

Milwaukee Secure Detention Facility (MSDF) Annual Report

Fiscal Year 2025: July 1, 2024 – June 30, 2025

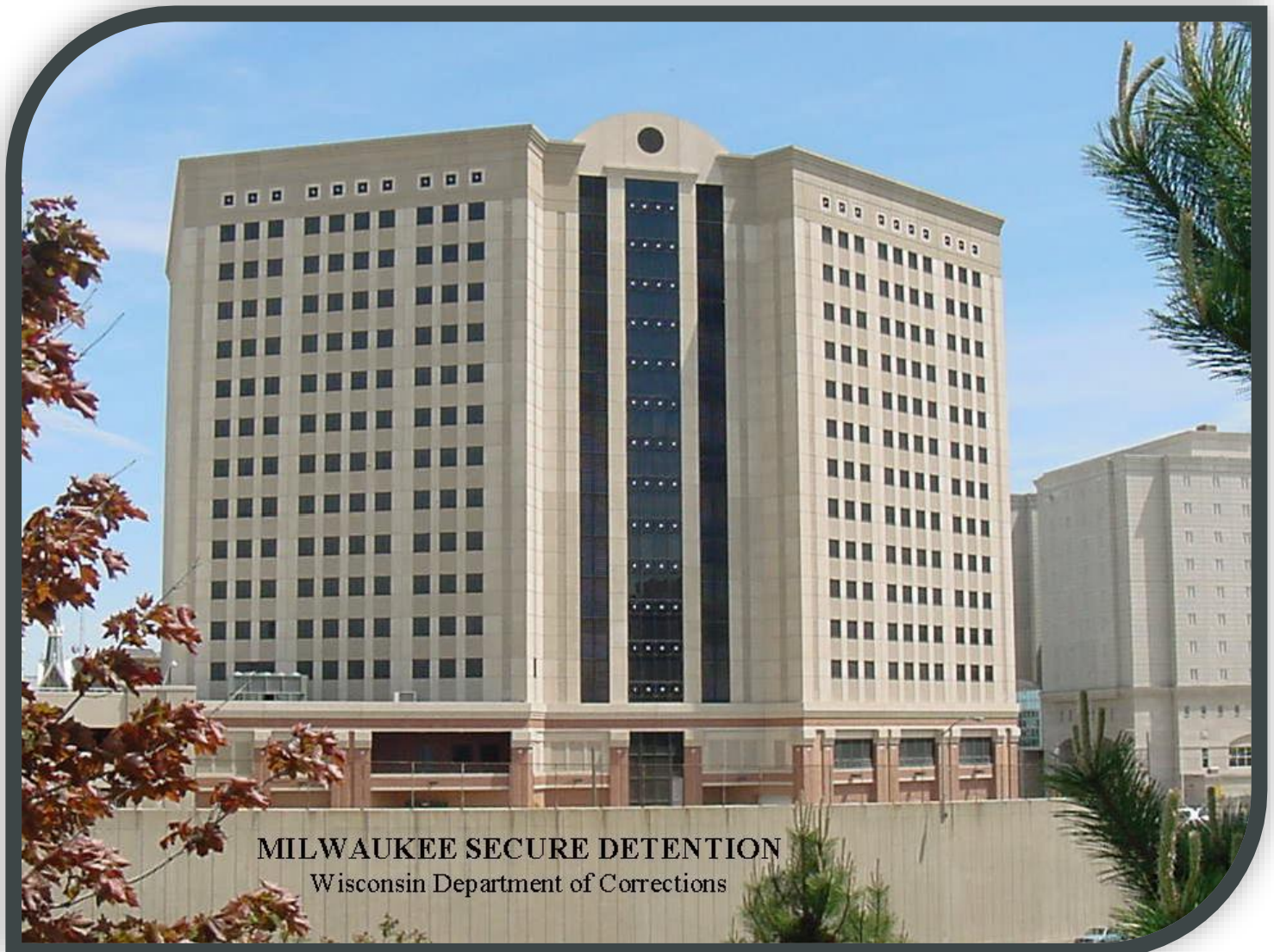


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ACRONYMS

ABE	Adult Basic Education	ICRS	[Person in Our Care] Inmate Complaint Review System
ADA	The Americans with Disabilities Act	ID	Identification
AED	Automated External Defibrillator	KMCI	Kettle Moraine Correctional Institution
AODA	Alcohol and Other Drug Abuse	LEP	Limited English Proficiency
BOCM	Bureau of Offender Classification and Movement	LTE	Limited Term Employee
CBI-EMP	Cognitive Behavioral Interventions – Employment	MICA	Mental Illness Chemical Abuse
CBI-SA	Cognitive Behavioral Interventions for Substance Abuse	MOUD	Medicated Opioid Use Disorder
CCE	Corrections Complaint Examiner	MSDF	Milwaukee Secure Detention Facility
CFSL	Correctional Food Service Leader	MSCC	Marshall Sherrer Correctional Center
CHI	Confidential Health Information	MWCC	Milwaukee Women’s Correctional Center
CNT	Crisis Negotiation Team	OCS	Offender Classification Specialist
COND	Condition	OOA	Office Operations Associate
CORR	Correspondence	OPA	Office Program Assistant
CPR	Cardio-Pulmonary Resuscitation	OSHA	Occupational Safety & Health Administration
CR	Conduct Report	ODU	Opioid Use Disorder
DAI	Division of Adult Institutions	PIOC	Persons in Our Care
DCC	Division of Community Corrections	POSC	Principles of Subject Control
DMV	Department of Motor Vehicles	PREA	Prison Rape Elimination Act
DOC	Department of Corrections	PSR	Psychological Service Request
DOJ	Department of Justice	PSU	Psychological Services Unit
DOT	Department of Transportation	PUB	Publications
DV	Domestic Violence	RC	Reclassification Committee
DWD	Department of Workforce Development	RCI	Racine Correctional Institution
ERU	Emergency Response Unit	RN	Registered Nurse
FCCC	Felmers Chaney Correctional Center	RYOCF	Racine Youthful Offender Correctional Facility
FTE	Full Term Employee	SALUTE	Service, Awareness, Leadership, Unique, Team, Excellence
FY	Fiscal Year	SAMHSA	Substance Abuse & Mental Health Services Administration
GED	General Education Diploma	SUD	Substance Use Disorder
GP	General Population	TAP	Treatment Alternative Program
HSED	High School Equivalency Diploma	TLU	Temporary Lock Up
HSU	Health Services Unit	T4C	Thinking for a Change
HVAC	Heating Ventilation, Air Condition	W2W	Windows to Work
ICE	[Person in Our Care] Institution Complaint Examiner	WICS	WI Integrated Corrections System
ICS	Incident Command System	WCCS	Wisconsin Correctional Center System

MESSAGE FROM WARDEN STEVEN R. JOHNSON

The Milwaukee Secure Detention Facility (MSDF) Annual Report for Fiscal Year 2025 (FY 2025). Covering July 1, 2024 through June 30, 2025, is published to provide details and insight regarding the operations of MSDF.

Correctional institutions are much more complex than most people realize, with MSDF not being the exception. MSDF design and operations are unique and unlike other correctional institutions in Wisconsin. MSDF is a 16 floor high rise facility in downtown Milwaukee, with all operations occurring in one building. Although a DAI Correctional institution, MSDF houses Division of Community Corrections (DCC) population on a hold or serving a sanction, along with a Division of Adult (DAI) population. MSDF is a 24-7 intake site, accepting DCC offenders by way of DCC agent, law enforcement, or self-turn in. As such, MSDF has become an Assessment and Evaluation site. Also unique to MSDF, the population consists of both male and female offenders. Given the uniqueness and ever-changing mission of MSDF, we continue to evaluate and improve physical space and program opportunities.

We have a strong commitment to maintain public safety and provide opportunities at MSDF. This year, we expanded program initiatives and education curriculums to address the needs of the population to provide additional tools and support in preparation for release to the community.

Some program initiatives are as follows:

- ❖ **HSED / GED** – Educational needs are identified for persons in our care, and core competency courses are offered in the following areas: Math, Language Arts, Science, Social Studies / Civics, and Health, for the attainment of a General Education Diploma (GED) / High School Education Diploma (HSED) Certification.
- ❖ **MOUD** – Medication for Opioid Use Disorder (MOUD), a voluntary program to assist individuals who have been diagnosed with an Opioid Use Disorder. Participants work with a Treatment Specialist on goals, release planning, and referrals to community resources. Resources are also available for post-release. Medication is optional and not mandatory to participate in MOUD.
- ❖ **ERP** – The Earned Release Program (ERP) has recently been added to the programming offered at MSDF. Persons in our care who are deemed eligible and suitable are able to participate in programming that may allow them the opportunity to release early from their sentence upon successful completion.

As Correctional professionals we understand that we work in a difficult and stressful environment. We realize the importance of maintaining professionalism when working with our co-workers, the public, other agencies and the persons in our care and custody. I will continue to impress upon MSDF staff the importance of effective communication through the basics of listening, non-verbal communication, managing stress, emotional awareness, and learning for personal growth.

Additionally, we as Corrections professionals understand the importance of **ACT**:



Through our actions we strive to accomplish the Mission of the Wisconsin Department of Corrections.

No annual report on operations at MSDF would be complete without special mention of the people that make up the workforce at this institution. Working in a correctional institution is unlike any other profession. There are challenges, expectations, demands, pressures, and risks unknown to most other occupations. The staff here do a remarkable job performing difficult tasks under difficult conditions. Yet for most, they simply consider it "part of the job." Employees in the DOC are collectively the most dedicated, loyal, selfless, hard-working people that you could ever hope to meet or have as a neighbor. They are a group of professionals that all of Wisconsin can be proud of. I know that I am proud of the MSDF staff and look forward to what the future holds for this facility and myself as the Warden.

Steven R. Johnson
Warden

Department of Corrections Mission Statement

- **Protect** the public, our staff, and those in our care.
- **Provide** opportunities for positive change and growth.
- **Promote**, inform, and educate others about our programs and successes.
- **Partner** and collaborate with community service providers and other criminal justice groups.

Department of Corrections Vision Statement

To achieve excellence in correctional practices while fostering safety for all.

Department of Corrections Guiding Principles

Integrity: Act ethically, transparently, and honestly.

Teamwork: Strengthen partnerships and build community.

Respect: Appreciate varied perspectives and treat everyone with dignity.

Accountability: Comply with the law, uphold high standards, and strive for positive outcomes.

Evidence-Based Results: Use research and data to inform decision-making and achieve meaningful impact.

Department of Corrections Strategic Priorities

Safety: We are dedicated to creating and sustaining safe environments for all. By reducing risk, following consistent procedures, and sharing responsibility for safety, we strengthen our ability to protect people and our communities, improve outcomes, and accomplish our mission.

Wellness: We recognize every person's well-being is essential to both their own successes and the long-term successes of the agency. By fostering a culture of wellness – physical, emotional, and psychological – we promote resilience, reduce recidivism and burnout, and support healthier environments.

Collaboration: We are committed to working together across divisions, disciplines, and with partners – including families of residents, community providers, and others who support successful reentry – to deliver consistent, evidence-based correctional interventions.

Consistency: We commit to applying strategic priorities consistently across all areas of the agency to promote alignment and unity.

MSDF FAST FACTS	
Date Facility Opened	October 1, 2001
Security Level	Medium
Operating Capacity	1040
Current Population as of 6/30/25	998
Uniformed Staff Positions	223
Non-Uniformed Staff Positions	151
Total Staff (Current / Budgeted)	318 / 374
Person in Our Care to Staff Ratio	3.2:1
Person in Our Care to Officer/Sergeant Staff Ratio	4.6:1
Site Size	1 City Block/300,000 Square Feet Building Space
Annual Budget	\$48 Million
Funds Collected for Court Ordered Obligations	\$56,279.47
Funds Collected for Child Support	\$18,513.41
Funds Collected for Victim / Witness	\$16,390.64
Funds Collected for Medical Co-Pay	\$685.51

MSDF ACCOMPLISHMENTS

- ❖ Launched MOUD programming where participants and Staff collaborate to establish reentry goals, on release planning, and PIOC participate in activities. One activity included making cards sending messages of hope and cheer to people utilizing the Ronald McDonald House, and the Fisher House at the Veterans Affairs Hospital.
- ❖ Implemented Earned Release Program (ERP) offering eligible PIOC the opportunity to participate in programing, with the possibility to be eligible for early release.
- ❖ Assisted and celebrated a record number of persons in our care graduating with their GED / HSED certificate.
- ❖ Restructured the Reclassification Committee (RC), increasing the number of committee members to include representatives from additional departments, and formalizing the schedule and hearing location for reclassification hearings.
- ❖ Hosted two Firearm Reduction program sessions, educating and providing resources to PIOC, to reduce violent firearm crimes.
- ❖ Coordinated two PIOC fundraisers supporting the No Entry Initiative, offering PIOC the opportunity to purchase food from local businesses, and donating the all proceeds to local not for profit organizations. A total of \$840 was donated to two local not for profit organizations: *City Champs* and *It Takes A Village*. The fundraisers included pre-popped popcorn from *Pop City Popcorn*; and eggrolls from *Pepperpot Jamaican Cuisine*.
- ❖ Provided larger property storage bins to PIOC, increasing personal storage space and enhancing safety.
- ❖ Installed elevated Officer platforms with laptops for Uniform Staff, supporting increased face to face time with PIOC, as well as providing the means to complete essential work assignments more efficiently.

MSDF ACCOMPLISHMENTS (CTD.)

- ❖ Awarded the 1st Place Percent Increase out of all State of Wisconsin Departments, for money donated by our Staff to the Partners in Giving campaign, supporting over 500 individual charities.
- ❖ Achieved more Staff being recognized than ever from MSDF at the annual DOC Secretary's Office awards ceremony. Staff are acknowledged and awarded for their contributions to the six pillars of success: Service, Awareness, Leadership, Unique, Team, Excellence (SALUTE). MSDF Staff were recognized in the following areas:
 - TEAM: MSDF Food Service Team
 - Lifesaving and Valor Credit
 - Acknowledgement of MSDF Officer and Lieutenant
- ❖ To support MSDF Staff, especially those who are often times called to serve outside of their traditional work schedules, as well as raise funds for incentives for our Staff, the Staff Recognition Committee launched the Prison Pizza Shack. Par-cooked pizzas are regularly available for Staff purchase, and all proceeds used for staff recognition.

THE AMERICANS WITH DISABILITIES ACT (ADA)

MSDF is committed to providing a facility compliant with the Americans with Disabilities Act of 1990. No qualified individual with a physical and / or mental disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the ability to access any services, programs, or activities of the DOC or be subjected to discrimination on the basis of disability. Available DOC tools, programs, services, and activities, when viewed in their entirety, will be accessible to and usable by individuals with disabilities.

The MSDF ADA Committee is comprised of two Staff who work with a multitude of other disciplined Staff persons ensuring PIOC have equal access and accessibility to tools, programs, services, and activities regardless disability status. Coordinators confirm that identified PIOC receive proper accommodations, including but not limited to: written and oral translators, video phones, assistive listening devices, computer assisted real time transcription services, written materials, vibrating watches, pocket talkers, open / closed captioning, and many more supports. The ADA Coordinators assist the Inmate Complaint Examiner (ICE), Corrections Complaint Examiner (CCE), and Department of Justice (DOJ), in response and resolution of ADA related complaints. ADA coordinators assist in the education and relaying of information for ADA related material to both staff and PIOC. MSDF ADA Coordinators communicate frequently with coordinators from other facilities to ensure a seamless transition of provided accommodations when PIOC are transferred to and from locations.

CONFIRMED DISABILITIES WITH PIOC FROM 07/01/24 TO 06/30/25

Hard of Hearing / Deaf: 15

Visual: 1

Physical: 2

MILWAUKEE REGIONAL COMMUNITY ADVISORY BOARD

The Milwaukee Regional Community Advisory Board is comprised of representatives from MSDF (various levels of staff represented), Felmers Chaney Correctional Center, Marshall Sherrer Correctional Center, Milwaukee Women's Correctional Center, Division of Community Corrections and Division of Juvenile Services, along with representatives from various criminal justice, community, and faith-based agencies and organizations.

The Milwaukee Regional Community Advisory Board is used as a means of enhancing public education about the Department of Corrections and more specifically MSDF. By providing positive two-way communication with the community, MSDF also has the opportunity to advocate and secure support for issues that are relevant to our operations.

Specifically, the Community Advisory Board:

1. Acts as liaison between MSDF and the surrounding community
2. Keeps informed relative to policies, programs and conditions at MSDF
3. Provides relevant information to the community and encourages community interest and involvement in the facility
4. Acts to further the purpose of the Community Advisory Board.

HUMAN RESOURCES

The mission of the Human Resources Office within Milwaukee Secure Detention Facility (MSDF) is multifaceted. We support the goals of the institution and Department by providing necessary support and resources to our staff of approximately 400 employees. One primary goal is to attract qualified prospective applicants through recruitment efforts and subsequently staff the vacancies. The focus then evolves into retention.

As of June 30, 2025, MSDF was budgeted for **244 Full Term Employee (FTE)** Officer / Sergeant positions and **96 FTE** Non-Officer / Security positions for a total of **340 FTE** when fully staffed. The figures below include **39 Limited Term Employees (LTE)** employees.

<i>MSDF Staff Demographics as of June 30, 2025</i>						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
(1) Black	71	41%	89	55%	160	48%
(2) Asian	2	1%	0	0%	2	1%
(3) Native American	0	0%	0	0%	0	0%
(4) Hispanic	10	6%	7	5%	17	5%
(5) White	77	45%	51	32%	128	38%
(6) More Than One	8	5%	11	7%	19	6%
(7) Not Specified	5	3%	3	2%	8	3%
TOTAL	173		161		334	

**Percentages are approximate and rounded to next highest percentage*

***Percentages only account for filled positions*

<i>MSDF Staff Disability Status as of June 30, 2025</i>						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
(1) Disabled	20	12%	19	12%	39	12%
(2) Severely Disabled	1	0%	0	0%	1	1%
(3) 30% <Disabled Veteran	4	2%	0	0%	4	2%
(4) 30% > Disabled Veteran	5	3%	7	5%	5	3%
TOTAL	34		19		53	

<i>MSDF Staff Veteran Status as of June 30, 2025</i>						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
Veteran	34	20%	3	2%	37	11%

PERSONNEL TRANSACTIONS JULY 1, 2024 – JUNE 30, 2025

- 31** – New Hires and Re-Hires
- 62** – Internal Transactions (transfers in, promotions, etc.)
- 89** – Attrition (transfers out, retirements, terminations, etc.)

RECRUITMENT AND ATTRACTING TALENT

- ❖ MSDF continues to support diversity and inclusion by increasing attendance at diverse career fairs, utilizing diversity-specific advertising, creating safe environments where people can engage in meaningful conversations regarding Equity and Inclusion, support promotion and leadership opportunities for marginalized populations and offer continuous trainings that builds on the understanding of Equity and Inclusion.
- ❖ Strengthened partnerships with local colleges, universities, and technical programs to create internship pipelines and promote correctional careers to emerging professionals.
- ❖ Expanded the use of virtual recruitment platforms and social media campaigns to reach a broader, more diverse applicant pool.
- ❖ Enhanced onboarding processes to provide new hires with clear expectations, support resources, and mentorship from day one.
- ❖ Collaborated with community organizations and workforce development agencies to highlight MSDF as an employer of choice for individuals seeking stable, meaningful public service careers.

RETENTION AND FOSTERING A POSITIVE WORK ENVIRONMENT

- ❖ Promoting training, educational opportunities, and internal promotions.
- ❖ Pairing experienced staff (Field Training Officers) with new employees fosters positive role models, promotes understanding of Person in our Care needs, and encourages effective rehabilitation approaches.
- ❖ Fostering a culture of respect, appreciation, and recognition motivating staff to excel and contribute to positive change within the Milwaukee Secure Detention Facility.

RETENTION AND FOSTERING A POSITIVE WORK ENVIRONMENT (CTD.)

- ❖ Implemented staff wellness initiatives, including peer support, Employee Assistance Program awareness campaigns, and stress-management resources tailored to correctional staff needs.
- ❖ Improved communication channels between leadership and staff to promote transparency, feedback, and problem-solving.
- ❖ Planning initiated to expanded leadership development programs and succession planning efforts to ensure ongoing growth opportunities for motivated staff.

STAFF RECOGNITION COMMITTEE

The Staff Recognition Committee consists of nine individuals made up of a multidisciplinary team (i.e. Security, Administration, Human Resources, Management, and Records Department). We meet once per month to discuss fundraising ideas and opportunities. Each year, an apparel sale is held for staff to purchase jacket, vests and polo shirts. Any profits will be used for Correctional Employees Week. In November 2024, MSDF Staff Recognition partnered with local business, Palermo's Pizza to create the MSDF Prison Pizza Shack. Palermo's Pizza donated a combination of cheese, sausage and pepperoni pizzas in an effort to raise funds for Correctional Employees Week. Nearly \$1,500 was raised between November and April in pizza sales alone. The Staff Recognition Committee was able to purchase a reusable plastic plate, bowl and utensil set for each employee with all funds raised, encouraging environmental sustainability. Additionally, candy and other food items are given away to recognize staff throughout the year.

MANAGEMENT SERVICES

The Management Services Section is supervised by the Correctional Management Services Director. Departments which make up the Management Services Section include: Business Office, Warehouse, Laundry, Canteen, Food Service, Maintenance, and Information Technology.

BUSINESS OFFICE

The Business Office provides accounting and purchasing functions for the entire institution. Specific responsibilities include offender trust account activity, accounts payable and receivable, offender payroll, major assets inventory, purchasing and providing support for the canteen and warehouse operations. The Business Office includes a total of four Financial Specialists (one Financial Specialist Advanced, three Financial Specialist Senior* and one Financial Specialist) and is under the direction of the Financial Program Supervisor.

* 1 Financial Specialist Senior assigned to the Maintenance Department performing financial transactions.

BUDGET

MSDF's operational budget for Fiscal Year '25' ran from July 1, 2024 to June 30, 2025. The total budget was approximately \$48 million. Major costs outlined below.

<u>Salaries</u>		<u>Food Service</u>	<u>Supplies/Other</u>	<u>Maintenance</u>	<u>Fuel &Utilities</u>
Permanent	\$30,052,252.46	\$2,001,515.68	\$580,061.12	\$293,067.88	\$918,675.04
LTE	\$ 271,956.13				
Fringe	\$13,722,500.83				

<u>Purchase of Services</u>	<u>Budget</u>	<u>Expense</u>
111 – Aid to organizations/individuals	\$11,700.00	\$10,760.34
112 – T4C	\$0.00	\$0.00
166 – Correctional Enterprises	\$33,000.00	\$33,000.00
TOTAL:	\$44,700.00	\$43,760.00
184 – Telephone	\$235,000.00	\$235,000.00
Canteen	\$155,952.91	\$131,200.20

WAREHOUSE

The warehouse provides services to MSDF in three primary areas: Laundry, Canteen and Materials / Supplies. The warehouse staffing pattern includes 1 Inventory Control Coordinator (Vacant) and 1 Inventory Control Coordinator-Advanced under the direction of the Financial Program Supervisor. The warehouse also has 1 Correctional Officer for the warehouse, 1 Correctional Officer for Canteen Operations and 2 Correctional Officers for the Laundry Operations under direction of the Financial Program Supervisor and Security Supervisors.

LAUNDRY

Laundry includes two exchanges per week for underwear, t-shirts and socks. One exchange per week for pants, shirts, shorts, and linens. Blankets are exchanged 4 times per year. Soiled laundry is sent to the warehouse from all floors for transport to Badger State Industries at OSCI. Limited laundry is washed on-site.

FOOD SERVICE

The Milwaukee Secure Detention Facility's Food Service Department provides meals to all PIOC and uniformed Staff. When at full capacity, an average over 3,500 meals are prepared and served each day, totaling approximately 1,250,000 meals produced per year. Daily operations run from 5:30 AM to 4:30 PM, and overseen by the Food Service Administrator. Staffing also includes a Food Service Manager, as well as two Correctional Food Service Leader (CFSL) 3s, and six CFSL2s. Food Service employs two DAI PIOC cooks and 25 additional DAI PIOC workers during the day to assist with production of lunch and dinner service, in addition to maintaining clean-up of the kitchen in the late afternoon and evening. Due to an upgrade to the ventilation system within MSDF, we met the challenge of moving the entire food service operations for three months to housing unit, serving cold meals while the work was being done in the kitchen. Over 278,500 cold meals were served during this time. **1,167,203** meals were served in FY 25, compared to 1,066,648 meals in FY 24.

MAINTENANCE

The Maintenance Department is comprised of both trade and non-trade staff, providing a full complement of skills / knowledge to trouble-shoot, repair, install new equipment, along with

managing a preventative maintenance program, and coordinating new facility-initiated projects. This department works closely with the planning, oversight and coordination of both Small and Capital Funded Projects, providing operational efficiency.

MAINTENANCE STAFFING

One Building and Grounds Superintendent, one Building and Grounds Supervisor, one Financial Specialist - Senior, one FTE Electrician and one LTE Electrician, one Plumber, two Electronic Technician Security - Senior positions, one HVAC Specialist - Advanced, and six Facilities Maintenance Specialist - Advanced positions make up the Maintenance Department. One Correctional Sergeant and one Correctional Officer assist the Maintenance Department in overseeing the tool room and supervising the PIOC work crew. Some services have been outsourced due to not being fully staffed. MSDF continues to be involved with area institutions and centers this year. MSDF has provided repair services to MSCC, FCCC, MWCC, KMCI, RCI, RYOCF, etc.

SMALL AND CAPITAL FUNDED PROJECTS

- ❖ HVAC Multi-Phased Project to upgrade the ventilation system started last year, with most of the work being completed. There are some items still being addressed.
- ❖ A project to upgrade the MSDF Fire Detection System is close to being complete in the first phase, with final testing to take place. Project requests for the remaining phase(s) of this upgrade need to be resubmitted.
- ❖ MSDF is working with DOA on an Energy Conservation project that will be looking at converting existing lighting to highly efficient LED lighting. All supplies are onsite and Maintenance Staff will complete the remainder of the project.
- ❖ An ongoing Plumbing Upgrade Project is underway implement a water conservation style control system.
- ❖ Materials have been ordered for additional furnishing improvements throughout the facility.
- ❖ One floor has had their showers resurfaced.
- ❖ The main lower lobby entrance framework was upgraded. This will allow for the ability to install ballistic glass in the future.
- ❖ A project to provide better security at the entrance of the MSDF Parking Structure has been started and is expected to be completed soon.
- ❖ A project has been initiated to upgrade / modernize all five elevators at MSDF. This will be a multi-phase project that will be taking place over the next couple of years.
- ❖ Various camera upgrades have taken place over this past year.
- ❖ A project to lengthen the ladders on the PIOC bunks has started.
- ❖ The Health Services Unit upgrades continue.
- ❖ Officer Station upgrades continue.
- ❖ A project to repair hydronic hot water heating lines has been completed.
- ❖ A project to replace the A/C unit in Central Control has been completed.
- ❖ A vacant area was converted to a temporary food service operation area, allowing ventilation project work to be completed in the food service area.
- ❖ A project to upgrade MSDF Laundry operations is in process
- ❖ 2,422 service requests were generated during this reporting period, in addition to addressing direct service requests from Staff.

SECURITY

The Security Department consists of one Security Director, nine Captains, eight Lieutenants, 78 Sergeants, 166 Officers, and one Security Operations Program Assistant.

TRAINING

MSDF held regular training days for all Staff on the 1st and 3rd Wednesday of each month. Informal table top trainings were held on housing units to assist with staffing. Training topics included: Responding to Emergencies, Special Emergency Equipment, Personal Protective Equipment and Heat Advisory Awareness.

Formal training has also included: Use of Force & Firearm Requalification; Principles Of Subject Control (POSC), including additional sessions of Special Restraints and Transportation Restraints; Suicide Prevention; Emergency Drills, including Fire Drills, Tornado Drills, and Building Evacuations (completed on all 3 shifts); Emergency Response Unit Training; CPR/AED; Crisis Intervention Training; Field Training Officer training; Emotional Intelligence; Security Threat Groups; WICS; Equity and Inclusion; Prison Rape Elimination Act training; and other mandatory online training requirements.

Additionally, specialized instruction for Crisis Negotiations and Tactical, including a 40-hour Basic Crisis Negotiations and Electronic Control Device Training was held. Another main focus during this year has been Taser certification and recertification for Uniformed Supervisors, along with Supervisory Use of Force Training and Supervisory Development Training.

A representative from WI Deferred Compensation had also participated in on-site meetings with employees on multiple days.

EMERGENCY RESPONSE

Several new, highly motivated members were added to the Emergency Response / Tactical team. In addition to annual firearms training, MSDF's tactical team shifted its training focus to tactics that have a higher likelihood of being utilized in the event of a call-up. These trainings included riot control formations, marching, shield work, and less than lethal options. To enhance the team's ability to work together, team building exercises are also incorporated into each training. Team leadership remained the same this reporting period. Group supervisor continue to work together to build cohesiveness amongst the team and provide training opportunities that are both unique and practical in a correctional setting.

MSDF's tactical team was utilized several times throughout the year to assist with searches at sister institutions in the region. In addition, tactical teams were also called upon to provide support to Waupun Correctional Institutions Restrictive Housing Unit.

INCIDENT REPORTS: A total of 2,603 incident reports were written during the Fiscal Year, compared to 2,512 the previous year.

CONDUCT REPORTS: A total of 3,390 conduct reports were issued during the Fiscal Year. These reports consisted of 2,474 minor conduct reports and 916 major conduct reports.

VISITS HELD FROM 07/01/24 TO 06/30/25:

Professional Visits (Attorneys, etc.): 187

IC Solution Video Visits: 31,388

UNIT DESCRIPTION – 3RD FLOOR

To provide emphasis, focus, and energies toward the provision of vocational and primary programming, the purpose and mission of 3rd floor unit is to provide a concentration of programming in one centralized location. Participants are carefully screened and reviewed for eligibility prior to their movement to the unit. Every resident is expected to participate in all available programming offered, and they are required to have completed Adult Basic Education (ABE) requirements, or have a High School Diploma prior to transferring to this unit. This unit continues to assist HSU with bedding / housing for medical purposes.

PROGRAMMING

- ❖ Windows to Work and Cognitive Behavioral Interventions – Employment (CBI-EMP)
- ❖ Driver's License Permit instruction and DOT written examination
- ❖ ServSafe Food Protection Manager Certification
- ❖ Chaplaincy Services
- ❖ Recreational Programing
- ❖ Outside Presenters: Access Recovery, Knowledge Matters by Her Purpose Finance, Love Is Greater Than Hate Project, and Unlocking Networks by The Center for Self-Sufficiency, Incarcerated Veterans Program

UNIT DESCRIPTION – 4TH FLOOR

The 4th floor consist of 4 pods which holds up to 40 beds each. Cell which are considered dry cells as there are common toileting and showers on each tier. During this annual period, 4th floor houses individuals who have been classified and staffed to remain at MSDF until their release. 4th floor offers a housing pod for those classified as minimum or minimum community and are waiting for transfer to a minimum center. Additionally, 4th floor regularly offers education and Windows to Work.

PROGRAMMING (4TH FLOOR)

WINDOWS TO WORK

In partnership with Employ Milwaukee, MSDF ran four cycles of the Windows to Work Employability program, with approximately 45 participants successfully completing the program. These individuals completed both Cognitive Behavioral Interventions for Employment

and Employability-based (CBI-EMP) components like resume building, interview skills, and financial literacy. Upon release, those who have completed the program continue to work with Employee Milwaukee gaining further skills and resources for a successful return to the community.

SUITS FOR SUCCESS

MSDF formed a partnership with community organization in order to create a Suits for Success Clothing Closet, providing returning citizens with clothing and professional attire upon their release. During the release process, those who are found to need clothing or professional attire work with their assigned Social Worker who assists them in obtaining up to 2 outfits from the closet to help them on the next chapter of their journey. To date, approximately 50 returning citizens have utilized the closet as a resource. Further, as a result of the partnership with community organizations, MSDF was able to assist in the donation of several other organization within the city of Milwaukee. As our donations continued to grow, MSDF continues to partner with Partners in Hope to fill their clothing closet, providing further employment and re-entry resources to the individuals releasing from our care.

UNIT DESCRIPTION – 5th FLOOR RESTRICTIVE HOUSING UNIT

The Milwaukee Secure Detention Facility's Restrictive Housing Unit (RHU) continues to make improvements to foster positive changes in behavior and attitudes of the persons in our care (PIOC) and to ensure their successful transition back into general population. In the past year, a multi-disciplinary approach from Security, Psychological Services Unit (PSU) and Health Services Unit (HSU), have focused efforts to ensure the needs of PIOC in RHU have been met. Unit staff continue to work hand in hand with the PSU department to make sure PIOC are receiving the highest quality of care, including but not limited to: out of cell appointments, daily rounds, weekly therapy groups, and utilizing the telehealth system. The HSU department makes weekly rounds addressing any medical concerns brought forth to include, wellness checks for various medical issues, routine appointments out of cell for chronic illnesses, and any other health concerns. All PIOC who reside in RHU are provided access similar to general population PIOC, such as telephone calls, visits, law library, barber services, HSU, and PSU. MSDF has a dedicated team of staff who work in RHU daily, including a Restrictive Housing Unit Supervisor, Social Worker, RHU Property Officer, and nine security staff across three shifts.

- ❖ The Restrictive Housing Unit team, in conjunction with the Psychological Services unit, provides weekly out of cell programming for PIOC housed in Restrictive Housing. Additionally, PSU routinely meets with individual PIOC as needed to ensure their safe return to general population.
- ❖ The Restrictive Housing Unit team provides PIOC with reading material, puzzles, crayons, and stamped envelopes, in addition to all other routine hygiene products.
- ❖ IC Solutions video visitation allows PIOC in Restrictive Housing to maintain their familial connection through virtual visits while in Restrictive Housing Unit.

- ❖ PIOC custodians are employed in Restrictive Housing ensuring a sanitized and clean unit.
- ❖ The Step Committee meets bi-weekly to discuss the progress of PIOC in RHU, including behaviors, to determine if they may be eligible for early release out of RHU.
- ❖ PIOC in the Restrictive Housing Unit have the ability to complete programming packets to improve their decision-making process. Those that satisfactorily complete packets can earn time off of their disciplinary sanctions.
- ❖ Security staff continue to further their training to improve their communication skills, restraint practices, and de-escalation tactics.

UNIT DESCRIPTION – 5TH FLOOR NON-RESTRICTIVE HOUSING UNIT

The 5th Floor Non-RH unit consists of two pods with the capacity to hold up to 80 PIOC total. This unit has 4 beds per cell with a shared bathroom in the unit. PIOC in SUD and (M)OUD programming, along with institution PIOC workers, are housed on this unit.

PROGRAMMING

DAI SUBSTANCE USE DISORDER (SUD) PROGRAM

MSDF offers a 20- week Substance Use Disorder Program for DAI person's in our care (PIOC) who are Moderate to High risk. The programming curricula at MSDF includes: Cognitive Behavioral Interventions for Substance Abuse (CBI – SA), Thinking for a Change, Epictetus, Social Skills, and Anger Management. SUD programming also includes a behavior modification component where PIOC earn incentive coupons for demonstrating pro-social behaviors and are able to exchange those coupons for incentives like 3 in 1 body wash, deodorant, and movie and popcorn. In January 2025 MSDF implemented earned release programming. During the last fiscal year, 56 individuals enrolled in SUD programming. Of those 56 enrollments, 34 completed and 16 continued into this current fiscal year.

MEDICATION FOR OPIOID USE DISORDER (MOUD) PROGRAM

The OUD program is a voluntary program to assist individuals who have been diagnosed with an Opioid Use Disorder. Participants may enroll when they are at MSDF for at least 30 days and 4 months to release. They will work with a Treatment Specialist 2, who will work with them on release planning, treatment goals, and referrals to community resources. In addition, participants have an option to work with a peer support specialist who will begin meeting with them prior to release and continue support in the community following release. Medication is an option for those in the program but not mandated; participants may continue medication, initiate medication or opt out of medication. During the fiscal year, there were **110** intakes completed for the OUD program.

DCC RESPONSIBILITY EQUALS SANCTION TIME OPPORTUNITY REDUCTION EARNED (RESTORE)

With the increase of sanctions for the DCC population, MSDF is offers a 60-day and a 90-day group counseling sanction. Agents make a referral to the RESTORE (Responsibility Equals Sanction Time Opportunity Reduction Earned) Program and if the person in our care

successfully completes the outlined program, they are eligible to earn 15 days off of their sanction time. **59** male PIOC have completed the “RESTORE” program during the fiscal year with **17** enrollments continuing into the next fiscal year. Additionally, **7** female PIOC have completed the RESTORE program with three continuing into the next fiscal year.

UNIT DESCRIPTION – 6TH FLOOR

The 6th floor consists of 188 beds for general population, female PIOC, Special Management, and Program Restrictive Housing. In the female unit, there are restricted housing, general population, and quarantine beds. The Program Restrictive Housing area offers persons working their way back to general population more structured out of cell time, recreational activities, and commissary items. The multi-disciplinary Step Review Team conducts bi-weekly reviews of PIOC and makes recommendations regarding programing, step movement, behavior management, and other issues. Special Management unit houses PIOC who are chronically mentally or physically ill, or are deemed to be vulnerable in some way. A multi-disciplinary team approach is taken with all of these populations to monitor them appropriately. Unit managers, Security Staff, PSU, HSU work together to help maintain their stability while in the institution, and prepare them for transfer to another facility or release into the community.

PROGRAMMING AND ACTIVITIES

DRIVERS EDUCATION

One cycle of seven participants, both male and female, from this unit went through the driver’s education programming this year. Instruction was provided and PIOC were prepared to take the written Driver License permit exam.

IT TAKES A VILLAGE FOUNDATION RE-ENTRY PROGRAM

Three completion ceremonies were held recognizing the persons who went through this programming. This educational program covers topics such as independent living skills, social and emotional coping, employability skills, and money management.

CLINICAL FACILITATED SUPPORT GROUPS

Weekly support groups focusing on mental well-being and emotional coping skills are held by Clinical Staff.

SELF HELP AND SPIRITUAL ACTIVITIES

Weekly organized events facilitated by volunteers from the community are offered to persons housed on this floor.

SERVE SAFE

One cycle of 11 participants were trained on ServeSafe, the certification program offering participants knowledge of safe handling practices as they prepare for occupations in the culinary field.

UNIT DESCRIPTION – 7TH FLOOR

The 7th floor can house upwards of 200 persons, primarily DCC status, while their Agent investigates alleged supervision violations. They may be pending new charges, awaiting a revocation hearing or awaiting placement into an Alternative to Revocation (ATR) treatment program such as halfway house or temporary living placement. Stays can vary from one week to over twelve months.

The other persons housed on this floor have been revoked from probation / parole, and are waiting to be seen by the Bureau of Offender Classification and Movement (BOCM) staff for an Initial Classification (IC) hearing. This hearing determines program needs, custody level and facility placement. Wait times vary, but persons in our care are typically on these housing units three to five months. Once the IC has been finalized, persons in our care are placed on a list to be moved to a Division of Adult Institution (DAI) Unit at MSDF, which can take an additional four to twelve weeks for a bed to become available.

Those housed on the 7th floor can voluntarily work on the unit in custodial positions. There is a recreation area, providing leisure time activities for persons in our care. Recreation rooms include weight equipment / treadmill, a tv viewing area, as well as a library with books and computers to work on their education, search for job opportunities or research legal matters. PIOC are also able to work towards earning their HSED / GED with access to educational materials.

STAFFING

There are 16 uniform staff members (Officers and Sergeants) assigned to the 7th floor. Staffing includes two Sergeants and four Officers on both first and second shift and two Sergeants and two Officers on third shift. Our 7th floor Social Worker assists the persons in our care using a multidisciplinary approach working in conjunction with DCC Agents, community providers, and internal departments. They respond to questions and concerns from persons in our care, assisting with community resources and referrals and release planning.

A Psychological Associate is assigned to the 7th floor to provide mental health treatment on both a routine and as needed basis as well as facilitating coping skills groups. An Institution Unit Supervisor is assigned to the floor to oversee day-to-day operations, supervise staff, conduct investigations and respond to the needs of the persons in our care. In addition, we have a DCC Agent Liaison assigned to the 7th floor, who works directly with the DCC Agents by taking statements and serving revocation paperwork.

UNIT DESCRIPTION – 8TH FLOOR

The 8th floor housing unit can hold up to 227 PIOC, serving as the intake unit as well as housing general population DCC persons in our care. MSDF is unique in that it is the only DAI facility that receives DCC PIOC directly from the community. Religious services, coping skills, psychological services, and correspondence schooling are offered. After intake, PIOC are moved then moved to an orientation unit.

PIOC orientation provides information specific to the operations of MSDF, including: Health Services Unit (HSU), Psychological Services Unit (PSU), Inmate Complaint Examiner (ICE), Education, Records, Chaplain, DCC Liaison, Business Office, Unit Social Worker, and Institution Unit Supervisor. Important information and expectations are shared with every PIOC in writing and through modeling and teaching by Staff from the various areas aforementioned, as well as from the unit Officers, Sergeants, Social Worker, and Institution Unit Supervisor. The MSDF PIOC Handbook and Prison Rape Elimination Act (PREA) information given to all PIOC at orientation. Staff members from all departments are available to answer questions and respond to requests from PIOC as they navigate MSDF operations. Once PIOC have attended orientation, they will be moved to a general population unit as soon as a bed becomes available.

The 8th floor houses DCC felony offenders that are confined on a Probation / Parole hold. DCC PIOC are held at MSDF while their Probation / Parole Agent investigates rule violations, pending revocation hearings, sanctions or placement into an Alternative to Revocation (ATR). Eligibility for ATR programs such as a treatment program, halfway house, or temporary living placement are assessed. DCC PIOC are able to voluntarily work in custodial positions on the 8th floor.

STAFFING

There are 16 uniform staff members (Officers and Sergeants) assigned to the 8th floor. A Social Worker is designated to work with the PIOC on the 8th floor, assisting with tasks including calls with the Probation / Parole Agent, court appearances, attorney calls, and reentry planning. A PSU clinician is also assigned to the 8th floor to provide mental health treatment on both a routine and as needed basis. One Institution Unit Supervisor is assigned to the 8th floor to oversee the day-to-day operations.

In addition, there are five Probation / Parole Agents and one DCC Field Supervisor housed at MSDF, working directly with the DCC PIOC population. MSDF Agents serve as the liaisons, between the PIOC and agent of record. These agents may take PIOC statements, serve revocation paperwork, and handle other requests from the agent of record.

UNIT DESCRIPTION – 9th FLOOR

The 9th floor consists of four closed pods, housing 50 individuals on each pod. Individuals assigned to the 9th floor are completing the Assessment and Evaluation process. This includes being seen by the Bureau of Offender Classification and Movement to determine program needs, custody level, and placement. Once classified, individuals remain on the unit until transfer to a DAI floor at MSDF or transfer to their approved institution.

EDUCATION

Educational programming at Milwaukee Secure Detention Facility consists primarily of Adult Basic Education (ABE) with emphasis on General Education Diploma (GED) studies. Instruction primarily focuses on the content areas of Math, Reading / Language Arts, Social Studies and Science. In FY 2025 MSDF added the 5.09 HSED program which enables students to get credit for completing prior high school course work in lieu of some GED testing.

MSDF has 24 paid academic PIOC positions, and all persons in our care are eligible to participate in educational programming on a voluntary basis. Educational service is delivered through correspondence work and small groups. In FY 2025, MSDF had 215 participants in the GED / HSED program with 26 participants completing all the requirements of the GED / HSED.

The following is the number of official GED tests that were administered:

Test	1 st Attempt	2 nd Attempt	3 rd Attempt	4 th Attempt	Total
Civics	69	9	2	0	80
Health	5	1	0	0	6
RLA	34	8	7	3	52
Social Studies	51	14	7	1	73
Science	33	7	1	0	41
Math	32	2	1	1	36
Total					288

In addition to GED / HSED preparation service, persons in our care have the opportunity to increase their skills / knowledge in core subjects, build resumes, and apply for college and financial aid. All these services are delivered by teachers who are certified by the Wisconsin Technical College System. The department consists of one examiner and three teachers. A LTE Office Operations Associate (OOA) was added to the department, with the primary responsibility of overseeing Library Services. Library Services include reference material, education / leisure material, and photocopying. There is no central library, but each unit has a central location to access a variety of books which are updated periodically.

PROGRAM SERVICES

DRIVERS EDUCATION

10 cycles of nine-hour trainings, for eight to 10 participants each, were held preparing 100 PIOC for the written Driver License permit exam. DMV officials administered the written exam in the institution, sharing results with DCC.

SERVE SAFE

An educational program developed in accordance with the National Restaurant Association (NRA) standards, to educate PIOC interested in the food service / hospitality industry. Information about best practices in food safety is shared, combining the most up to date FDA food code, food safety, and food sanitation training experience. 74 PIOC successfully achieved their Food Protection Manager Certification. The six hour class and written exam were administered by a Certified ServSafe Instructor.

FIREARM REDUCTION PROGRAM

Approximately 45 PIOC participated in a one-hour reentry program focused on firearm violence reduction, facilitated by Warden Steve Johnson, Deputy Warden Julie Ustruck Wetzel, Unit Supervisor Arthur Kennedy, Public Information Officer for the United States Eastern District Court of Wisconsin Kenneth Gales, and Staff from Project Safe Neighborhoods. The program focuses on the dangers and legal ramifications associated with firearm violence, and provides messaging of opportunities to offenders including support for employment, substance abuse, and mental health treatment upon reentry.

INCARCERATED VETERANS PROGRAM

The Veterans Coordinator provided incarcerated Veterans with resources and referrals prior to release. Services include inquiring about eligibility, enrollment, and assessment of medical, mental health, AODA, housing, and supportive service needs upon release. Eligible Veterans receive referrals prior to release, significantly reducing recidivism.

RECREATIONAL SERVICES

PIOC participation in recreational opportunities successfully increased this year. Handouts were made available to PIOC outlining workout routines for physical strength and endurance. Game activities such as basketball and bag toss were also held. Several tournaments including bag toss, spades, and chess have been held this year as well. Additional leisure activities included playing cards, board games, completing word searches and crossword puzzles. Cartoon character coloring pages are offered weekly to PIOC.

COMMUNITY PARTNERSHIP OUTREACH PROGRAMMING

Community Partnership Outreach programming opportunities included partnerships with Legal Action of Wisconsin, enrolling PIOC into badger care health insurance. Knowledge Matters held a seven-week financial literacy course that took place with five participants. Seven PIOC participated in Love Is Greater Than Hate, a life-changing call to action to advance cultural transformation and engage in the movement to end violence against women was also held. The Center for Self-Sufficiency provided sessions for Unlocking Networks, offering resources following reentry into society, with 23 PIOC participants.

CHAPLAIN SERVICES

Chaplaincy Services at MSDF provide pastoral care to PIOC, aims to assist offenders in discovering and developing their religious faith. Upwards of 150 persons in our care participated in religious services each week, in partnership with community volunteers, with mutually beneficial results. Chaplaincy functions in various roles as representatives of God in a categorically nonspiritual setting; and provides counselling services, manages religious volunteers, and leading or conducting religious programming.

RELIGIOUS SERVICES

Include, but are not limited to: Buddhism, Christianity, Judaism, Catholicism, Protestant, Muslim, Islam, and Native American. Religious leaders for various other umbrella religion groups not mentioned are contacted upon request. Religious materials are available on the housing units, and additional materials pertaining to specified faith groups may be requested through the Chaplain.

VOLUNTEER LED PROGRAMMING

- Alcoholics Anonymous
- Domestic Violence discussions
- Meditation Classes

ADDITIONAL SERVICES AVAILABLE

- Pastoral visits with community spiritual leaders of their faith choice
- Spiritual consultation with the Chaplain
- Community resource information for offenders returning to the community
- Easter outreach celebration & Annual Christmas caroling and gift giving

MSDF provided opportunities for respective inmates to participate in zoom video services, including funeral services. PIOC were able to participate in their URG Annual Religious Observance Congregate Meals and Services.

WELCOME BACKPACKS RELEASE PROGRAM

As part of our chaplaincy services, our backpack program provides people in our care basic seasonal items to assist them when they release. Approximately 100 backpacks were distributed to PIOC during FY 2025.

PSYCHOLOGICAL SERVICES UNIT (PSU)

The Psychological Services Unit (PSU) at MSDF continues to screen PIOC with a variety of diagnoses and levels of care. PSU remains productive, meeting our mandate of screening every PIOC who enters the facility within 48 hours. Our staff is assigned to specific floors within the institution to provide individual therapy, group therapy, and crisis intervention. This allows them to get to know the PIOC better, establishing rapport and knowing how to intervene with their psychological problems more effectively. This diversified approach helps to decrease anxiety, depression, and seriously disruptive behaviors that can result from incarceration. We also work

proactively to help PIOC cope with incarceration in order to reduce suicidal thoughts, gestures, and attempts.

The Mental Health Multidisciplinary Team continues to meet weekly to coordinate care for mentally ill PIOC housed on the special needs unit, geriatric populations, general population, restrictive housing Unit, and the female unit. Our work with the PIOC has been significantly aided by our strong relationships with the front-line staff and security supervisors, who are able to work collaboratively to defuse situations on the units without having to resort to observation or TLU placements to solve a situation.

PSU SERVICES TO OFFENDERS - FY 2025	
Mental Health Intake Screenings (3472)	3,147
Psychological Service Request Slips Received	4,783
Individual Mental Health Contacts (clinical monitoring, crisis contacts, response to PSRs)	2,139
Group Contacts with PIOC	1,439
Clinical Observation Placements and Follow-up Assessments	2,096
Restraint Placements and Follow-up Assessments	67
Housing Rounds by PSU (RHU & GP)	15,897
Mental Health Referrals (WRC, MICA, etc.)	70
Minimum Screening Evaluations (3474)	79
Sex Offender Treatment Evaluations (3776)	104
Psychology Input for Security Decisions (3509)	230
Mental Health Pre-release Summary (3585)	7

HEALTH SERVICES UNIT (HSU)

The HSU at MSDF provides professional and comprehensive medical, dental, psychiatric, and nursing services to the Persons in Our Care. Our mission is to ensure that MSDF's Health Service Unit strategically aligns with the goals and objectives of the Division of Adult Institutions, the Bureau of Health Services, and the national practice standards.

MSDF differs from other DOC facilities as it houses both DCC and DAI, male and female offenders in a jail-like environment. Many of our patients are admitted directly from the community, and therefore, often have had little to no access to healthcare prior to entering MSDF.

At MSDF we provide timely, efficient, patient-centered, quality care that meets the needs of our patients in the Wisconsin Correctional System. We strive to provide our patients with coaching, mentoring, and education to successfully manage their health care needs when reinstated into the community. Nursing staff is onsite 24 hours a day, 365 days a year. All controlled medications are administered by nursing staff throughout the facility.

Upon arrival at MSDF, each person in our care sits down with an RN and a complete health screen is performed:

- ❖ Discuss current medical concerns, substance usage, vital signs check, family medical history, notation of language needs / barriers, recent hospitalizations, prescriptions, and medications are reviewed.

- ❖ A brief mental health screen regarding self-harm history or suicidal ideation is completed.
- ❖ Observations are made regarding any visible signs of physical and / or other distress.
- ❖ Dental review is completed, checking for urgent dental needs.
- ❖ Disposition is made regarding any particular placement / follow-up needs noted.
- ❖ Tuberculosis status is ascertained either by past recent TB skin test result or past history of TB or by obtaining Quantiferon Gold blood testing.
- ❖ Need for some basic immunizations is considered along with some basic annual health screens for appropriate patients.

After Intake, the vast majority of people in our care are seen for a history and physical examination by a physician or a nurse practitioner at MSDF within seven days of their intake. At this exam, tentative and confirmed diagnoses are made, and necessary medical treatment / diagnostics / referral / follow-up are ordered at the practitioner's discretion. This may include but is not limited to on or offsite services including but not limited to: radiology (X-Ray, MRI, CT, Ultrasound, Fibro-scans), optometry, labs, physical therapy, respiratory therapy, wound specialties, as well as patient education. All information is documented in a medical record.

Our team members bring years of correctional healthcare experience as well as emergency-based nursing skills to better provide our PIOC-patients with the most current and up-to-date healthcare techniques and evidence-based practices.

MSDF HEALTH SERVICE UNIT STATISTICS JULY 2024 - JUNE 2025	
Intake Screenings and Medical Histories Completed:	6,433
Discharges	7,818
Medical Provider Appointments (MD/NP):	8,887
Nursing Sick Call Appointments (Face-to-Face Visits)	29,514
Clinical (Specialty) Offsite Appointment	834
Onsite Ultrasound and X-Ray	690
Lab Draws/Processing	13,233
Dental Appoints	625
Dental Hygienist	230
Psychiatry Appointments	2,578
Optometry Appointments	437
Physical Therapy Evaluation/Appointments	454
Medication Prescriptions Filled	36,155

PERSONS IN OUR CARE (INMATE) COMPLAINT REVIEW SYSTEM (ICRS)

The Persons in Our Care Complaint Review System (ICRS) affords MSDF PIOC a process by which their grievances may be expeditiously raised, investigated, and decided. Complaints investigated by the Institution Complaint Examiner (ICE) include, but are not limited to issues regarding policies, rules, living conditions, health services, personal property and employee actions. Issues such as these can impact the daily living conditions and climate of the institution. Investigations of complaints are completed under the supervision of the Warden. This process also affords PIOC

and staff the opportunity to review correctional policy and gain further insight into the correctional system, in addition to correct any errors should they be found.

The MSDF ICE is a member of the institution's Policy and Procedure Committee, Property Committee and serves as the Co-Chair of the local Employee Services Program Committee. The ICE is the site's Limited English Proficiency (LEP) Coordinator and Digitally Formatted Legal Material (DFLM) Coordinator. The ICE is also the Litigation Coordinator for the institution and reviews PIOC appeals on disciplinary hearing decisions for procedural errors prior to the Warden's review.

Complaints	FY 20	FY21	FY22	FY23	FY24	FY25
Total	500	290	323	423	735	467

INMATE COMPLAINTS BY THE NUMBERS

Affirmed – 43	Dismissed – 138
Rejected – 288	Appealed to CCE's office – 60
Returns – 1,144	Reimbursed – \$607.69

Types of Inmate Complaints Filed					
Subject Code/Subject	FY24	FY25	Subject Code/Subject	FY24	FY25
01 Staff	118	57	14 Classification	23	9
02 Correspondence/Publication	72	43	15 ICRS	8	26
03 Discipline	51	20	16 Discrimination	1	1
04 Medical	83	56	17 Person in our care Accounts	20	2
05 Parole/Release	6	6	19 Breach of CHI	0	2
06 Personal Physical Cond.	53	37	20 Staff Sexual Misconduct	8	3
07 Property	125	81	21 PIOC Sexual Misconduct	6	18
08 Rules	17	6	22 Dental	4	3
09 Religion	9	1	24 Staff Misconduct	17	18
10 Work/School	5	14	25 Psychology	7	6
11 Visiting	10	55	26 Psychiatry	4	4
12 Other	72	13	27 ADA	-	1
13 Food	16	6			

BUREAU OF OFFENDER CLASSIFICATION AND MOVEMENT

The responsibility of Internal Classification transferred to MSDF April 1, 2015. Under the direction of the Division of Adult Institutions, and in accordance with DOC Administrative Code s. 302, BOCM employs 2 FTE Offender Classification Specialist (OCS) and one FTE Operations Program Assistant (OPA) at MDSF as of 03/01/2021. The OCS' are responsible for completing initial classification and chairing the re-classification committees; both of which determine an PIOC custody level, programming and placement. COMPAS Assessments are routinely completed as part of the MSDF Initial Classification process beginning November 1, 2014 and are routinely completed based on the PIOC sentence structure.

The following actions were completed this fiscal year:

- *Initial Classification Actions: 552*
- *Reclassification Hearings at MSDF: 214*
 - *Reclassification at WCCS sites: MSCC - 52; FCCC – 85*

RECORDS OFFICE

The Records Office at Milwaukee Secure Detention Facility is responsible for maintaining legal, social service, education, and visitor files on offenders from the Division of Adult institutions. As well as storing then forwarding documents to the Division of Community Corrections to the Probation and Parole Agents for the probation and parole violators housed temporarily at MSDF. Records staff disseminates legal information; they coordinate releases and warrants with law enforcement; calculate parole eligibility dates; set up parole board hearings; calculate mandatory release/extended supervision release and maximum discharge dates; enter court-ordered sentences and sentence modifications into offender records; process revocation orders; schedule court appearances and record institutional disciplinary actions.

MSDF Records personnel also coordinate and document all PIOC movement to and from the institution. They organize all intakes, releases, court visits, professional visits, DCC offender visiting lists, entry of demographics into WICS for each offender, are process servers, notaries and schedule detainer/warrant pickups. They arrange for PIOC file reviews, open records requests, and respond to the public regarding legal matters and offender status, signature bonds, and other legal papers to the offenders.

The Records Supervisor is designated as the institution legal custodian.

The Records Office faces many challenges with the different types of PIOC that are housed at MSDF and the amount of PIOC movement into and out of MSDF. The accompanying table breaks down the amount of movement handled on a monthly basis.

MONTH (July 2024/June 2025) (Male & Female)	DCC Admissions	DAI Admissions	DAI Housed at MSDF	DAI Transfer Outs	Releases
July '24	197	46	600	37	210
August '24	188	53	598	38	229
September '24	185	35	605	15	203
October '24	212	53	635	44	228
November '24	167	57	657	31	190
December '24	187	51	651	35	213
January '25	216	41	659	50	264
February '25	186	47	642	45	211
March '25	206	42	653	29	188
April '25	227	68	653	52	221
May '25	233	41	671	58	226
June '25	250	63	644	39	264
	DCC Admissions	DAI Admissions	DAI Housed at MSDF	DAI Transfer Outs	Releases
TOTAL (2024/2025)	2,454	597	7,668	473	2,647
AVERAGE (per month)	204	50	639	39	221
Total in (2024/2025)	3,226				
Average (per month)	269				
Total out (2024/2025)	3,120				
Average (per month)	260				

CONTACTS FOR MAJOR DOC INITATIVES

ADA COORDINATORS: Tina Amin, 414-212-4926

LEP COORDINATORS: Ashley Schmidt, 414-212-6804 Robert Niccolai, 414-212-4970

PREA COORDINATORS: Heather Paulsen, 414-212-4998