

# MSDF Annual Report



Milwaukee Secure Detention Facility  
Fiscal Year 2017-18

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## ACRONYMS

ABE	Adult Basic Education	HSU	Health Services Unit
ADA	American with Disabilities Act	HVAC	Heating Ventilation, Air Condition
AED	Automated External Defibrillator	ICE	Inmate Complaint Examiner
AODA	Alcohol and Other Drug Abuse	ICS	Incident Command System
ARCW	Aids Resource Center of WI	ICRS	Inmate Complaint Review System
ATR	Alternative to Revocation	ID	Identification
BOCM	Bureau of Offender Classification and Movement	I/M	Inmate
CBI-CC	Cognitive Based Interventions— Comprehensive Curriculum	KMCI	Kettle Moraine Correctional Institution
CBI-EMP	Cognitive Behavioral Interventions – Employment	LEP	Limited English Proficiency
CBI-SA	Cognitive Behavioral Interventions for Substance Abuse	LTE	Limited Term Employee
CCEP	Community Corrections Employment Program	MAT	Medication Assisted Treatment
CFSL	Correctional Food Service Leader	MATC	Milwaukee Area Technical College
CFSS	Center for Self Sufficiency	MSDF	Milwaukee Secure Detention Facility
CGIP	Cognitive Intervention Program	MSCC	Marshall Sherrer Correctional Center
CHI	Confidential Health Information	MWCC	Milwaukee Women’s Correctional Center
CNT	Crisis Negotiation Team	NLCI	New Lisbon Correctional Institution
COND	Condition	NCVRW	National Crime Victims’ Rights Week
CORR	Correspondence	OCS	Offender Classification Specialist
CPR	Cardio-Pulmonary Resuscitation	OOA	Office Operations Associate
CR	Conduct Report	OPA	Office Program Assistant
DAI	Division of Adult Institutions	OSHA	Occupational Safety & Health Administration
DCC	Division of Community Corrections	POSC	Principles of Subject Control
DCI	Dodge Correctional Institution	PRC	Program Review Committee
DMV	Department of Motor Vehicles	PREA	Prison Rape Elimination Act
DOC	Department of Corrections	PSU	Psychological Services Unit
DOT	Department of Transportation	PUB	Publications
DV	Domestic Violence	QPR	Question, Persuade, Respond
DWD	Department of Workforce Development	RCI	Racine Correctional Institution
EMR	Electronic Medical Records	RYOCF	Racine Youthful Offender Correctional Facility
ERU	Emergency Response Unit	SAMHSA	Substance Abuse & Mental Health Services Administration
FAFSA	Free Applications for Federal Student Aid	STG	Security Threat Group
FCCC	Felmers Chaney Correctional Center	SUD	Substance Use Disorder
FTE	Full Term Employee	TLU	Temporary Lock Up
FY	Fiscal Year	T4C	Thinking for a Change
GED	General Education Diploma	VOP	Violation of Probation or Parole
GBCI	Green Bay Correctional Institution	W2W	Windows to Work
GP	General Population	WCCS	Wisconsin Correctional Center System
HSED	High School Equivalency Diploma	WCI	Waupun Correctional Institution
		WRTP	Wisconsin Regional Training Partnership

## MESSAGE FROM WARDEN RONALD K. MALONE

Greetings,

I am honored and appreciative to serve as the Warden of the Milwaukee Secure Detention Facility.

Like my predecessors, Wardens John Husz and Floyd Mitchell, I am extremely proud to be the Warden of the most unique institution within the Wisconsin Department of Corrections. MSDF, a high rise facility located in downtown Milwaukee, Wisconsin, houses both male and female inmates, operating as a jail and a prison. MSDF also serves as an intake facility and a Community Corrections holding facility. Offenders are placed at MSDF for Alternative to Revocation (ATR) programs for Alcohol and Other Drug Abuse (AODA) and Domestic Violence.

The extremely competent and diverse team of correctional professionals who work at MSDF is what truly makes this institution unique. Our treatment programming and collaborations with our multiple community providers continues to grow.

I am delighted to continue our wonderful partnership with the Milwaukee Community Justice Council and all of our criminal justice/public safety partners as well as our community partners, as we work together to address the many issues facing southeast Wisconsin.

You will find in our 2018 annual report that our employees truly value the mission and core values that have been entrusted in us as employees of the Department of Corrections and members of our communities that we serve. In addition, you will also discover our strong commitment to building stronger communities and families within the City of Milwaukee.

### Department of Corrections Mission Statement

- **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.

### Department of Corrections Core Values

#### **We are accountable to each other and the citizens of Wisconsin.**

- We manage our resources in an efficient, effective, sustainable, and innovative manner.
- We demonstrate competence and proficiency in the work necessary to accomplish our mission.
- We take individual responsibility for how we plan, perform, and manage our work.

#### **We do what's right - legally and morally - as demonstrated by our actions.**

- We value courage, candor, and conviction of purpose.
- We expect ethical behavior and integrity in all we do.
- We require honesty, adherence to the law, and the fair and equitable treatment of others.

#### **We recognize employees as the department's most important resource.**

- We work towards building a workforce of diverse individuals who achieve great things together.
- We recognize exemplary performance.
- We advocate in the best interest of our workforce.

**We value safety – for our employees, the people in our charge and the citizens we serve.**

- We provide the resources and training necessary for employees to safely accomplish our mission.
- We operate safe and secure facilities.
- We offer opportunities for offenders to become productive members of their communities.

**We expect competence and professionalism in our communications, demeanor, and appearance.**

- We demonstrate knowledge and skills within our areas of responsibility.
- We respond effectively and appropriately in our interactions and communications.
- We treat all people with dignity and respect.
- We recognize that we have one opportunity to make a positive first impression.

<b>FAST FACTS</b>	
<b>Opened</b>	<b>October 1, 2001</b>
<b>Security Level</b>	<b>Medium</b>
<b>Operating Capacity</b>	<b>1040</b>
<b>Current Population</b>	<b>1043</b>
<b>Security Staff</b>	<b>248</b>
<b>Non-Security Staff</b>	<b>135</b>
<b>Inmate to Staff Ratio</b>	<b>3:1</b>
<b>Site Size</b>	<b>1 City Block/300,000 Square Feet Building Space</b>
<b>Annual Budget</b>	<b>\$29 Million (approximate)</b>

## MILWAUKEE REGIONAL COMMUNITY ADVISORY BOARD

The Milwaukee Regional Community Advisory Board has 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. In Fiscal Year 18 the Board met in June, 2018.

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. Takes action as appropriate to further the purpose of the Community Advisory Board.

## HUMAN RESOURCES

The mission of the Human Resources Office within the 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 nearly 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 December 31, 2016, MSDF was budgeted for **248 FTE** Officer/Sergeant positions and **135 FTE** Non-Officer/Sergeant positions for a total of **383 FTE** when fully staffed. The figures below include 16 LTE employees.

<b>MSDF Staff as of June 30, 2018</b>						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
(1) Black	78	40%	56	48%	134	43%
(2) Asian	0	0%	1	0%	1	0%
(3) Native American	3	0%	0	0%	3	1%
(4) Hispanic	16	9%	8	7%	24	8%
(5) White	100	51%	51	45%	151	48%
<b>TOTAL</b>	<b>197</b>		<b>116</b>		<b>313</b>	

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

### PERSONNEL TRANSACTIONS July 1, 2017 – June 30, 2018

**75** - New incoming employees to MSDF

**100** - Outgoing employees (transfer out, promotion out, termination, etc.)

**20** - Internal transactions (transfers, promotions, etc.)

## 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 and Maintenance. Information Technology also falls under this section.

### 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 4 Financial Specialists and is under the direction of the Financial Program Supervisor.

### BUDGET

MSDF's operational budget for State Fiscal Year '18' ran from July 1, 2017 to June 30, 2018. The total budget was approximately \$29 million. Major cost outlined below.

	<u>Salaries</u>	<u>Food Service</u>	<u>Supplies/Other</u>	<u>Maintenance</u>	<u>Fuel &amp; Utilities</u>
Permanent	\$17,256,513.66	\$1,507,859.62	\$642,455.33	\$162,767.05	\$965,360.55
LTE	\$ 314,875.99				
Fringe	\$ 8,944,739.83				

<u>Purchase of Services</u>	<u>Budget</u>	<u>Expense</u>
111 – Aid to organizations/individuals	\$ 56,950.00	\$ 56,486.00
112 – CGIP	\$ 19,456.40	\$ 6,125.00
166 – Correctional Enterprises	\$ 2,500.00	\$ 2,079.80
<b>TOTAL:</b>	<b>\$ 78,906.00</b>	<b>\$ 64,609.80</b>
184 – Telephone	\$ 95,000.00	\$ 76,943.41
Canteen	\$ 654,937.58	\$ 626,803.47

Purchase of service funds were used in conjunction with programs.  
Remaining funds used for day-to-day materials and operational needs.

#### **Annual Per Capita Cost**

The average cost to house an inmate at MSDF in FY17 was \$100.64. Data is not yet ready or available for FY18.

### **WAREHOUSE**

The warehouse provides services to MSDF in three primary areas: Laundry, Canteen and Material/Supplies. The warehouse is staffed with 1 of each: Inventory Coordinator, Inventory Coordinator-Advanced and Correctional Officer.

### **LAUNDRY**

Laundry co-ordinates provision of clothing for over 1,000 offenders per month. On average this includes two exchanges per week for underwear, t-shirts and socks; one exchange per week for pants, shirts, shorts and linens. Blankets are exchanged four 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 the meals to all inmates and security staff. Over 3,300 meals are prepared and served each day with a total of approximately 1,200,000 served per year. Daily operations run from 5:30 AM to 4:30 PM. The kitchen is run by a Food Service Administrator and Food Service Manager and is staffed with eight CFSL2s. Food Service employs two DAI inmate cooks and 12 other DAI inmates during the day to assist with production and lunch service. Approximately 24 DCC inmates assist with dinner and maintaining, clean-up of the kitchen in the late afternoon and evenings. For 2017, the Milwaukee Secure Detention Facility served **1,275,123** meals at an average cost of **\$1.18 per meal**.

### **MAINTENANCE**

The Maintenance Department is comprised of both trade and non-trade staff, providing a full complement of skills/knowledge, to trouble-shoot/make repairs, installing 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.

#### **Staffing includes the following classifications:**

A Superintendent of Building and Grounds, Building and Grounds Supervisor, Office Operation Associate, Electrician, Plumber, two Electronic Technicians-Seniors, HVAC Specialist, five Facilities Maintenance Specialist Advanced, and one Facility Maintenance Specialist.

### Current Small and Capital Funded Projects:

- ❖ HVAC Multi-Phased Project to address the overall system is currently in the design phase
- ❖ Door control system and intercoms/paging and programming is substantially complete
- ❖ Surveillance system upgrade and replacement project is currently in process
- ❖ Exterior Sealant Project and Façade Repairs project has contracted for engineering
- ❖ Canteen kiosk Phase II project (Inmate Tablets) is in work
- ❖ EdNet project Chromebook rollout is in work
- ❖ Electronic Medical Records (EMR) is in work
- ❖ Parking Structure inspection is awaiting final report and recommendations
- ❖ Welding Room (Inmate Training Facility-3<sup>rd</sup> Floor) project is complete

MSDF continues to be involved with area institutions and centers this year. MSDF has provided repair services to MSCC, KMCI, RCI, FCCC, etc. In addition MSDF has received assistance from NLCI and RCI.

## SECURITY

The Security Department consists of: 1 Security Director, 10 Captains, 6 Lieutenants, 80 Sergeants, 168 Officers, 1 Security OOA, 2 LTE Security Officers and 1 Security Program Assistant – Confidential.

**Training** - MSDF employs approximately 240 uniformed correctional personnel and 122 non-uniformed correctional personnel. The institution operates on a regular basis each day, with the exception of the 1st and 3rd Wednesday of each month which has been designated as Staff Training Days. On those days, the institution operates in a modified lock down mode. Staff is afforded the opportunity to attend various training seminars on those days. Uniformed correctional personnel received additional training in Restrictive Housing operations, POSC, ERU, CNT, STG, Harassment and Hazing, in addition to the mandatory training sessions online. Class room Suicide Prevention, QPR, and Trauma Informed Care was also provided to all uniformed / non-uniformed staff. There were also various other trainings throughout the year that took place that involved both uniformed and non-uniformed staff, such as but limited to: ICS, PREA, Building Evacuation, Team Building, and Motivational Interviewing.

**Emergency Response** - Continues to perform at a high level. Members were trained in tactical shooting and team building. Tactical Team members trained in POSC, Room Clearing, and Weapon Retention. Joint ERU will not take place in 2018.

**MSDF Restrictive Housing Unit** continues to improve. Unit staff and the institution multidisciplinary team have produced positive results with creativeness and ingenuity. The facility strives and exceeds national standards. Some of the creative ideas and key components to improve and enhance the restrictive housing units are:

- ❖ Providing in cell and out of cell programing for inmates that wish to participate.
- ❖ Notifications from DAI administrator posted in common areas for reading and information sharing.
- ❖ MSDF Recreation staff conduct rounds on the units and provide offenders with reading material, puzzles, drawing paper, crayons, etc. Games have also been played with the inmates housed on the unit.
- ❖ PSU staff, HSU staff and unit social workers conduct several rounds each week to speak with and evaluate each inmate in restrictive housing.
- ❖ In the past year, inmate work crews cleaned all cell door traps and tracks. Programing offenders from GP units that volunteer also come to the Restrictive Housing unit to assist in keeping it as clean as possible.
- ❖ MSDF continues to explore new ideas for use of ambulatory restraint equipment.
- ❖ Improving unit library by gathering additional books and creating an inventory with check in/out process.

**Incident Reports** – A total of **1432** incident reports were written in FY '18, compared to **1641** in FY '17. MSDF's incident reports decreased by **209** incident reports.



**Visitation from 07/01/16 to 06/30/17:**

❖ Tele - visits	20529
❖ Professional Visits	3539
❖ Restrictive Housing Visits	170
❖ Contact Visits	92
❖ Special Visits	7
❖ No Contact Visits	7

**MSDF ATR PROGRAMS**

This was our thirteenth full year with the Alternative to Revocation (ATR) Programs at MSDF. We have a total of 234 beds (10 beds were absorbed from Fox Lake Correctional Institution. 158 90-Day AODA ATR, 39 90-Day AODA/Cognitive DV ATR, 14 60-Day Cognitive ATR, 10 week Cognitive Comprehensive ATR). We have 18 ATR Social Workers and 2 Treatment Specialists. Due to difficulty in hiring Clinical and AODA Social Workers, we converted the Clinical Social Worker positions into Treatment Specialist (six current Social Worker vacancies), 2 Clinical Supervisors (currently vacant), and 1 Office Operations Assistant.

All ATR Social Workers, Treatment Specialists, and Clinical Supervisors are now trained, or will be trained, in the cognitive program, Thinking for a Change, Cognitive Behavioral Interventions for Substance Abuse (CBI-SA) and Cognitive Based Interventions-Comprehensive Curriculum (CBI-CC). A roll out of the CBI-CC program began as of May 14, 2018. In March of 2018, the ATR programs were restructured. Starting with the June 11, 2018 program, the DV beds were split with 24 offenders receiving AODA/DV treatment and 12 offenders receiving Cognitive/DV treatment. Starting with the June 25, 2018 program, the 90 Day Cognitive AODA programs were extended to 120 Days to allow for assessments, ancillary groups, more individual meetings, discharge summaries and staff absences.

The ATR process is initiated by an offender's DCC Agent and is facilitated by the Bureau of Offender Classification and Movement (BOCM) with final approval by DCC and DAI, as well as the receiving institution. In March of this year, a roll out of a new referral process began. The use of a decision tree was implemented to ensure that offenders were being referred and enrolled in the appropriate ATR program based on their current violations/mental health needs and past treatment history. After successful completion of the program, the offender is released back to the community to continue to serve his supervision time.

The DCC ATR Programs are currently challenged by staff vacancies but continue to operate effectively with additional staff coverage. MSDF would like to thank BOCM Classification Specialists. We continue to bring in a variety of additional programs such as Healthy Relationships, 24/7 Dads, CPOP, etc. All programs have been positively received by inmates and staff alike.

The MSDF ATR Program continues to work with community partners in order to provide Medication Assisted Treatment for those individuals with an opioid addiction. All ATR offenders are screened. An informational presentation is given to Milwaukee County offenders and out of county offenders. Milwaukee County offenders receive their lab work and additional screening. Those who are appropriate and choose to participate in the program are taken to the clinic to receive their Vivitrol shot on the day of their release, and then taken to their agent's office. The out of county offenders who are appropriate and choose to participate work with their agent and social worker in order to receive services in their county.

**Updated Statistics**

The ATR Program enrolled **681** offenders during this time; and **610** offenders successfully completed their ATR during this time. For **7/1/17-6/30/18** the numbers are as follows:

**Total number of offenders who were enrolled in their ATR Program between 7/1/17 to 6/30/18:**

<b>Total</b>	<b>681</b>
<b>90 Day Cognitive</b>	<b>455</b>
<b>DV</b>	<b>107</b>
<b>60 Day Cognitive</b>	<b>119</b>

**Total number of offenders who completed their ATR Program between 7/1/17 to 6/30/18:**

<b>Total</b>	<b>610</b>
<b>90 Day Cognitive</b>	<b>415</b>
<b>DV</b>	<b>88</b>
<b>60 Day Cognitive</b>	<b>107</b>

**Total number of offenders terminated from their ATR Program between 7/1/17 to 6/30/18:**

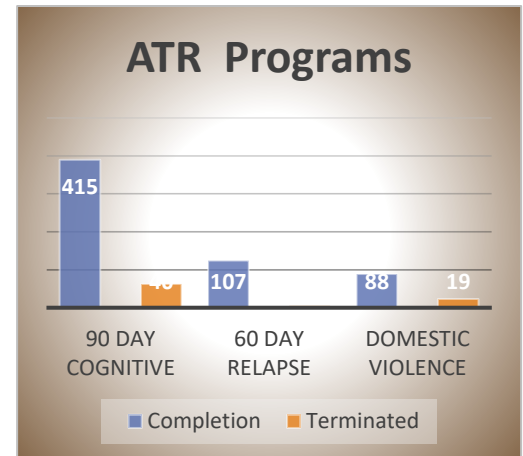
<b>Total</b>	<b>71</b>
<b>90 Day Cognitive</b>	<b>40</b>
<b>DV</b>	<b>19</b>
<b>60 Day Cognitive</b>	<b>12</b>

**NOTE: We had 6 programs that started in the previous fiscal year but completed in the current fiscal year.**

- 4A 4-10-17 to 7-6-17 90 Day AODA - 24 enrolled and 20 completed**
- 4D 6-5-17 to 8-1-17 60 Day Cognitive - 34 enrolled and 29 completed**
- 5D 5-15-17 to 8-10-17 90 Day AODA DV - 36 enrolled and 32 completed**
- 4C 5-22-17 to 8-17-17 90 Day AODA - 40 enrolled and 32 completed**
- 4B 5-29-17 to 8-24-17 90 Day AODA - 34 enrolled and 33 completed**
- 5C 6-12-17 to 9-7-17 90 Day AODA - 40 enrolled and 37 completed**

**We had 4 programs that started in this current fiscal year but will end in the next fiscal year.**

- 4A 5-14-18 to 7-19-18 70 Day CBI-CC - 14 enrolled and 14 completed**
- 4D 5-21-18 to 7-17-18 60 Day Cognitive - 15 enrolled and 12 completed**
- 5D 6-11-18 to 9-6-18 90 Day Cognitive/AODA/DV - 26 enrolled and 19 completed**
- 4B 6-25-18 to 10-11-18 90 Day AODA - 37enrolled and 36 completed (# completed could change)**



## UNIT DESCRIPTION – 3<sup>RD</sup> FLOOR

To provide great emphasis and increased energies toward the provision of vocational and primary programming, the purpose and mission of 3 South Unit was transitioned to provide for the consolidation and concentration of programming in one primary unit. All participants are carefully screened and reviewed for participation prior to their movement to the 3 South Program Unit. Every 3 South resident is expected to participate in all available programming offered.

To build on the successes experienced, concentrated programming is provided in the following areas:

- ❖ Cognitive Behavioral Interventions for Substance Abuse (CBISA)
- ❖ SAMHSA Anger Management
- ❖ Thinking for a Change (T4C) (Cognitive Behavioral Program)
- ❖ Windows to Work and Cognitive Behavioral Interventions – Employment (CBI-EMP)
- ❖ Construction Trades Pre-Apprenticeship
- ❖ Driver's License Permit instruction and DOT written examination

- ❖ ServSafe Food Protection Manager certification
- ❖ American Heart Association Heartsaver CPR/AED/First Aid
- ❖ Math & Blueprint Reading (30-hour)
- ❖ OSHA 10
- ❖ Outside Presenters: Tucker's Truck Driving Academy; DWD Bureau of Apprenticeship Programs; ARCW (Narcan instruction), Driver's License Recovery, Centro Legal and Milwaukee County Child Support Services.

During FY18, MSDF was a partner recipient of a DWD grant that made the implementation of a Vocational Welding program possible. With the collaborative efforts of the Center for Self Sufficiency and other community partners, along with the support of DOC's Reentry Unit, a 6-station welding lab was put in place with hands-on welding instruction beginning in March of 2018. During FY18, 34 inmates completed the course and received certificates from Milwaukee Area Technical College. Other components of the course instruction include: Group Mentoring; Employability; CPR/AED/First aid; Healthy Relationships and Fatherhood/Parenting.

To reward positive participation and achievements attained, several incentives were incorporated into unit operations. Some of the incentives include:

- Late-night dayroom, 7 nights per week;
- School pay for 20 hours per week;
- Expanded food items available that are not accessible elsewhere within our facility.

Thirty-eight men are consistently demonstrating positive attitudes and the determination for post-release success.

## UNIT DESCRIPTIONS – 6<sup>TH</sup> Floor

The sixth floor consists of a **50 bed** general population pod, a **40 bed** female pod, a **48 bed** Special Needs pod and a **50 bed** Program Segregation/Special Needs pod for a **total of 188** offenders.

The 6A pod is a general population unit which houses males classified as Level 4. These are the better behaved inmates in the institution. The B pod houses the female population; we have 4 restricted housing cells (a total of 6 beds) in an enclosure right on the unit and 34 general population beds for the females. 6C, program restricted housing, houses Step inmates doing their disciplinary separation time and center system TLU inmates from the two male Milwaukee centers. It is here that the Step 3 restricted housing inmates do their time and earn back privileges while they work their way back into general population. In addition, the unit is split between program restricted housing inmates and more aggressive special needs inmates.

Also, inmates who have been PRC'd to maximum custody are placed on 6C until they can be moved to maximum security institutions.

The 6D pod is the other special needs unit in the institution. The targeted offenders on this unit are inmates who are chronically mentally or physically ill and deemed to be vulnerable in some fashion.

A team approach is taken with all of these populations to manage them appropriately. Staff from security, Psychological Services Unit (PSU) and Health Services Unit (HSU) all work in collaboration on many of these inmates to maintain their stability.

## UNIT DESCRIPTIONS – 7<sup>TH</sup> & 8<sup>TH</sup> FLOORS

The 7<sup>th</sup> and 8<sup>th</sup> floors house up to **400** male Division of Community Corrections (DCC) felony offenders that are confined on a Probation/Parole Hold or DAI offenders who are awaiting transfer to DCI or MSDF DAI Housing. DCC Offenders who have Probation/Parole holds are pending the investigation of rule(s) violations, pending revocation hearings, or placement of an Alternative to Revocation such as institution treatment program or a halfway house /

temporary living placement. An average stay is approximately 45-90 days for DCC offenders. An average wait for DAI offender transferring to DCI is 8 months.

Each floor consists of 4 pods which holds 50 offenders. In addition to security staff, two social workers are responsible for both of the 7<sup>th</sup> and 8<sup>th</sup> floor. The social workers serve as liaisons between offenders and the Probation/Parole Agent, the legal system in helping offenders resolve court appearances with municipal, family, and children's court, and assist the offender's agent in gathering information needed for release planning. One Psychologist is assigned to each of the floors to assist offenders with mental health concerns. One Unit Manager is assigned between the two floors who over sees the day to day operations of the 7<sup>th</sup> and 8<sup>th</sup> floors.

In addition, there are 6 Probation/Parole Agents and 1 DCC Community Field Supervisor that work directly at MSDF on the 7<sup>th</sup> and 8<sup>th</sup> Floor. These agents serve as a liaison with the offender's agent of record. The agent may take offender statements and serve offenders their revocation paperwork, along with assisting with handling any other requests from the offenders' agent of record.

## UNIT DESCRIPTIONS – 9<sup>th</sup> FLOOR

The ninth floor is divided by North and South side units. Each unit consists of two pods which houses fifty (50) inmates, for a total of **200** DAI inmates. The majority of the DAI inmates have 12 months or less confinement time remaining to serve. DAI inmates who remain at MSDF were on supervision in Milwaukee and surrounding counties prior to their revocation.

Inmates who remain at MSDF will be reviewed by Bureau of Offender Classification and Movement (BOCM) to determine custody level, program recommendations and institution placement.

The following work assignments are available for the ninth floor inmates: Kitchen (14 full time), Maintenance (2 full time), HSU Custodian (1 full time), Restrictive Housing Custodian (1 full time/1 part time), Intake Custodian (2 part time), Sanitation Custodians (2 full time/4 part time), Barbers (2 full time), and Unit Custodians (28 part time) and Laundry Workers (2 part time).

Adult Basic Education is available for the DAI inmates. In addition, MSDF continues to work with outside agencies to provide parenting classes, driver's education program, cognitive thinking program, re-entry programming and religious services. MSDF has a full time recreation department that provides leisure time activities for the ninth floor inmates.

### Staffing:

There is a total of sixteen (16) Security staff assigned to the ninth floor. On both the north side and the south side housing units of the ninth floor, first and second shift include one (1) Sergeant and two (2) Officers. Third shift includes one (1) Sergeant and one (1) Officer. One (1) Social Worker is assigned to the floor to assist the inmates with release planning and other concerns the offender may have. The Social Worker also assists the inmates with obtaining their social security card, birth certificate, and Wisconsin State ID photos. There is one (1) Teacher and one (1) GED examiner assigned to the ninth floor. A psychologist is assigned to the ninth floor to assist with mental health concerns. One (1) Unit Manager is assigned to the floor to oversee the daily operations.

## EDUCATION SERVICES

Educational programming at the Milwaukee Secure Detention Facility consists primarily of Adult Basic Education (ABE). The goal of ABE is to prepare inmates who have not completed the requirements for a high school diploma to pass the required core competencies (Math, Language Arts, Science, and Social Studies) for attainment of a General Education Diploma (GED).

MSDF has twenty-four (24) part-time paid academic positions for DAI offenders who will be remaining at MSDF until their release date. All offenders at MSDF are eligible to participate in education programming. Education staff provided services on average to 200 offenders per month. This number includes working with offenders to obtain their GED, increases their skills/knowledge in a core subject, resume building, and providing college information including FASA forms.

In Fiscal year 2017, MSDF had **fifty-nine (59) offenders complete all the requirements of the GED**. The following number of tests were given:

<b>Total Official Tests Given</b>	<b>535</b>
<b>Official Math Test</b>	<b>139</b>
<b>Official Language Arts Test</b>	<b>110</b>
<b>Official Science Test</b>	<b>126</b>
<b>Official Social Study Test</b>	<b>160</b>

Education instruction at MSDF is delivered by teachers who are certified by the Wisconsin Technical College System. The department consists of 5 teachers. One (1) teacher has the primary responsibility of GED testing. There is one (1) part-time OOA, whose responsibility is library services.

## PROGRAM SERVICES

### Overview

Programming at the Milwaukee Secure Detention Facility consists primarily of various vocational and personal development classes. Our rapid inmate turnover continues to present challenges for attainment of long-term education goals. However, inmates are provided an array of opportunities to upgrade their academic skills and receive classroom instruction in preparation for a GED/HSED, and to otherwise work on understanding their criminogenic needs and taking steps toward self-improvement.

### Program Highlights

- Driver's Education – *10 cycles of 25 participants were provided during FY18*. The very-popular Driver License program, providing instruction to approximately 250 inmates, preparing them for the written Driver License permit exam. DMV officials then administered the written exam in the institution. DOT exam results are shared with respective DCC agent. (10 cycles are funded for FY19)
- Construction Trades Pre-Apprentice – 2 cycles of 25 participants were completed in FY18. We again offered a pre-apprenticeship construction skills program. The 10-week course covers a variety of topics relative to construction trades and workplace safety. (2 cycles funded for FY19)
- Math & Blueprint Reading *WRTP* – 4 cycles were completed during FY18. (4 funded for FY19)
- OSHA 10 *Aegis* - 4 cycles of 25 participants completed during FY18 (4 cycles funded for FY19)
- CPR/AED/First Aid - *American Heart Association* – *MSDF provided instruction during FY18*.
- Healthy Relationships (ATR) *CFSS* - *continuously provided on ATR program pods as part of CPOP*.
- Continued our partnership with DCC through a contract with the Center for Self Sufficiency to provide Pre-Treatment programming Community Partnership Outreach Program for DCC offenders awaiting Alternative to Revocation (ATR) AODA programming. Effective 09/16 expanded to include Medication Assisted Treatment using Vivitrol for those individuals identified as having an opioid or alcohol addiction.
- ServSafe instruction continues to be provided with over 150 inmates successfully achieving their Food Protection Manager certification, to date.

To better address the Criminogenic Needs through programming to meet the **Primary Program Needs** designated for our population, we have implemented:

- 90-Day AODA Residential (CBISA) program is now being provided to our DA1 population. We have now completed our 4th cycle since implementation in July 2017.
- Cognitive Group Interventions Programming “Thinking for a Change” is also being provided on a steady basis.
- Windows to Work (W2W) – Provides Pre- and Post-release services in Employability. Continuous program. Programming was recently expanded by 60% to include CBI-EMP for those inmates not eligible for W2W. Post-Release resources for CBI-EMP will be available through DCC’s CCEP team.

**In collaboration with various partners (CFSS, MATC, WRTP) we implemented a Vocational Welding program that kicked off on March 12, 2018. 34 inmates have already received certificates from MATC.**

**Recreation** - Rec Leaders visit each pod twice per week for structured activities; once for physical activities/events and once for organized table/games, etc. Rec Leaders coordinate institution videos. We continue to expand recreational opportunities for all offenders through the facilitation of structured recreational/leisure-time activities, making a marked impact on our efforts toward idleness-reduction.

**Religious Programming** – Bible Study is offered throughout the facility on a weekly basis. Jumma is facilitated each Friday. Native American Smudging is conducted each Sunday.

## CHAPLAINCY SERVICES

Chaplaincy Services at the Milwaukee Secure Detention Facility provides pastoral care to inmates, assisting them in their response to the realities of their actions prior to, during, and after incarceration. Religious programming aims to assist offenders in discovering and developing their religious faith and by working in partnership with the community to accomplish mutually beneficial results. Chaplaincy functions in various roles: as representatives of God in a categorically nonspiritual setting; and to provide counselling services, managing volunteers, and leading or conducting religious programming.

Religious practice groups include, but are not limited to, the following: Buddhist, Christian Catholic/Protestant, Islam, and Native American. Religious leaders for various other umbrella religion groups not mentioned are contacted upon request.

Each week, approximately 40-50 active volunteers from 15-20 various area churches, ministries and other religious organizations provided faith-based services and religious programming to MSDF’s inmate population. An average of approximately 120 inmates participated in religious services each week during FY18.

Offenders are also offered participation in various other volunteer-led programming, such as:

- ❖ Alcoholics Anonymous
- ❖ Domestic Violence discussions
- ❖ Meditation Classes

In addition to instructional and worship opportunities, the following services are also available:

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

Limited religious materials are readily available on each housing unit. Additional materials pertaining to specified faith groups may be requested through the Chaplain.

During FY18, MSDF provided opportunities for respective inmates to participate in a Ghost Feast to further their Native American heritage and spiritual beliefs. Following the 2018 Ramadan fast, participants were appreciative for the opportunity to again celebrate the end of the Ramadan Fast with an Eid Feast. Our dedicated spiritual volunteers successfully led each of the two events.

## PSYCHOLOGICAL SERVICES UNIT (PSU)

The Psychological Services Unit at MSDF continues to face an increasing influx of seriously mentally ill inmates. PSU remains productive, meeting our mandate of screening inmates who enter the facility within 24-48 hours. Our staff provides individual therapy, group therapy, and crisis intervention on their units, which allows them to get to know the inmates better, establishing rapport and knowing how to intervene with their psychological problems more effectively. This diversified approach helps to decrease serious acting out behaviors due to suicidal thoughts, gestures, and attempts. The Mental Health Multi-disciplinary Team continues to meet weekly to coordinate care for mentally ill inmates housed on the special needs unit, geriatric population, general population, segregation and the female unit.

MSDF had **262 observation placements** in the fiscal year 2017 to 2018. These numbers do reflect an increasing number of observation placements than in the previous years, and we believe that the level of service provided is reflective of the continual needs of an ever growing population of severely and persistently mentally ill inmates. The rate of growth for these chronically and persistently mentally ill inmates has taxed our resources and caused us to create a greater number of behavior plans that attempt to help these inmates navigate prison rules. Our work with the inmates has been significantly aided by the consistent and better trained front line staff, and security supervisors who are able to defuse situations on the pod without having to resort to observation or TLU placements to solve a situation.

## HEALTH SERVICES UNIT (HSU)

Compared to other DOC facilities, MSDF faces challenges of housing both DAI and DCC offenders in a jail-type environment. MSDF houses both male and female inmates in a high-rise setting. Many of our patients are admitted from the community and, therefore, often have had little to no access to healthcare prior to entering MSDF. The population continues to age and with improved medical outcomes for patients with infectious disease, HSU staff is seeing an increase in offenders with multiple chronic diseases or health care concerns.

MSDF nursing staff administers all controlled medications to our offenders throughout the facility. HSU manages offenders' health care records, which are time sensitive and labor intensive. We have paper charting that is maintained 7 days a week, 365 days a year. HSU maintains these active and inactive health care records in collaboration with Central Medical Records (Dodge Correctional) and Inactive Women's Medical Records (Taycheedah).

Our health care staff continues partnerships with Marquette University and Concordia University. Nurse practitioner students continue to work with MSDF health care staff in caring for offenders while enriching their clinical experience in the field of correctional health care.

### MSDF Health Services Unit Statistics 7/1/2017- 6/30/2018

<b>Intake screenings and medical histories completed:</b>	<b>5,703</b>
<b>Medical provider appointments:</b>	<b>4,000</b>
<b>Sick call (health requests) assessments completed by RNs :</b>	<b>3,000</b>
<b>Med refills:</b>	<b>25,000</b>
<b>History/ Physicals completed by advanced care providers:</b>	<b>4,000</b>
<b>Clinical(specialty) Offsite appointments:</b>	<b>1500</b>
<b>Discharges:</b>	<b>6,611</b>

## INMATE COMPLAINT REVIEW SYSTEM

The Inmate Complaint Review System (ICRS) affords MSDF inmates 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 inmates 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 Department receives on average 34 complaints per week. 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 inmate's appeals on disciplinary hearing decisions for procedural errors prior to the Warden's review.

Complaints	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY18
<b>Total</b>	<b>955</b>	<b>937</b>	<b>979</b>	<b>1192</b>	<b>1095</b>	<b>1260</b>	<b>638</b>

### Complaint Results FY18:

<b>Affirmed – 23</b>	<b>Dismissed – 302</b>
<b>Rejected – 268</b>	<b>Appealed to CCE's office – 55</b>



Subject Code/Subject	FY17	FY18	Subject Code/Subject	FY17	FY18
01 Staff	126	74	14 Classification	43	8
02 Correspondence/Publication	87	65	15 ICRS	24	8
03 Discipline	78	13	16 Discrimination	2	0
04 Medical	155	83	17 I/M Accounts	200	57
05 Parole/Release	46	21	18 BCE	0	0
06 Personal Physical Cond.	95	31	19 Breach of CHI	11	5
07 Property	127	52	20 Staff Sexual Misconduct	8	3
08 Rules	87	75	21 Inmate Sexual Misconduct	9	4
09 Religion	26	3	22 Dental	12	3
10 Work/School	12	12	24 Staff Misconduct	14	21
11 Visiting	24	7	25 Psychology	7	3
12 Other)	45	80	26 Psychiatry	20	6
13 Food	22	4			

### Goals for the Upcoming Fiscal Year

- ❖ Maintain the integrity, ethics, timeliness and professionalism of the ICRS.
- ❖ Maintain open lines of communication with staff and inmates in an effort to continue reducing the amount of formal complaints.
- ❖ Reduce the amount of monetary reimbursements paid through the complaint system. For the current fiscal year, the amount reimbursed was \$570.74, a decrease of \$142.00 from the previous fiscal year.
- ❖ Continue working with staff to ensure that MSDF is reviewing and revising existing policies, implementing procedures consistent with not only the Administrative Code, but with other DAI facilities and DAI policies as well.
- ❖ Continue to work with staff to ensure complaint forms are accessible to inmates.
- ❖ Continue to encourage inmates to attempt to resolve issues prior to filing a formal complaint, which also encourages communication between inmates and employees.
- ❖ During this fiscal year about 63% of complaints were returned to inmates for a variety of reasons, but primarily for inmates failing to attempt to resolve issues. Our total number of complaints for the year was 638, and returned complaints was 1109. Although the returned complaints increased from last year, the total number of complaints accepted decreased.

## BUREAU OF OFFENDER CLASSIFICATION AND MOVEMENT

Under the direction of the Division of Adult Institutions, and in accordance with DOC Administrative Code s. 302, BOCM employs 1 FTE Offender Classification Specialist (OCS) and 1 FTE Operations Program Assistant (OPA) at MSDF. The OCS is responsible for completing initial classification and chairing program review committees; both of which determine an offender's custody level, programming and placement. COMPAS Assessments have been introduced to MSDF Initial Classification beginning November 1, 2014 and are routinely completed based on the inmate's sentence structure.

In the last fiscal year (July 1, 2017 to June 30, 2018) the following actions were completed:

- *Initial Classification Actions: 390*
- *Reclassification Hearings: 49*
  - *Reclassification at WCCS sites: MSCC - 54; FCCC - 85*

In the last fiscal year (July 1, 2017 to June 30, 2018) the following COMPAS Assessments were completed at MSDF:

- *COMPAS CORE Assessment: Not applicable / Undetermined*
- *COMPAS CORE Incomplete Assessments: 0*

The OPA is responsible for maintaining an Access database for institutional alternative to revocation (ATR) placements within regions 2, 3, 4 and 7. In the last fiscal year, 863 referrals have been processed.

The responsibility of Internal Classification transferred to MSDF April 1, 2015.

## 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 for the probation and parole violators housed temporarily at MSDF from the Division of Community Corrections to the Probation and Parole Agents. Records staff coordinate parole hearings and disseminate legal information; they coordinate releases; calculate parole eligibility dates; mandatory release/extended supervision release and maximum discharge dates; enter court-ordered sentences and sentence modifications into offender records; and process revocation orders; record institutional disciplinary actions and set up parole board hearings.

MSDF Records Personnel also coordinate and document all offender 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, and detainer pickups. They arrange for offender file reviews, open records requests, and respond to the public regarding legal matters and offender status, serve warrants, detainers 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 offenders that are housed at MSDF and the amount of offender movement into and out of MSDF. The accompanying table breaks down the amount of movement handled on a monthly basis.

MONTH (July 2017/July 2018) (Male & Female)	DCC/TR Admissions	DAI Admissions	DAI housed at MSDF	DAI Transfer Outs	Releases
July '17	443	15	448	181	354
August '17	653	8	447	188	504
September '17	455	10	441	155	373
October '17	504	11	449	164	416
November '17	399	10	467	173	401
December '17	520	8	455	167	322
January '18	390	1	453	174	328
February '18	324	7	458	176	342
March '18	679	8	483	181	406
April '18	368	8	487	189	331
May '18	410	5	470	171	362
June '18	504	10	473	179	374
<b>TOTAL (2017/2018)</b>	<b>5602</b>	<b>101</b>	<b>5531</b>	<b>2098</b>	<b>4513</b>
<b>AVERAGE (per month)</b>	<b>471</b>	<b>8</b>	<b>461</b>	<b>175</b>	<b>377</b>
<b>Total in (2017/2018)</b>	<b>5703</b>				
<b>Average (per month)</b>	<b>475</b>				
<b>Total out (2017/2018)</b>	<b>6611</b>				
<b>Average (per month)</b>	<b>551</b>				

**CONTACTS FOR MAJOR DOC INITIATIVES**

<b>ADA COORDINATORS:</b>	<b>Phil Harkleroad, 414/212-4902</b>	<b>Sylvia Bergelin, 414/225-5648</b>
<b>LEP COORDINATOR:</b>	<b>Kesha Packer, 414/212-6804</b>	
<b>COMPAS:</b>	<b>Patti Guibord, 414/225-5638</b>	
<b>PREA:</b>	<b>Robert Miller, 414/212-4945</b>	<b>Cheryl Frey, 414/212-4926</b>