO-B: A court may place a youth in the SJO program for five years if the youth is found delinquent for having committed certain serious felony offenses listed in statute.

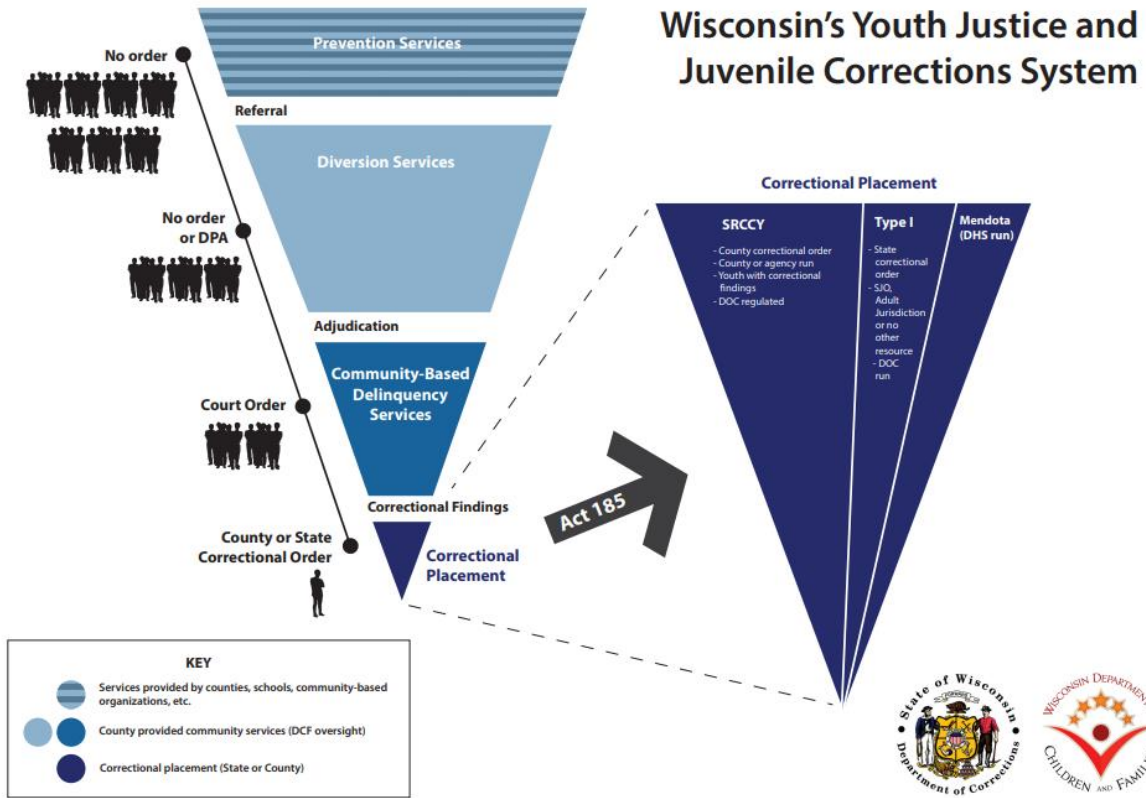
Act 185

Act 185, passed in 2017, restructures Wisconsin's juvenile correctional system. The Act makes changes in relation to DOC Type 1 juvenile secure confinement facilities, including the required closure of Lincoln Hills/Copper Lake School, authorization for DOC to operate the Lincoln Hills/Copper Lake facility as an adult institution, establishment of one or more new Type 1 juvenile facilities, and expansion of the Mendota Juvenile Treatment Center.

The Act also allows for the establishment of Secure Residential Care Centers for Children & Youth (SRCCCYs), creates a grant program to provide funding for these facilities, and makes changes related to juvenile placements in juvenile detention facilities.

Closure of Lincoln Hills and Transfer of Juveniles

Act 185 requires DOC to permanently close the Type 1 juvenile correctional facilities housed at Lincoln Hills and to transfer the juveniles held there to another Type 1 juvenile correctional facility or to a SRCCCY. [A new Type 1 juvenile facility in Milwaukee](#) has been approved, and construction is in progress. DOC may transfer juveniles in phases as the SRCCCYs and Type 1 juvenile facilities are ready to accept them.



Friends and Family Resource Guide

Last Updated: November 2024

Monitor Reports

As a result of a class-action lawsuit filed against the DOC under the Walker Administration, a court-ordered monitor visits Lincoln Hills/Copper Lake School multiple times a year to ensure the Department is in compliance with the consent decree. The monitor evaluates the following:

- Room Confinement
- OC-Spray and Other Chemical Agents
- Mechanical Restraints
- Strip Searches

Each [monitor's report](#) can be found on the DOC Public Website.

Authority of Office of Juvenile Offender Review

The Office of Juvenile Offender Review (OJOR) exercises DJC's legal authority to release youth from confinement in a Wisconsin Juvenile Correctional Facility (JCF). The OJOR staff, known as Juvenile Review and Release Specialists, are stationed at Copper Lake School and Lincoln Hills School. They convene meetings of a Joint Planning and Review Committee (JPRC) for each youth. Each JPRC consists of the OJOR reviewer, the facility social worker, the state or county field agent, the youth, and the youth's parent(s) or guardian.

Statutory Responsibilities

- Convene an initial JPRC meeting within 21-to-35 days of admission for each youth committed by Wisconsin courts to a JCF under a juvenile disposition;
- Based on the JPRC recommendation, information from assessments, and the court order, determine each youth's individual growth plan, including goals, treatment/placement plans, and tentative release plan;
- Review victim impact statements and consider victim issues in setting youth goals in her/his growth plans;
- Continue to convene the JPRC for formal meetings every 60-to-90 days;
- Place youth in the Re-entry Phase approximately 90 days before the youth's planned release from the correctional facility;
- Make youth eligible for release when the youth has met the requirements of her/his growth plan and individual goals.

Additional Responsibilities

- Oversee Wisconsin's participation in the Interstate Compact for Juveniles;
- Coordinate juvenile review and referrals under the state Sexually Violent Person law, Ch. 980;
- Oversee victim services in DJC and assure victim notification when requested.

Friends and Family Resource Guide

Last Updated: November 2024

DJC Intake Period

The intake period lasts for approximately 14 days and serves as the initial assessment and evaluation period for most new commitments. During this phase of a youth's stay, the primary focus is on developing a working knowledge of the youth's case for the initial meeting of the Joint Planning and Review Committee where his/her future program needs are determined. An Individual Youth Growth Plan is then established that incorporates results from numerous assessments, health and educational screenings, community reports, and the youth's personal goals. This document outlines the goals and objectives that the youth is required to satisfy during his/her correctional stay and subsequent supervision in the community, as well as personal goals youth have for themselves. Preliminary arrangements are made for payment of court-ordered restitution, procurement of a copy of their birth certificate, social security number, and state ID.

Upon Admission

Staff and youth place a call home within 24 hours of arrival at Copper Lake School/Lincoln Hills School to let family know the youth has arrived safely. A parent packet is then sent out within five (5) business days. The packet provides information on visitation, correspondence, bus availability, and other information.

The assigned social worker makes contact to introduce himself/herself, gather information, and respond to any questions/concerns. A correspondence and visitor list are assembled that includes family members and other significant people in the youth's life.

A state agent meets with the family and conducts a Family Home Assessment (if the county contracts with DJC or the youth is an SJO) to determine if home may be an appropriate placement upon discharge from CLS/LHS.

The family is invited to attend the initial Joint Planning and Review Conference conducted by the Office of Juvenile Offender Review in person, via phone, or via video conference. DJC encourages family input into a youth's growth plan and family commitment, promoting support and involvement. Facilities have extensive visiting hours to encourage visitation, offering both in-person and video conference visits to accommodate all families.

Interstate Compact for Juveniles

The Interstate Compact for Juveniles (ICJ) is the law that regulates the interstate movement of juveniles who are under court supervision or have run away to another state. ICJ is a contract that has been adopted as law throughout the United States. Therefore, all state and local officials are legally bound to honor and enforce the terms of the Compact, which supersedes any conflicting state law or policy.

Each member state operates an ICJ Office that manages interstate juvenile cases, including:

- **Transfer of Supervision**
 - Initial Referrals
 - Quarterly Progress Reports

Friends and Family Resource Guide

Last Updated: November 2024

- Violation and Absconder Reports
- **Travel**
 - Prior to Acceptance of Transfer
 - Visiting Another State
 - Notice of Placement for Residential Treatment
- **Returns**
 - Non-Delinquent Runaways
 - Escapees, Absconders, and Accused Delinquents

All written and verbal communication regarding interstate cases must go through the state ICJ Offices and be documented in the electronic data system, UNITY.

Once the receiving state accepts the placement (generally 30-to-45 days after receiving the request), it begins to provide supervision. Services may also be provided if payment is available through a third-party source (insurance, Medicaid), the receiving state, or the sending state. Youth who violate supervision rules may receive consequences that may include restrictions, secure placement, and return to the sending state. Most ICJ youth successfully complete their court orders. In Wisconsin, ICJ supervision of delinquent youth from other states may be provided by county caseworkers or DJC field agents.

The Wisconsin ICJ office is also responsible for coordinating the safe return home of runaway youth who cross state lines, and transmission of out-of-state travel permits for delinquent youth.

Contact Information:

- Deputy Compact Administrator, (608) 240-5931
- Compact Administrator, (608) 240-5918
- www.juvenilecompact.org

Visitation

Visits are an integral part of the treatment program at Copper Lake School/Lincoln Hills School, especially visits from immediate family members. A chartered coach bus is available to assist families at no cost. Pick up areas include: Milwaukee, Madison, and Fox Valley (Appleton and Green Bay stops).

Copper Lake/Lincoln Hills allows 27 individuals to participate per site visit, and they must be pre-approved and scheduled in advance. All visitors must be approved in coordination with a youth's Social Worker, which requires the completion of a visitation questionnaire (DOC-21AA).

Visitors may check for availability and schedule their visits by calling the facility at (715) 536-8386 and selecting "0" to speak with lobby staff. Please note that visits must be scheduled at least 72 hours or three (3) days in advance (by Tuesday for a Saturday visit).

Friends and Family Resource Guide

Last Updated: November 2024

Family Services/Transportation for Visits

- Facilities have Saturday visitation hours available for family and loved ones. In-person and video conference visits are accommodated.
- Free bus service is provided weekly alternating between Milwaukee/Madison or Milwaukee/Green Bay.
- Postage is provided at no charge for youth to correspond on a daily basis.
- Youth are able to call home at least once a day for 10 minutes at no charge to them or their families. They are also provided at least one Zoom call per week. Youth can make calls when not engaged in structured programming throughout the week. They can earn more calls depending on their weekly behavior grade.
- Health services and psychological services are available to all youth as needed or as requested by youth or staff.
- Health staff will notify parents or legal guardians any time a youth has any injury. They will also update parents or legal guardians when youth have a health status change.
- The assigned social worker and state agent have ongoing contact with the family.
- Families may attend and give input at regularly scheduled Joint Planning and Review Conferences.
- Parent-teacher conferences can be scheduled during a youth's stay.
- Family is invited to all Individual Education Plans (IEP) sessions.

Virtual Visitation

Loved ones who are approved visitors can schedule virtual visits with youth by utilizing the ICSolutions Portal. To schedule a virtual visit with youth at Lincoln Hills or Copper Lake Schools, please use "Wisconsin Department of Corrections- WIDOC- Lincoln Hills School Copper Lake School- LHSCLS, WI" from the drop-down menu.

Sending Mail

Please send any youth correspondence cards and letters to the following address:

Copper Lake and Lincoln Hills Schools
Youth's Name and DOC Number (if known)
W4380 Copper Lake Ave.
Irma, WI 54442

Services for Youth

Cognitive Behavioral Programing

Cognitive Behavioral Programming (CBP) is an evidence-based program that teaches specific strategies or techniques to enable participants to (1) identify the specific thoughts that support criminal behavior (self-observation); (2) recognize the pattern and consequences of thinking; (3) utilize reasoning,

Friends and Family Resource Guide

Last Updated: November 2024

problem-solving, self-talk, and social interaction skills as a means of controlling and changing thinking; (4) recognize and evaluate potential choices and make a conscious decision to change or not to change a behavior. CBP provides two types of cognitive interventions: cognitive restructuring and cognitive skills training. Youth under DJC supervision may participate in a number of cognitive behavioral programs including but not limited to 10 Steps to Risk Reduction, Thinking for a Change, Carey Guides, Brief Intervention Tools, Change Journals and Skills App. The focus is on helping the youth build skills to increase impulse control while reducing the number and severity of rule and law violations.

Community Service

DJC agents may assist youth in finding community service projects, though youth are encouraged to seek out additional opportunities. Youth volunteer at local churches, food banks, humane societies, community centers, and other community-based organizations.

Great Lakes Inter-Tribal Council (GLITC)

DJC connects youth with GLITC to provide Native American culturally responsive services and support.

Treatment

DJC contracts with community-based providers and connects youth with community resources, providing a wide variety of specialized treatment for youth on supervision. Services are purchased based on individual youth needs and may include mental health treatment; individual, family, and group counseling; anger management treatment; sex offender treatment; cognitive behavioral therapy; and substance use disorder treatment. COMPAS assessments are used to re-assess risk and needs of youth throughout their supervision.

Mentoring

DJC acquires mentoring services from community-based providers throughout the state to assist youth in the transition from the facility to a less restrictive community setting. Mentors provide support, guidance, role-modeling, advocacy, and connections to community resources.

Restitution

DJC monitors restitution payments, ensuring court-ordered obligations are fulfilled, while also providing a restorative justice component to the youth's time on supervision.

Substance Use Screens

All youth under community supervision are required to submit random drug screens. The screening frequency may depend upon the youth's specific level of need. Substance use needs are addressed through a spectrum of tools and programming.

Friends and Family Resource Guide

Last Updated: November 2024

Music Program/Studio

The Music Art Initiative is a comprehensive music and art program. There is a live room with a full sound system. Youth are taught to play several instruments including guitar, drums, bass, keyboards, and in digital realm. Music production centers are located not only in the music room, but in all of the living units/cottages. Youth are able to build beats, songs, and can start writing original songs. The full recording studio will allow youth to record music in a professional environment, and be taught engineering and production to include equalization (EQ'ing), compression, mixing/mastering, and capture of sound.

After youth record their music, they can go to the new digital art studio to make artwork for their project. This can include album art, photography, a music video, or short film. The digital art studio has everything from digital drawing tablets, to a full movie studio, to Adobe and a full green screen. Youth are able to bring their projects home with them via SD cards to share with family and friends.

Trauma-Informed Care

Many youth under the supervision of the juvenile correctional system have experienced neglect, abandonment, physical abuse, sexual abuse, and varying degrees of family involvement in their lives. As a result, they may enter the juvenile correctional system with mental health issues and unresolved trauma that can cause emotional, social, and other developmental difficulties that inhibit their ability to be successful in life.

Foster Grandparent Program

The Foster Grandparent Program (FGP) is a volunteer program sponsored by Copper Lake School/Lincoln Hills School and DOC. It's funded by the Corporation for National Service and has been a part of LHS for 45 years and CLS since it opened in 2011.

FGP builds upon natural bonds between younger and older people, allowing the grandparents to offer a lifetime of wisdom to prepare the youth for their own journey through life and also allowing the youth to learn how to interact with older individuals and treat them with respect. Grandparents are placed in all of the regular living units and many of the classrooms. As a result, grandparents are available when the youth want to talk, enjoy a game of cards, assist in basic sewing repair, participate in living unit projects, or simply bake a batch of cookies.

Grandparents may also help tutor a youth in the school in reading, math, social studies, or science. Collectively, they provide care and attention to the youth. The grandparents' roles as mentors, tutors, and sources of support for the youth make the program highly successful. As a testament to this, the CLS/LHS FGP received the 2012 Governor's Senior Corps Participant award to recognize the Grandparents' dedication and care, and the positive impact they have on youth development.

Recreation

With direction and supervision from different full-time staff and from various disciplines at different

Friends and Family Resource Guide

Last Updated: November 2024

times, students can participate in a wide variety of recreational and extracurricular activities outside of their regular school day. These experiences can bring about life-long changes in skills and attitudes.

On weekdays, evening recreation is scheduled daily and is known as Staff Directed Activities (SDAs), which are 45 minutes. These SDAs include physical recreation, movie night, activities, games, STEM projects, etc. These are led by the Recreation Coordinator, Corrections Program Supervisor, Social Worker, Foster Grand Parent Coordinator, and/or individuals from other disciplines who volunteer at various times. In addition to these nightly SDAs, there is an additional 45-minute period Monday-Friday with the Recreation Coordinator which is focused on physical games and athletics.

On Saturdays and Sundays, each living unit has further physical recreation scheduled for 2 blocks each day, totaling approximately 1 hour, 45-minutes with a Recreation Coordinator. This includes various physical games, activities, and athletics.

Education

All youth are required to participate in the Educational Program. When youth are placed in the Intake Period, they complete educational assessments to determine their educational placement and needs. The educational programming is configured to provide educational services to meet the varied needs of Copper Lake/Lincoln Hills Schools' students, including middle school, senior high, special education services, career and technical educational programming, and transitional and post-secondary services.

LHS and CLS educational staff provide a high level of service for youth who qualify for special education services and have an Individual Education Plan (IEP). LHS and CLS are well-equipped to support youth with a full-time School Psychologist and certified special education staff.

- High school diploma: Students can earn a high school diploma through the acquisition of 22 credits in designated core academic areas including English, math, science, social studies, physical education, and elective courses. LHS and CLS have built their curriculum around the state standards.
- High School Equivalency Diploma (HSED): Students who are 17 years old, credit-deficient, and have an 8.0 reading grade level are eligible to participate in this program. Students take four (4) GED tests and must also complete the additional components in the areas of civic literacy, employability skills, health, and career awareness.
- Student Education Records: LHS/CHS is bound by state and federal regulations which protect identifiable student education records from unauthorized disclosure. State and eligible students have certain rights regarding student education records. Please read the DOC's [Notification of Rights under the Family Educational Rights and Privacy Act \(FERPA\) for Secondary and Postsecondary Facilities](#).

College and Career Planning

Through the school counseling office, students have the opportunity to explore the many different post-secondary opportunities available, as well as career guidance and entrance testing. Currently, the ACT is provided for all youth through statewide testing. This is administered to both girls and boys.

Friends and Family Resource Guide

Last Updated: November 2024

Career and Technical Education

DJC students have many opportunities to actively engage in career and technical education. Students are able to earn high school credit and even college credits depending on the available programs.

A dual credit program through Northcentral Technical College provides youth with the opportunity to earn both high school and college credit upon successful completion.

Academic Education

Youth returning to the community transition to public school or an alternative school program. Youth 17 years of age or older may continue their High School Equivalency Diploma (HSED) programming started at the facility upon return to the community. Community supervision staff support the family and youth during this transition and make frequent contact with school staff and community partners to monitor the youth's challenges and successes.

Employment and Vocational Programs

DJC staff assist the youth with employment and career exploration. DJC also contracts with community partners to provide employment skills training and job placement. DJC staff encourage youth to go on to secondary educational opportunities to advance career and vocational opportunities.

Health Services

The Health Services Unit (HSU) unites the professional disciplines of nursing, medicine, psychiatry, optometry, dentistry, and ancillary services to provide comprehensive healthcare services that are consistent with community standards of care. HSU establishes connections with youth and their parents or legal guardians to foster trust and collaboration to provide youth with individualized care. These connections are completed by HSU's collaboration with other departments and disciplines to ensure thorough healthcare delivery is provided.

In addition to attending to youths' immediate health needs, healthcare professionals strive to educate youth on the impact their lifestyle choices have on themselves and others while in our facilities and upon their return to their community. Education includes the importance of making healthy personal lifestyle choices, proper use of the healthcare system, significances of their choices on themselves and others, and their responsibility in proactively meeting their healthcare needs.

Nursing services

Nursing responsibilities include the initial intake screening, routine physical assessments, assessments of acute injuries and youth health complaints or concerns, laboratory services, management of prescription medication, screening for sexually transmitted diseases, immunization clinics, monitoring of chronic conditions or disease, health education, and regular communication with parents and/or legal guardians.

Friends and Family Resource Guide

Last Updated: November 2024

Offsite Health Care Services

Local healthcare facilities are used for specialized care consultation and/or emergency services.

Dental Services

Dental care is provided to youth by a dentist, dental hygienist, and dental assistant. Services include dental examinations, fillings, extractions, root canals, and routine dental hygiene.

Medical/Psychiatric Services

On-site medical and psychiatric services are provided by a physician, a psychiatrist, a nurse practitioner, an optometrist, or a physical therapist with coordination and assistance from nursing staff. Services include physical examinations, monitoring of acute and chronic conditions, psychiatric treatment, and emergent or urgent healthcare delivery.

Psychological Services

The Psychological Services Unit (PSU) provides a full range of services to the facility. Clinicians provide psychological evaluations, as well as individual, group and family therapy, referrals for psychotropic medication, treatment consultation, and staff training. Any staff member may submit a referral for evaluation and/or therapy. These referrals involve a variety of issues, such as a youth's potential for violence, risk of suicidal behavior, and treatment needs.

All youth are assigned a clinician and are seen frequently by PSU staff. Family therapy may be offered for those parents who are willing and able to participate. When appropriate, psychologists make referrals to the consulting psychiatrist who prescribes psychotropic medication as warranted. All services are coordinated by means of the case management process.

Substance Use Disorder Treatment

The Substance Use Disorder (SUD) Program is a primary treatment program specifically designed for youth identified with a substance use need that have previously not had success in treatment. The Keep it Direct & Simple curriculum is a cognitive-behavioral approach designed specifically for adolescents with behavioral health and addiction struggles. This curriculum helps youth identify their personal strengths and motivations for making positive life changes using strength-based strategies. Youth explore the problems that brought them into treatment and learn strategies and skills to make meaningful, lasting change in their lives.

The curriculum uses interactive journaling that creates a sense of confidence and accomplishment while they explore the reasons for their use and internalize and practice new skills learned. Journals used in this curriculum include: Why am I here?, My Substance Use, My Feelings, My Family, Relationships & Communication Skills, How We Think, How We Change, and Moving Forward.

The SUD Program is regulated by federal law, including HIPAA, and specifically, 42 Code of Federal

Friends and Family Resource Guide

Last Updated: November 2024

Regulations or C.F.R., Part 2. This law adds special protections to the confidentiality of SUD treatment records and requires written consent for release of any patient information, unless otherwise exempted under the law.

DJC Community Supervision

DJC Probation and Parole Agents are located across Wisconsin to provide supervision of youth with juvenile correctional orders. DJC currently provides community supervision to various counties throughout the state. Courtesy community supervision may be provided in any county by making arrangements with DJC in advance of requested placement.

Community supervision is a program developed to supervise youth in the community, in a private home with the parent(s), guardian, another family member or suitable adult, or in an alternate care facility. Youth are initially placed on electronic monitoring and are required to follow an approved schedule. Community supervision services are based upon assessed risk and needs, along with an evidence-based approach to rewards and sanctions, motivation, and skill-building activities.

When a youth at Lincoln Hills School or Copper Lake School demonstrates they are ready to return to the community, the Office of Juvenile Offender Review (OJOR) issues a Department Order, making the youth eligible for release to Community Supervision. The Joint Planning Review Committee (JPRC) determines the release status based on the placement type, court order, and individual risk and needs. In the community, a DJC Agent oversees supervision of the youth until case discharge, Administrative Discharge, or a return to a juvenile correctional facility.

The community supervision case management approach prioritizes engagement with the youth and family in pro-social skill development. Strength and need-based case planning is utilized to reduce non-compliant activities, along with the provision of services addressing each youth's unique needs. Using structured, skill-building contacts, at a frequency appropriate to each youth's level of risk and needs, encourages high-quality interactions and ongoing learning opportunities. Staff utilize 10 Steps to Risk Reduction, along with a variety of evidence-based tools and materials presented to youth in a structured, intentional way to help meet risk reduction goals. Community supervision promotes rewarding positive youth behavior, while employing alternatives to confinement in response to supervision violations.

Risk Assessment and Case Plan

DJC agents utilize the Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) assessment tool to identify general and dynamic levels of risk and criminogenic needs. This allows the agent to formulate targeted interventions in conjunction with the conditions of supervision that are most likely to influence the youth's future behavior. When developing the COMPAS Case Plan, the agent focuses on the Top Criminogenic Needs: Anti-social Cognition, Anti-social Companions, Antisocial Personality, Family, Substance Abuse, Education, Employment, and Leisure/Recreation. In line with the COMPAS Case Plan, staff and youth complete skill-building activities such as Carey Guides, BITS (Brief

Friends and Family Resource Guide

Last Updated: November 2024

Intervention Tools), role play and problem-solving activities, and Change Journals.

Dual Supervision

Dual supervision occurs when a youth has both a juvenile adjudication and an adult conviction with a sentence to prison or placing the youth on probation. DJC agents supervise both cases according to the Dispositional Order and Judgment of Conviction following administrative codes governing DJC and the Division of Community Corrections. Youth under dual supervision will receive services and programming in DJC until the juvenile order discharges, then the case is transferred to a Division of Community Corrections agent.

Alternative Community Placements

The DJC contracts with residential and alternate care facilities for youth under DJC supervision in the community who require specialized treatment and/or supervision. Contracted alternate care facilities are licensed and regulated by the Department of Children and Families or the Department of Health Services. DJC contracts with a variety of organizations across the state in order to access a range of alternate care placement options.

- **Foster Care** providers offer care and supervision in a family's home for youth under age 18. Treatment foster care providers also offer structured, professional treatment to youth in their care.
- **Group Homes** offer care and supervision in a home-like setting. Youth placed in a group home receive services including specialized treatment, employment, and education in conjunction with their identified criminogenic needs based on their COMPAS assessment.
- **Residential Care Centers** provide care and supervision in a more secure campus setting. Youth placed in an RCC receive services including specialized treatment, employment and education in conjunction with their identified criminogenic needs based on their COMPAS assessment.
- **Transitional and Independent Living** providers offer supervision, independent living skill training, education and employment services for youth who are preparing to live independently. These services are provided in a range of residential settings from group living to monitored independent living apartments.

Complaint Process: Youth Complaints and Appeals

Each facility and field office have procedures for youth complaints as well as the appeal process. All complaints must be written using an official DOC form and should include:

- A statement of the nature of the complaint, what happened, and who was involved.
- A statement explaining how the complaint affected the youth personally.
- A statement identifying the staff the youth has discussed the problem with and the outcome of that discussion.
- A request for relief, stating what the youth believes would be a satisfactory resolution.

Friends and Family Resource Guide

Last Updated: November 2024

- A third-party, including a fellow youth, family member, staff member, attorney, or an outside advocate, may assist in completing a complaint or filling out a complaint form on behalf of the youth.
- An appeal can be written and submitted on a DOC appeal form designated by the facility or field office.

Disciplinary Process Within DJC

Lincoln Hills/Copper Lake

Prosocial Behaviors

Youth can earn credit towards their overall and weekly Behavior Grade which provides access to incentives and privileges when they display prosocial behaviors.

Prosocial behaviors demonstrate skill practice and provide opportunities for youth to solve problems both proactively and collectively with others.

Youth are able to earn prosocial credit for positive behaviors observed regardless of noncompliant behavior.

Noncompliant Behavior and Disciplinary Process

When youth display noncompliant behavior, they will be given a treatment response which is a behavioral process that helps the youth build skills and repair harm.

If a youth refuses to complete the treatment response, a supervisor may assign a Graduated Response (e.g., additional treatment response or sanction).

In some situations, a "Pause" might occur, which places a hold on the youth's stage progression and may delay when the youth is ready for release.

When youth pose a serious risk of imminent physical harm to others, Administrative Confinements can occur. When this happens, the youth is temporarily confined to their room or other locked area and a set of automatic treatment responses are given to the youth to complete.

Contraband

Any staff who reasonably believes that an item is contraband may seize the item whether or not the staff believes a violation has occurred. Items believed to be contraband will be confiscated. Property which is not determined to be contraband will be returned to the youth or rightful owner. Property belonging to the facility will be returned to service if in a usable condition. Contraband found through the inspection of parcels, packages, and any other incoming or outgoing items will be disposed of in accordance with DJC Policy.

Friends and Family Resource Guide

Last Updated: November 2024

The Grow Academy

Each day, youth earn points based on behaviors in areas of respect for staff, peers and property, language, daily chores, wake-up and bedtimes, personal spaces, appearance and hygiene, movement, and participation in school and groups.

When staff recognize positive behavior as above and beyond what is expected, they may award extra points for the day. These points are awarded as leadership-personal responsibility or extra initiatives.

A youth's daily point level is based off total points earned the day before. Continued positive behavior and participation in programming grant youth privileges associated with their level.

Daily Privilege Levels:

Level	Bedtime	Privileges	Restrictions
Water (80% and above)	10:00 pm	<ol style="list-style-type: none">1. Access to FBI (extra snacks)2. Access to TV and game room	
Loam	9:30 pm	<ol style="list-style-type: none">1. 1-hour access to TV room	<ol style="list-style-type: none">2. No access to video game room
Bedrock	8:45 pm	<ol style="list-style-type: none">3. Educational TV in dayroom4. Quiet dayroom activities	<ol style="list-style-type: none">5. No access to TV or video game room6. On-grounds activities only

Youth also have an opportunity to earn a weekly privilege level, monthly privilege level, and Grow Bucks.

Weekly Privilege Level: Sun

This requires a weekly average of 80% of points. Sun level may include a special off-grounds trip, incentives, or privileges. A youth's weekly point average is calculated every Thursday night.

Monthly Privilege Level: Harvest

Harvest requires youth to earn Sun four weeks in a row. Harvest privileges may include a special Harvest trip, seasonal activities, and home visits.

Grow Bucks

Grow Bucks are currency youth have the opportunity to earn and use during their time at The Grow Academy. Youth are awarded Grow Bucks by staff for their positive actions throughout each day. The more positive behavior an individual exhibits, the more Grow Bucks a youth is likely to receive. Grow Bucks are used to purchase daily points, food and snacks, and other personal items.

Friends and Family Resource Guide

Last Updated: November 2024

Zeroing Out

Although points are earned, some behaviors are serious enough to result in loss of all point-earning opportunities for a shift. These behaviors include:

- Being physically aggressive
- Going into restricted areas without permission
- Being verbally abusive, threatening, or disrespectful
- Unauthorized use of or interaction with Grow property
- Damage to property or stealing

Program Suspensions

Serious violations may result in program suspension, where an investigation/review of the youth's actions is conducted. An appropriate response will be determined based on the violation.

Program suspension may consist of restrictions to privileges and programming. Youth may be given the opportunity to earn their way off suspension, slowly earning back specific privileges (as determined by staff) based on their continued behavior.

At-Risk Review

The purpose of an at-risk review is to discuss changes that need to be addressed for youth to continue their stay at The Grow Academy. If a youth is struggling to maintain behavior, participation, and/or commitment to the program, an at-risk review meeting may be scheduled. The review will be conducted with the youth, parent/guardian, county social worker, state agent, Grow Treatment Specialist, Supervisor, Youth Counselor-Advanced/Youth Counselor, etc.

Reasons to have an at-risk review may include consistently struggling to maintain daily levels, lack of participation in programming, aggressive/assaultive behavior, or continuous disrespect to staff or peers.

Following an at-risk review, youth will have the opportunity to make necessary changes in their behavior to be successful and graduate from Grow.

Resource Guide Feedback

The Wisconsin Department of Corrections is committed to public safety, transparency, and achieving excellence in correctional practices. If you have questions, comments, or feedback pertaining to this resource guide, please email DOCGeneral@wisconsin.gov. We welcome and appreciate community input to provide transparency as well as ease of access to information.