

MSDF Annual Report



Milwaukee Secure Detention Facility
Fiscal Year 2021-22

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ACRONYMS

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

MESSAGE FROM WARDEN STEVEN R. JOHNSON

Welcome to the Milwaukee Secure Detention Facility (MSDF) Annual Report for Fiscal Year 2022 (FY22), covering July 1, 2021 through June 30, 2022. Correctional institutions are much more complex operations than most people realize. The annual report is published with a desire to provide readers with more detailed information regarding MSDF. Hopefully this report also gives a small glimpse into some of the positive initiatives taking place in our facility.

While our operations have changed during the COVID-19 public health emergency, our commitment to maintain public safety and provide needed services has not. This year we have enhanced a significant amount of our program initiatives to complement our current program curriculums. Programs that have been staples for MSDF such as General Education Diploma, Windows to Work, Driver's Education and Substance Use Disorder Programming continue to be complemented with various wrap-around services. These services have been put into place to ensure recourses and needs are identified and in place prior to release to help aid in a successful reentry into the community.

The program initiatives are as follows:

- ❖ **Returning Citizens** – which links persons in our care with community health workers through Aurora to help obtain general health and mental health care prior to release.
- ❖ **ServSafe** – Participants learn to implement essential food safety practices. Upon successful completion PIOC obtain the ServSafe Manager Certification which will help PIOC gain a hospitality career path upon release.
- ❖ **Suits for Success** – Provides suits to PIOC to go on job interviews upon release.
- ❖ **WCS Treatment Alternative Program (TAP)** – Wisconsin Community Services meets with PIOC prior to release to offer services such as employment, housing, and finance.

As Correctional professionals we understand that we work in a difficult and stressful environment. It is vital we strive to maintain 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 and emotional awareness. Additionally, we as Corrections professionals understand the importance to **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 work force 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 an amazing 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 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.

FAST FACTS	
Opened	October 1, 2001
Security Level	Medium
Operating Capacity	1040
Current Population as of 6/30/22	461
Officer/Sergeant Positions	244
Non-Officer/Security Positions	124
Total Staff (Current / Budgeted)	334 / 368
Person in Our Care to Staff Ratio	1.4:1
Person in Our Care to Officer/Sergeant Staff Ratio	1.8:1
Site Size	1 City Block/300,000 Square Feet Building Space
Annual Budget	\$ 35.5 Million (approximate)

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.

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.

Due to COVID-19, no Advisory Board meeting was held this fiscal year.

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, 2021, MSDF was budgeted for 244 FTE Officer/Sergeant positions and 124 FTE Non-Officer/Security positions for a total of 368 FTE when fully staffed. The figures below include 39 LTE employees.

<i>MSDF Staff as of June 30, 2022</i>						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
(1) Black	72	38%	79	53%	150	44%
(2) Asian	3	1%	0	0%	3	1%
(3) Native American	4	2%	0	0%	4	1%
(4) Hispanic	18	9%	11	7%	29	8%
(5) White	91	48%	57	39%	148	44%
TOTAL	188		146		334	

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

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 four Financial Specialists (1 Financial Specialist Advanced, 2 Financial Specialist Senior, and 1 Financial Specialist) and is under the direction of the Financial Program Supervisor.

BUDGET

MSDF's operational budget for State Fiscal Year '22' ran from July 1, 2021 to June 30, 2022. The total budget was approximately \$35.5 million. Major cost outlined below.

	<u>Salaries</u>	<u>Food Service</u>	<u>Supplies/Other</u>	<u>Maintenance</u>	<u>Fuel & Utilities</u>
Permanent	\$21,653,586.80	\$1,010,748.69	\$1,229,217.75	\$212,495.65	\$809,083.64
LTE	\$ 352,781.41				
Fringe	\$10,349,851.90				

<u>Purchase of Services</u>	<u>Budget</u>	<u>Expense</u>
111 – Aid to organizations/individuals	\$ 7,400.00	\$ 7,400.00
112 – T4C	\$ 0.00	\$ 0.00
166 – Correctional Enterprises	\$ 8,000.00	\$ 0.00*
TOTAL:	\$ 15,400.00	\$ 7,400.00
184 – Telephone	\$175,555.60	\$ 0.00*
Canteen	\$114,636.01	\$52,723.10

Purchase of service funds were used in conjunction with programs. Expenses normally covered under 166 and 184 were covered by Central Office’s 101 Budget. *

WAREHOUSE

The warehouse provides services to MSDF in three primary areas: Laundry, Canteen and Material/Supplies. The warehouse is staffed with 1 Inventory Control Coordinator 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 the meals to all PIOC and security staff. When at full capacity, an average of over **3,300 meals** are prepared and served each day with a total of approximately **1,250,000 meals** produced 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 PIOC cooks and 12-15 other DAI PIOC during the day to assist with production and lunch service. Approximately 30 DAI and DCC PIOC assist with dinner and maintaining clean-up of the kitchen in the late afternoon and evenings. For fiscal year 2022, the Milwaukee Secure Detention Facility served **628,375 meals**.

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 Buildings / Grounds Superintendent, Buildings / Grounds Supervisor, Office Operations Associate, Electrician, Plumber, 2 Electronic Technician Security-Senior positions, HVAC Specialist-Advanced, and 6 Facilities Maintenance Specialist-Advanced positions. Additionally, there is a Correctional Sergeant that oversees the tool room and a Correctional Officer that supervises a PIOC work crew.

Current Small and Capital Funded Projects:

- ❖ HVAC Multi-Phased Project to address the overall ventilation system is in process. Construction contracts have been awarded. A pre-construction meeting has taken place. All parties are exploring project scope-reduction options. Materials are being ordered. Work schedule is being developed.
- ❖ A project to upgrade the MSDF Fire Detection System is going through the bidding process.
- ❖ MSDF has worked with the WE Energies Energy Assessment Team and is still in the process of working to convert our existing lighting to highly efficient LED lighting. As a result, a project has been submitted to upgrade lighting in select areas (9A Dayroom and Lower Lobby), to commercial LED lighting.
- ❖ Plumbing Upgrade Project to water conservation style control systems is ongoing.
- ❖ Upper Lobby Hardening Project is ongoing.
- ❖ An internal project to construct and install elevated platform for Officer use on each unit pod for floors 6 – 9 is ongoing at this time. There will be a total of 16 platforms total.
- ❖ Materials have been ordered for additional furnishing improvements throughout the facility.
- ❖ A project has been initiated to resurface a shower room on the 9C upper pod.
- ❖ **2,084** MSDF Service Requests were generated during this reporting period.

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.

SECURITY

The Security Department consists of a Security Director, 8 Captains, 8 Lieutenants, 79 Sergeants, 168 Officers, 1 Security OOA, 2 LTE Security Officers and 1 Security Program Assistant – Confidential.

Training: During FY '22 MSDF has resumed regular training days for all staff on the 1st and 3rd Wednesday of each month.

Training has included: Radios, Firearm Requalification, POSC, Use of Force, Initial Non-Uniform POSC, Fire Drills, Tornado Drills, Equity and Inclusion, PREA, ERU Training, Naloxone Carry and Administration, Crisis Intervention Training, FTO training, Emotional Intelligence, Building Evacuation and mandatory online training requirements.

MSDF is participating in a Leadership Series that is 6 sessions in length, which started in April of 2022 and will be completed in November of 2022.

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

Emergency Response: During this reporting period, the MSDF tactical team was able to add several new members and increase the amount of training hours after enduring the restrictions put in place due to COVID-19 the previous reporting period.

Tactical team members were able to complete their annual POSC update in larger group settings and even utilize new equipment such as an inert OC filler station to participate in real life scenarios. Tactical team members were also sent to the weapons range on several dates to requalify with the various firearms along with 6 members attending armed escort training. During this reporting period, several tactical team members were sent off site to assist with searches at the Felmer's Chaney Correctional Center on two separate occasions.

Tactical team leadership remains the same as the previous reporting period and continues to grow its team and leaders by providing more opportunities for training and off-site exercises.

Incident Reports: A total of **1,553** incident reports were written in FY '22, compared to **2,779** in FY '21.

Conduct Reports: A total of **2,061** conduct reports were issued during the Fiscal Year. These reports consisted of **1,290** minor conduct reports and **771** major conduct reports.

Visitation from 07/01/2021 to 06/30/2022:

❖ Contact Visits:	11
❖ No Contact Visits:	20
❖ Professional Visits:	297
❖ Video Visits – Zoom:	200
❖ IC Solution Visits:	1,182

UNIT DESCRIPTION – 3RD FLOOR

To provide emphasis, focus and energies toward the provision of vocational and primary programming, the purpose and mission of 3 South Unit is to provide a concentration of programming in one 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 (after being appropriately screened and deemed appropriate for participation). It is required that each participant has completed Adult Basic Education requirements or has a High Scholl Diploma prior to transfer to 3 South.

Note: *Due to the COVID-19 pandemic, regular scheduled programming continued to cease on July 1, 2021. We were able to assist HSU with bedding and housing for quarantine and isolation purposes.*

3 South extended its programming services to other units during FY22, such as: Driver’s License Permit Instruction, ServSafe Food Protection Manager Certification Program and Windows to Work Employability Program. See Program Services Section.

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 Workplace Safety certification
- ❖ Outside Presenters: Educators Credit Union (Financial Literacy/Credit Reports) Tucker’s Truck Driving Academy (CDL); DWD Bureau of Apprenticeship Programs; ARCW (Narcen instruction), Driver’s License Recovery, Centro Legal, and Milwaukee County Child Support Services.

Program Highlights – Please See Program Services Section

MSDF PROGRAMS – 4th & 5th FLOORS

DAI SUBSTANCE USE DISORDER (SUD) PROGRAM

Starting in March 2021, MSDF implemented a 20-week Moderate to High risk Substance Use Disorder program for DAI PIOC. To date, three cycles of moderate to high risk Substance Use Disorder (SUD) programming were completed for DAI PIOC during this annual reporting session, with another cycle ongoing. The programming curricula at MSDF

includes: Cognitive Behavioral Interventions for Substance Abuse, Thinking for a Change, Epictetus, Social Skills, Anger Management, Domestic Violence, and Cognitive Behavioral Interventions for Employment. 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, craft supplies, and extra time in the exercise room or dayroom. Of the **23** PIOC enrolled during this period, **21** PIOC successfully completed the program. Nine individuals are currently enrolled in the ongoing SUD program set to complete in January 2023.

Windows to Work

In partnership with Employ Milwaukee and the Center for Self-Sufficiency, four cycles of Windows to Work Employment group were completed with **23** participants completing the program successfully. These individuals completed both Cognitive Behavioral Interventions for Employment and Employability-based components like resume building, interview skills, and financial literacy. Upon release, those who have completed the program continue to work with the Center for Self-Sufficiency for a year gaining further skills and resources for a successful return to the community.

DCC RESTORE

With the increase of sanctions for the DCC population, MSDF is offering a 60-day individual counseling sanction 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 (PIOC) successfully completes the outlined program, they are eligible to earn 15 days off of their sanction time. Starting in June 2021, PIOC who were eligible for the RESTORE program were brought to 4 South unit where staff could meet with them and provide the appropriate skill-based treatment. Since its implementation, **38** individuals have successfully completed the 90-day program and **77** individuals have successfully completed the 60-day program.

SUITS FOR SUCCESS CLOSET

In mid-2021, MSDF formed a partnership with Suits for Success in order to create a Suits for Success Clothing Closet. This closet provides 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 4 outfits from the closet to help them on the next chapter of their journey. To date, almost **100** returning citizens have utilized the closet as a resource. Further, as a result of the partnership with Suits for Success, MSDF was able to assist in the creation of several other clothing closets at other institutions and DCC agencies. As our donations continued to grow, MSDF also partnered with Partners in Hope to fill their clothing closet and provide further employment and re-entry resources to the individuals releasing from our care.

MSDF RESTRICTIVE HOUSING UNIT – 5th FLOOR

The Milwaukee Secure Detention Facility's Restrictive Housing Unit continues to make improvements to help foster changes in behavior and attitudes of the persons in our care to ensure their successful transition back into general population and more importantly reintegrate them back into society. Unit staff to security staff, members of PSU, Health Services staff, social workers and the institution multi-disciplinary team have produced positive results through creativeness and ingenuity. The facility strives to and exceeds national standards. The unit consists of 8 observation cells and 42 regular cells. All PIOC's entering the unit in TLU status receive 1 phone call a week and have access to the "red" phone (public defender) upon request. The restrictive housing unit supervisor is in charge of the "ready room" which has recently had new protective equipment purchased. Some of the creative ideas and key components to improve and enhance the Restrictive Housing Units are:

- ❖ Despite restrictions due to the COVID-19 pandemic, the Restrictive Housing Unit team continues to provide informal programming for PIOC in the area to ensure their safe return to general population.

- ❖ MSDF recreation staff conduct rounds on the units and provide offenders with reading material, puzzles, drawing paper, crayons, playing cards, etc.
- ❖ PSU and HSU staff, along with the unit social workers, conduct rounds routinely each week to speak with and evaluate each PIOC in restrictive housing.
- ❖ PIOC work crews are frequently brought to the area to clean/sanitize the area and paint unit infrastructure.
- ❖ Improving unit library by adding and rotating books.
- ❖ Volunteer PIOC workers have been in the area to apply fresh paint to doors, cells, and common areas as needed.
- ❖ The Restrictive Housing Step Committee continues to meet on a bi-weekly basis to discuss the progress of PIOC behaviors in RHU.
- ❖ Security staff continue to further their training to improve their communication skills and de-escalation tactics.
- ❖ PIOC in RHU 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.

UNIT DESCRIPTIONS – 6TH FLOOR

The 6th 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 pod for a total of **188** offenders.

The 6A pod is a general population unit which houses male offenders, and the 6B pod houses the female population. On 6B, there are 4 restricted housing cells (a total of 6 beds) in an enclosure on the unit and 34 beds allocated as general population and quarantine beds for the females.

The 6C pod houses STEP 2 and STEP 3 Disciplinary Separation PIOC. STEP 2 and STEP 3 Disciplinary Separation PIOC on the unit finish out their restricted housing time while they transition their way back into general population.

The 6D pod is the special needs unit in the institution. The targeted PIOC on this unit are those 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 manage them appropriately. Unit managers, staff from security, Psychological Services Unit (PSU) and Health Services Unit (HSU) work together with respect to many of these PIOC to help maintain their stability while in the institution, as well as to help prepare them for transfer to another facility or release into the community.

UNIT DESCRIPTIONS – 7TH FLOOR

The 7th floor is composed of four pods which have 25 cells each, therefore, holding a capacity of 100 Persons in Our Care (PIOC). The four pods are divided by North and South side units. The 7th floor houses male Division of Community Corrections (DCC) felony offenders that are confined on a Probation/Parole Hold. DCC PIOC 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 PIOC. PIOC are immediately transferred to 9th floor once classified as A&E/RECEPTION.

Due to low numbers of PIOC on the 7th floor, the south side unit has temporarily been closed in FY22.

During normal operations (both units open), the following work assignments are available for 7th floor PIOC: Unit Custodians (8 full time) and Kitchen (16 full time). MSDF has a full-time recreation department that provides leisure time activities for 7th floor PIOC and religious services are available for participation. The dayroom activities include tables to play games/cards, a recreation room with weight equipment/treadmill, a library with legal assistance and a TV viewing area.

Staffing: (numbers are based off both units being open)

There is a total of sixteen (16) Security Staff assigned to the 7th floor. Staffing for the 7th floor on first and second shift include one (1) Sergeant and two (2) Officers. Third shift includes one (1) Sergeant and one (1) Officer. There is one Social Worker designated to assist with the needs of PIOC on both units. The social worker facilitates communication with the Probation/Parole Agent, assist PIOC to resolve court appearances with municipal, family, and children's court, and assist the PIOC's agent in gathering information needed for release planning. One Psychologist is assigned to the 7th floor to assist PIOC with mental health concerns. One Program Supervisor is assigned to the floor to oversee the day-to-day operations of the units.

In addition, there is 1 Probation/Parole Agent and 1 DCC Community Field Supervisor that work directly at MSDF on the 7th floor. This agent serves 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 – 8th FLOOR

During FY22, Milwaukee Secure Detention Facility (MSDF), along with other Division of Adult Institution (DAI) facilities, adapted operations to account for the COVID 19 Pandemic. The 8th floor housed all incoming male Persons in Our Care (PIOC) in what was deemed a quarantine floor. The 8th floor is split into North and South side units and can house up to 227 male PIOC. 8 North has a total of 50 cells and can house 100 PIOC. 8 South also has a total of 50 cells along with two dorm housing areas and can, therefore, house 127 PIOC. In April of 2022, 8 South side transitioned to a general population DCC unit while 8 North side remained quarantine. MSDF is unique in that it is the only DAI facility that receives Department of Community Corrections (DCC) PIOC directly from the community. 8 North is designated to ensure that all incoming PIOC were quarantined in an attempt to mitigate the spread of COVID 19 and any variants. Therefore, PIOC placed on 8 North remain for a period of up to 10 days, or as deemed appropriate by Health Services staff. This time allows for monitoring and testing by Health Services staff and, therefore, a quick response and isolation of any person that has tested positive for COVID. Upon completion of quarantine, PIOC from the 8 North are moved to a general population housing unit as deemed appropriate.

The 8th floor houses Division of Community Corrections (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 or placement into a program such as a treatment program, halfway house, or temporary living placement. Additionally, while housed at MSDF, DCC PIOC can work in voluntary custodial positions on the 8th floor.

While PIOC move through their initial 10 days in quarantine, 8 North continues to operate as an orientation unit. PIOC that are new to MSDF receive orientation information specific to the operations of MSDF to include Health Services Unit (HSU), Psychological Services Unit (PSU), Person in Our Care Complaint Examiner (ICE), Records, Chaplain, DCC Liaison, unit Social Worker and Corrections Program Supervisors. Important information and expectations are shared with every PIOC in writing and through modeling and teaching by the unit Officers, Sergeants, Social Worker, and Corrections Program Supervisor. MSDF PIOC Handbooks and Prison Rape Elimination Act (PREA) information is also made available to all PIOC as part of orientation. Staff members from all departments are available to answer questions and respond to requests from PIOC as they navigate how MSDF operates.

There are 16 uniform staff members (Officers and Sergeants) assigned to the 8th floor. Staffing on the 8th floor includes two Sergeant and four Officers on both first and second shifts and one Sergeant and one Officer on third shift. There is a social worker designated to work with the PIOC on the 8th floor to address tasks including calls with the Probation/Parole Agent, court appearances, attorney calls, and reentry planning. A Psychologist is also assigned to the 8th floor to provide mental health treatment on both a routine and as needed basis. One Corrections Program Supervisor is assigned to the 8th floor to oversee the day-to-day operations.

In addition, there are 5 Probation/Parole Agents and 1 DCC Field Supervisor located at MSDF to work directly with the DCC PIOC. These agents serve as the liaison to the PIOC Agent of Record. These agents may take offender statements, serve revocation paperwork, and handle other requests from the Agent of Record.

UNIT DESCRIPTIONS – 9th FLOOR

The 9th floor is divided by North and South side units. Each unit consists of two pods which houses fifty (50) Persons In Our Care (PIOC), for a total of 200 DAI PIOC. DAI PIOC who have 12 months or less confinement time remaining, typically remain at MSDF. DAI PIOC who remain at MSDF were on supervision in Milwaukee and surrounding counties prior to being revoked.

On July 12, 2021 Milwaukee Secure Detention Facility became an official Assessment and Evaluation (A&E) site. The entire 9th floor was assigned as the floor to house PIOC who needed to go through the initial classification process. During the fiscal year, MSDF has been able to classify over **230** persons in our care to minimum, medium and maximum security.

EDUCATION SERVICES

Educational programming at the Milwaukee Secure Detention Facility consists primarily of Adult Basic Education (ABE) with emphasis on GED studies. Instruction primarily focuses on the content areas of the GED: Math, Reading / Language Arts, Social Studies and Science.

All Persons in Our Care (PIOC) are eligible to participate in educational programming. MSDF has twenty-four (24) part-time paid Academic Positions for DAI PIOC. Educational service is delivered through correspondence work and small groups. In FY 2022, MSDF had eighty-five (**85**) participants in the GED program and fourteen (**14**) PIOC completed all the requirements of the GED. The following number of tests were administered:

Test	1 st Attempt	2 nd Attempt	3 rd Attempt	Total
Civics	42	4	2	48
RLA	33	6	2	41
Social Studies	33	5	2	40
Science	29	9	1	39
Math	31	11	5	47
				215

In addition to GED preparation service, PIOC 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 1 examiner and 3 teachers, with one teacher being responsible for Library Services. Library Services include reference material, education/leisure material and photocopying. There is no central library, but each living unit has a central location to access a variety of books.

PROGRAM SERVICES

Note: Due to the abundance of caution and precautionary steps taken, several cycles of various programming were still able to be completed during FY22. Please see sections on individual Unit Descriptions, MSDF Programs, and Education Services.

Driver's Education – 10 cycles of 8 participants were provided during FY22. The very-popular Driver License program, providing instruction to approximately 75 PIOC, 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 DCC. (10 cycles are funded for FY23.)

MSDF added a driver simulator to complement the driver's education program. Each participant received 45 minutes of virtual training as part of the curriculum.

ServSafe is an educational program from the National Restaurant Association (NRA). It was developed to educate restaurant workers and those interested in the hospitality industry about the best practices in food safety. The program blends the latest FDA food code, food safety and food sanitation training experience. A total of 57 PIOC successfully achieved their Food Protection Manager Certification for FY22. Certified ServSafe instructors administered the written exam within the institution.

Firearm Reduction Program – During FY22 approximately 25 PIOC participated in a 1-hour reentry program focused on firearm violence reduction, facilitated by the Warden, Deputy Warden, and Corrections Program Supervisor, along with Project Safe Neighborhoods. The program focused on the dangers and legal ramifications associated with firearm violence along with a message of opportunity to offenders who will receive support for employment, substance abuse, and mental health treatment upon reentry.

Recreational Program/Services – PIOC receive various handouts on work-out routines for physical strength and endurance. PIOC are involved in gaming activities such as ping pong and bag toss. There have been several ping pong and bag toss tournaments on various pods. Also, for some leisure activities, playing cards, board games, word search, crossword puzzles and cartoon character coloring are being distributed weekly to PIOC. There have been a couple of spades tournaments on the units. We are gradually building up our PIOC participation in recreation activities since the loss of basketball at the beginning of FY22.

Community Partnership Outreach Programming – Other incentives that were accomplished during FY22 include: Community Partnership Outreach Programming, such as Legal Action of Wisconsin provided assistance with enrolling PIOC into Badger Care health insurance, Treatment Alternative Program (TAP) provided by Wisconsin Community Services as part of the agency's reintegration programming, and Community Warehouse provided job skills training and employment for background challenged individuals.

In Conclusion - While still dealing with the effects of COVID-19, our team has continued to deal with the unexpected impacts and challenges that brought about fast movement and difficult decision-making as it relates to programming.

However, by learning the right lessons from the pandemic and building resilience, our team has had the opportunity to use COVID disruptions to our advantage.

CHAPLAIN SERVICES

Chaplaincy Services at the Milwaukee Secure Detention Facility (MSDF) provides pastoral care to PIOC, assisting them in their response to the realities of their actions prior to, during, and after their confinement. 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 – Jewish - Catholic/Protestant – Islam – Native American. Religious leaders for various other umbrella religion groups not mentioned are contacted upon request.

Note: There has been a spike in PIOC participation of religious studies during FY22. Approximately between **80-90** PIOC participated in religious services each week during FY22.

PIOC 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 upon request:

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

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

During FY22, MSDF provided opportunities for respective PIOC to participate in zoom video service, along with offered zoom funeral services. PIOC were able to participate in their URG Annual Religious Observance Congregate Meals and Services for FY22.

- **Welcome Backpacks Release Program** – As part of our chaplaincy services, our backpack program provides people in our care who may have nothing but the clothes on their backs, some basic seasonal items as a start when they leave prison. Approximately 50 backpacks were distributed to PIOC's during FY22.

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 frontline 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 in FY22	
Mental Health Intake Screenings (3472)	2,581
Psychological Service Request Slips Received	1,934
Individual Mental Health Contacts (clinical monitoring, crisis contacts, response to PSRs)	2,691
Group Contacts with PIOC's	0
Clinical Observation Placements and Follow-up Assessments	716
Restraint Placements and Follow-up Assessments	72
Housing Rounds by PSU (RHU & GP)	16,599
Mental Health Referrals (WRC, MICA, etc.)	82
Minimum Screening Evaluations (3474)	23
Sex Offender Treatment Evaluations (3776)	46
Psychology Input for Security Decisions (3509)	123
Mental Health Pre-release Summary (3585)	3

HEALTH SERVICES UNIT (HSU)

The HSU at MSDF provides professional and comprehensive medical, dental, psychiatric and nursing services to the Persons in Our Care (PIOC). Our mission is to ensure that MSDF's Health Service Unit is strategically aligned 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:

- Including: discussion of current complaints, substance use query, vital signs check, family medical history, language barriers are noted, recent hospitalizations review, as well as prescriptions and medications review.
- A brief mental health screen regarding self-harm history or suicidal ideation is completed.
- Observations are made regarding any visible signs of physical or other distress.
- Dental review done 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 within 7 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 radiology (X-Ray, MRI, CT, Ultrasound, Fibro-scans), optimality, lab draws, physical

therapy, repertory therapy, wound specialties as well as patient education. This information is entered into the electronic 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 2021 - JUNE 2022	
Intake Screenings and Medical Histories Completed:	3,122
Discharges	2,893
Medical Provider Appointments (MD/NP):	3,819
Nursing Sick Call Appointments (Face-to-Face Visits)	>15,000
Clinical (Specialty) Offsite Appointment	344
Onsite Ultrasound and X-Ray	583
Lab Draws/Processing	>5,000
Dental Appoints	1018
Dental Hygienist	210
Psychiatry Appointments	2,232
Optometry Appointments	527
Physical Therapy Evaluation/Appointments	526
Medication Prescriptions Filled	25,000-30,000

PERSONS IN OUR CARE COMPLAINT REVIEW SYSTEM

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 17	FY 18	FY 19	FY20	FY21	FY22
Total	1260	638	511	500	290	323

Complaint Results FY22:

Affirmed – 24	Dismissed – 244
Rejected – 55	Appealed to CCE’s office – 37
Returns – 430	Reimbursed - \$501.54

Subject Code/Subject	FY21	FY22	Subject Code/Subject	FY21	FY22
01 Staff	22	11	13 Food	12	6
02 Correspondence/Publication	26	53	14 Classification	11	29
03 Discipline	9	13	15 ICRS	0	1
04 Medical	41	44	16 Discrimination	0	0
05 Parole/Release	0	0	17 Person in our care Accounts	31	19
06 Personal Physical Cond.	32	20	19 Breach of CHI	0	0
07 Property	35	45	20 Staff Sexual Misconduct	6	1
08 Rules	2	5	21 Person in our care Sexual Misconduct	0	2
09 Religion	1	4	22 Dental	1	0
10 Work/School	0	2	24 Staff Misconduct	17	22
11 Visiting	2	5	25 Psychology	0	0
12 Other	36	34	26 Psychiatry	6	7

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 2 FTE Offender Classification Specialists (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 person in our care's sentence structure.

In the last fiscal year (July 1, 2021 to June 30, 2022) the following actions were completed:

- *Initial Classification Actions: 369 Total*
- *Reclassification Hearings at MSDF: 36*
 - *Reclassification at WCCS sites: MSCC - 40; FCCC - 67*

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 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 2020/July 2021) (Male & Female)	DCC Admissions	DAI Admissions	DAI Housed at MSDF	DAI Transfer Outs	Releases
July '21	237	4	425	35	224
August '21	260	6	376	29	239
September '21	256	4	389	17	236
October '21	257	8	396	7	228
November '21	226	4	394	7	229
December '21	198	2	357	6	186
January '22	244	15	359	13	211
February '22	238	9	310	4	208
March '22	276	5	309	24	252
April '22	257	5	337	2	219
May '22	300	4	337	15	214
June '22	302	5	264	11	277
TOTAL (2022022)	3,051	71	4,253	170	2,723
AVERAGE (per month)	254	6	355	14	227
Total in (2021/2022)	3,122				
Average (per month)	260				
Total out (2021/2022)	2,893				
Average (per month)	241				

CONTACTS FOR MAJOR DOC INITATIVES

ADA COORDINATORS:	Dwilette Archer, 414/225-5666	Margaret Done, 414/225-5639
LEP COORDINATOR:	Deidra Jacobs, 414/212-6804	Erin Whelan, 414/212-4928
PREA:	Rick Freeze, 414/212-4998	Cheryl Frey, 414/212-4926

As MSDF corrections professionals we understand the importance to **ACT**:



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