

New Lisbon Correctional Institution



ANNUAL REPORT
JULY 1, 2018 - JUNE 30, 2019



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ACRONYMS

ACT	ANGER CONTROL TRAINING
ADA	AMERICANS WITH DISABILITIES ACT
BCE	BUREAU OF CORRECTIONAL ENTERPRISES
CRB	COMMUNITY RELATIONS BOARD
DOC	DEPARTMENT OF CORRECTIONS
FY	FISCAL YEAR
HSU	HEALTH SERVICES UNIT
HVAC	HEATING, VENTILATION, AIR CONDITIONING
ICE	INSTITUTION COMPLAINT EXAMINER
ICRS	INMATE COMPLAINT REVIEW SYSTEM
LEP	LIMITED ENGLISH PROFICIENCY
MICA	MENTAL ILLNESS CHEMICAL ABUSE
NLCI	NEW LISBON CORRECTIONAL INSTITUTION
PREA	PRISON RAPE ELIMINATION ACT
PSU	PSYCHOLOGICAL SERVICES UNIT
RHU	RESTRICTIVE HOUSING UNIT
SHU	SPECIAL HANDLING UNIT
SO	SEX OFFENDER
T4C	THINKING FOR A CHANGE
WRC	WISCONSIN RESOURCE CENTER
WSPF	WISCONSIN SECURE PROGRAM FACILITY

INSTITUTION CONTACT INFORMATION:

Facility Primary Phone Number:	(608)562-6400
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Timothy Thomas Ext. 7360	Deputy Warden
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COMPAS COORDINATOR:	
Jim Bills Ext. 7334	Social Worker
LEP COORDINATORS:	
Cydney Selje Ext. 7367	Records Supervisor
PREA COMPLIANCE MANAGERS:	
Timothy Thomas Ext. 7360	Deputy Warden



MESSAGE FROM THE WARDEN'S OFFICE

****Accomplishments and Highlights****

The fiscal year came to a close effective June 30th. With it, as in past years, brings an opportunity to look back at changes, challenges and accomplishments from an overall perspective. For me personally, in my 2nd year as the Warden of the New Lisbon Correctional Institution (NLCI) it was a year in which I grew to appreciate more than ever the many strengths and tremendous talents of our team.

Throughout this report you will see the many achievements, statistics and information about NLCI. However, I would also like to place special emphasis on the importance of our hard-working employees. For those who choose to work at a correctional institution, it can be a challenge. Department vacancies are commonplace, thus are rarely fully staffed. This means those who are working are tasked with additional duties of those shortages yet you will be able to see the professionalism of our organization in each of the departments as they report out on their successes.

As with any large organization, we count on an endless number of outside stakeholders to help us get the job done. Whether it is a Probation & Parole Agent working with a Social Worker on pre-release plans for an inmate, or a community volunteer coming in to give spiritual guidance to a group of inmates, the contributions of everyone are tallied in our success.

As we look forward to the next fiscal year, rest assured that changes, challenges and opportunities will continue to come our way. My motto for NLCI is "We make it happen" and I'm confident the team of professionals we have at the New Lisbon Correctional Institution will meet and exceed the expectations set forth. I continue to be very proud of our team and the work we do!

I am extremely proud to present this report of the operations and accomplishments achieved by the dedicated staff of NLCI. I respectfully present the NLCI FY19 Annual Report.

Daniel Winkleski
Warden



FACILITY MISSION and GOALS

Mission

New Lisbon Correctional Institution is committed to the safety, security, and protection of the public, staff and inmates in a humane and constructive manner. Inmates will be held accountable for their actions and the positive or negative consequences associated with those choices. We will encourage inmates to develop goals conducive to positive release planning and reentry into society. We strive to provide inmates with a set of positive behavioral options to enhance their successful reintegration back into society.

Goals

Inmates are strongly encouraged to pursue all education, programming, and work opportunities available to them. Motivation, accepting responsibility, self-worth and self-advancement are the keys to positive change.

NLCI is committed to being a good neighbor by working in partnership with the community on common interests and having a positive effect on the community.

The Department of Corrections has placed a high priority on improving prisoner reentry. NLCI will hold inmates responsible and promote their success throughout the duration of their incarceration. In doing so, we strive for fewer victims, less crime, reduced criminal justice costs, and safer communities.

NLCI is focused on providing inmates with skills for successful reentry into the community. A large part of our focus is not only how we manage the behavior of our inmates, but also how we engage and motivate them. Inmates are encouraged to use their time wisely to prepare for their return to the community, to follow the rules, to respect staff and other inmates, and to work hard in the treatment and educational programs offered at NLCI. In return, our commitment is to work with them to be successful as an employee, family member, and citizen.

FAST FACTS



Opened: **April 4, 2004**

Security Level: **Medium**

Operating Capacity: **950**

Current Population: **1034**

Officer/Sergeant Staff: **193** (147 Officers/46 Sergeants)

Non-officer/Sergeant Staff: **104**

Inmate to staff ratio: **3:1**

Total Staff: **297**

Number of Acres: **100**

Operating Budget: **\$25,025,232**



PROGRAM PARTICIPATION AND COMPLETION

Academic

NLCI had an average of 99 full-time and 79 part-time students per month. Twenty seven inmates earned their General Equivalency Diploma during FY19.

Vocational

NLCI offers two vocational programs in conjunction with Western Technical College, Cabinet Making and Baking. During FY19, our vocational students earned a total of 6 certificates or diplomas in Cabinet Making. Cabinet Making now includes Residential Framing.

NLCI began working with Career Connections and offered OSHA 10 safety classes and 29 students completed the OSHA safety classes.

Correspondence Courses

Correspondence courses are approved courses of instruction which allow an inmate the opportunity to participate in post-secondary educational opportunities through distance education. There was an average of 5 inmates enrolled in correspondence classes monthly.

NLCI had eight students enrolled in the Second Chance Pell program through Milwaukee Technical College which transferred to JCI in May.

Personal Development

NLCI provides college-level personal development courses. NLCI had inmates enrolled in college-level courses to include Mathematics, Mathematics with Business Application, Applied Math- Bakery, Applied Math-Woods, and computer literacy.

Reentry Initiatives

The reentry program consists of ten modules: Education, Employment, Family Support, Financial Literacy, Health, Housing, Transportation, Personal Development, Wellness, and Transitional Preparation. In efforts to align treatment programming with evidence-based practice, the Department transitioned from formal classroom delivery of these modules to making informational materials available in the library to be checked out by inmates who would benefit from the information. The Education Department continues to provide Health, Wellness and Employability course work as needed to meet the requirements of the HSED.

NLCI provides inmates releasing within the next 6 months with resources and assists them with resumes, cover letters, job searching, interviewing etc. Inmates are provided a CD on which to store these files; they may also purchase a flash drive for \$4.50 through the Business Office as an alternate external storage device. These devices are retained in a secure location within the facility's Property department.

Domestic Violence

Domestic violence is cognitive-behavioral based program designed for male offenders who have shown a pattern of abuse/violence to their significant and intimate partners. The curriculum is designed to help batterers identify their own cognitions that have justified violence and enabled them to be abusive to their partners and teach them skills to change their thoughts/beliefs that have led to their abusive behaviors. A major program objective is for the offender to be able to identify alternative beliefs and intervention strategies to end their criminal and abusive behaviors as well as learn and demonstrate non-abusive and non-controlling behaviors.

During FY19, 16 inmates completed the Domestic Violence program.



Sex Offender Treatment

The Sex Offender Treatment Program (SO-2) is a 100-hour treatment group. It currently runs twice a week for six months. It covers topics such as offense disclosure, denial and minimization, victim empathy, cognitive distortions, criminal thinking, and re-offense prevention. Both written homework assignments and group participation are expected. SO-2 is facilitated by psychological services and contracted staff to groups of 12 inmates at a time.

During FY19, 36 inmates completed the SO-2 program.

Cognitive Behavioral Program

The Cognitive Behavioral Program *Thinking for A Change* (T4C) is designed to assist offenders with identifying and restructuring thought processes that may lead to poor outcomes for themselves or others. The programs teach offenders specific skills that assist them in identifying, controlling and changing the personal thinking patterns and underlying beliefs that support their criminal behaviors. Along with cognitive restructuring, offenders are taught a number of social skills and problem-solving steps. The goal is not to *make* the inmate change, but to *motivate* the inmate to change himself. T4C lasts approximately four months and consists of group discussions, situational role play, and homework assignments. In order to successfully complete the program, participants must actively participate in groups, satisfactorily complete all homework assignments and demonstrate they have acquired the specific skills taught in the program.

During FY19, 93 inmates completed Thinking for a Change Cognitive Behavioral Program.

Anger Control Training

Anger Control Training (ACT) is a cognitive-behavioral based program designed to address the needs of violent offenders whose aggressive behaviors tend to be impulsive and reactive rather than instrumental and pre-planned. The curriculum was updated and the new program implemented at NLCI the second half of this fiscal year. In addition to cognitive restructuring, ACT teaches offenders cognitive and interpersonal skills to deter and replace violent behaviors. These skills include stress management, impulse control strategies, assertiveness skills, communication skills, identifying personal anger precursors (thoughts and situations that provoke angry reactions), handling criticism and provocation. Lessons are presented to groups of 10 to 12 offenders. Group sessions are generally 90 minutes in length and held twice weekly.

During FY19, 87 inmates completed ACT.



RESTORATIVE JUSTICE & COMMUNITY SERVICES

Restorative Justice

There are a multitude of Restorative Justice efforts which take place at NLCI throughout the year. These include:

Victim Offender Dialogue – This is a process which allows victims and inmates to meet in a safe setting with a facilitator and provides the victim an opportunity to ask questions, state concerns, and directly express to the inmate exactly how the offense has affected them and their families' lives. This dialogue offers an approach to criminal justice which seeks to restore the victim as completely as possible and hold inmates accountable for their behaviors.

Victim Witness Surcharge/Restitution/Child Support Obligations – Court ordered payments in these areas are collected by the Business Office to assist crime victims with expenses, reimburse victims for losses sustained in a crime, and reimburse custodial parents for child rearing costs.

Victim Appearance at End of Parole Commission Hearings – Victims have valuable input into statements provided to the court prior to sentencing and again when an inmate is being reviewed for release into the community. During FY19, zero requests were processed at NLCI for victims.

Crime Victims' Rights Awareness – In observance of Crime Victims' Rights Awareness Week, NLCI coordinated a speaker to provide his own first-hand experience of being a victim and survivor of child sexploitation. His story is one that commonly happens; however, it often goes unreported. His story was relatable and had an impact on the inmates and staff in attendance. He conveyed a message of forgiveness, self-respect, and overcoming obstacles. His message touched inmates on a personal level while simultaneously affecting inmates to stop and think about their own lives and what they need to do to change their situations. He bravely shared his story to inmates and staff in two separate presentations throughout the day. Inmates were also able to express remorse for their crimes and acknowledge their victims by participating in various projects and activities during the week to draw their thoughts to the victims impacted by their crimes. One activity inmates participated in was a remembrance walk along the facility's walking track while two inmates played the guitar. Additional events were coordinated throughout Crime Victims' Awareness Week, including a fundraising event. The fundraiser proceeds were donated to Hope House of Central Wisconsin which serves Sauk, Columbia, Juneau, Marquette and Adams counties. Total funds donated were nearly \$1830.

Restorative Justice Group - The philosophy of Restorative Justice emphasizes the importance of holding inmates personally accountable for their criminal behavior while creating healing and/or learning opportunities for and involvement of victims, community members and the inmates in the justice process. During each session, participants gain an understanding of how inmates, victims and the community are inter-connected in addressing issues of crime, punishment, restoration and accountability. Participants have an opportunity to learn from guest speakers, including victims/survivors of crime and other community members, facilitators and from each other through group discussions. Restorative Justice provides inmates an opportunity to explore their personal beliefs while interacting with positive role models and learning about topics that may help them make better choices in the future. NLCI was fortunate to have volunteers facilitate two sessions this year, enabling 38 inmates to graduate from the 14-week program. Interest for the program continues to grow as word spreads of the positive impact it has on participants.



Community Services

Community Relations Board - The DOC encourages and supports the creation of a Community Relations Board (CRB) for all facilities in the Division of Adult Institutions. The CRB is intended to act as a positive link between the facility and the community in which it is located. Community stakeholders attend meetings and the Board reviews institution progress and input from members regarding operational activities.

Fundraising/Community Services Donations – Four fundraising activities were coordinated throughout the fiscal year to raise awareness of the importance of charitable giving and helping less fortunate individuals in the community. Total funds collected were \$5,590.92. Proceeds from the fundraising efforts were donated to Hope House of South Central Wisconsin, Tomah Food Pantry, High Grounds Veterans Memorial Park and the Love is > Hate Project. In addition to fundraising events, NLCI responded to numerous requests for donated hand-made items for outside not-for-profit groups, including Neighbor for Neighbor Food Pantry, New Lisbon Food Pantry, Warren’s Lions Club and New Lisbon Community Closet. Items donated to these organizations included: wall paintings custom made picnic tables, art supplies and used eye glasses.

OTHER PROGRAM OPPORTUNITIES AND SERVICES

Chapel Services

Weekly opportunities for worship and/or study groups are available for Protestant, Jehovah’s Witness, Catholic, Islamic and Native American/American Indian inmates. Buddhists and Pagans meet with their spiritual leader twice per month, and other individual practices are facilitated through pastoral visits or individual observance. Additional opportunities available through the Chapel include: Bi-Monthly Spanish/English services designed to foster diversity through bilingual worship as one united faith community; Chapel Library, providing publications and literature for all faiths; religious studies through instructional DVDs and CDs, bible studies, and pastoral visits. NLCI also facilitates participation in the Salvation Army and the Angel Tree program which allows inmates the opportunity to select and give toys to their children during the holiday season. Additional programming coordinated through the Chapel includes weekly Alcoholics Anonymous meetings.

Volunteers - Volunteers are a vital resource for the institution, and especially the Chapel as they provide spiritual support to the inmate population at NLCI. This year there were 102 volunteers who invested countless hours of their personal time to help provide religious activities, pastoral visits or other forms of spiritual support. Volunteers represent all DOC umbrella religious affiliations as well as Alcoholics Anonymous, Poetry class, Drawing class, and Music Theory.

Library Services

NLCI offers comprehensive library services to both general population and RHU inmates. **General Library** services are available every day from 7:50 a.m. to 8:50 p.m. A variety of daily newspapers, weekly and monthly periodicals, reference materials, and general educational and leisure materials are available for use. The NLCI library employs eight inmate workers. Additional services offered through NLCI’s library include reference services, book club, financial aid packets, notary services, photocopying. The library organizes around 12,700 books. All NLCI inmates have library accounts.



Recreation

Recreation staff regularly includes two Recreation Leaders. Recreational opportunities available to the inmates included the following leagues: horseshoes, handball, sand volleyball, running club, indoor and outdoor volleyball, basketball, Ultimate Frisbee, whiffle ball, Pickle ball and shuffleboard. Structured fitness classes including yoga, step aerobics, weightlifting instruction, exercise ball (core training), and boot camp are also available throughout the year. The Recreation Department also offers a low-impact aerobics class for inmates identified as having limited physical abilities. Additionally, the Recreation Department is responsible for the supervision of the inmate hobby and music room.

Diabetic Prevention Program

The Recreation Department assists with facilitation of a Diabetic Prevention Program in concert with staff from the Health Services Unit. The program combines classroom instruction along with ongoing support and an exercise and nutrition program which is individualized for each participant. Inmates who are identified as high risk to develop diabetes are offered the opportunity to participate in the program.

Work Assignments

Industries: BCE-Badger State Industries; Hydro-stripping, which includes the remanufacture, repair and reconfiguration of highway, and all types of informational signs. Materials may vary from aluminum to Plexiglas. Duties range from janitorial to high tech hydro-stripper operation and maintenance and repair. Shear and Punch Press set up and operation along with blue print reading, are also part of the operation.

Institution: Inmates hold a wide variety of jobs throughout the institution to include, but not limited to tutor, janitor, maintenance and unit positions. Please refer to the Business Office section for inmate completion information.

OTHER DEPARTMENTAL INFORMATION

BUSINESS OFFICE

Inmate Income and Obligation Report:

YEAR-TO-DATE SUMMARY	
Inmate Wages	
Institution Pay:	\$269,932
BCE:	\$18,077
Total:	\$288,009

TOTAL MONIES COLLECTED FROM INMATES IN FY16	
Victim/Witness & DNA	\$53,139
Child Support	\$30,815
Court Ordered Obligations	\$99,429
Medical Co-Payments	\$9,278
Institution Restitution	\$909
Total:	\$193,570

FOOD SERVICE

The Food Service Department is regularly staffed by a Food Service Administrator, a Food Service Manager and eight Corrections Food Service Leaders between 4 a.m. and 6 p.m. daily. During this reporting period, the total meals served were 1,193,520 and the average meal cost was \$1.00, which is below the DOC average. The Food Service Department also provided approximately 60 special medical and religious diets and 50 snack bags daily for the year. The NLCI garden harvested 28,678 pounds of produce, most of which was used by Food Service, and over 1,200 pounds was donated to the Juneau County Senior Meals Program.



HEALTH SERVICES UNIT (HSU)

The Health Services Unit (HSU) is staffed from 6 a.m. - 9:30 p.m., Monday through Friday. Weekend and holiday hours are 8:00 am - 4:00 p.m., with a nurse on-call during non-nursing hours. The HSU is managed by one Health Services Manager and staffs one full-time physician, one full-time nurse clinician 4, five full-time nurses, and one full-time Medical Program Assistant Associate. The part-time dental staff consists of one dentist, one dental assistant and one dental hygienist. A psychiatrist provides services two days per week, and a physical therapist provides services two days per week. Support services are provided by two full-time agency LPNs, a Unit Clerk and a Medical Assistant.

The HSU provides treatment for acute and chronically ill patients. On-site services provided through the HSU include physician and nursing appointments, emergency care, medication administration and delivery, laboratory, dental, optical, orthopedics, x-ray and physical therapy. Technological upgrade this year occurred with the transition to an Electronic Medical Record and NLCI continues to provide digital electrocardiograms (EKG); on-site digital x-ray and ultrasound imaging exams; and OCT exams for glaucoma. Central Pharmacy in Waupun provides patient prescriptions and refills as well as vaccinations.

Comprehensive specialty treatment is provided off-site at medical facilities in Black River Falls, La Crosse, Waupun, and the University Hospital and Clinics - Madison. NLCI also conducts telemedicine visits with specialists at off-site medical facilities. Urgent and emergent specialty care is provided locally at Mile Bluff Medical Center in Mauston.

MAINTENANCE

The Maintenance Department hours are from 7:15 a.m. to 4:00 p.m. Monday through Friday. Maintenance staff include: one Building and Grounds Superintendent, one Office Operations Assistant, one Electronic Technician, one HVAC Technician, two Facility Maintenance Specialist-Advance, four Facility Repairer Worker-Advance, one Facility Maintenance Specialist, two Facility Officers and one Tool Room Sergeant regularly assigned to Maintenance posts. The Maintenance Department also employs 26 inmate workers.

Inmate workers are experienced in the following trades: Welding, Machinist, Artist, Painter, Electronics Worker, Master Electrician, Carpentry, Landscaping, Plumbing, Refrigeration, Masonry and Parts Attendant.

HUMAN RESOURCES

The Human Resources Department consists of one Human Resources Director, one Human Resources Assistant and one Payroll and Benefits Specialist. Department responsibilities include: direction, administration and monitoring of the recruitment and selection of staff; employee and labor relations; payroll and benefits; policy administration; investigations/discipline; health and safety management; employee training/development; records maintenance; and Affirmative Action/Equal Employment Opportunity compliance. There are currently 297 allocated staff positions.

INMATE COMPLAINTS

The Inmate Complaint Review System (ICRS) ensures inmates a process by which grievances may be addressed. The Institution Complaint Examiner (ICE), under the supervision of the Warden, investigates concerns regarding rules, living conditions and staff actions affecting institution environment. This process allows staff and inmates the opportunity to understand correctional policies and to correct or address any deficiencies identified.



The following statistics reflect the types of complaints accepted and their resolution.

Complaints Processed by Subject	# of Complaints	Complaints Processed by Subject	# of Complaints
01 Staff	78	14 Classification	3
02 Correspondence & Publications	50	15 ICRS	2
03 Discipline	43	16 Discrimination	1
04 Medical	106	17 Inmate Accounts	38
05 Parole	0	18 BCE	0
06 Personal Physical Conditions	17	19 HIPAA	3
07 Personal Property	67	20 Staff Sexual Misconduct	4
08 Rules	11	21 Inmate Sexual Misconduct	1
09 Religion	3	22 Dental	4
10 Work & School Programs	21	24 Staff Misconduct	1
11 Visiting	10	25 Psychology	2
12 Other	27	26 Psychiatry	4
13 Food	10	Total	506

Method of Disposition	Number
Affirmed	25
Dismissed	362
Rejected	119

PSYCHOLOGICAL SERVICES UNIT (PSU)

NLCI’s psychological staff is responsible for the mental health of inmates. This primarily involves providing individual and group therapy. Each housing unit has a psychological services staff member on the unit who provides therapeutic services. In addition optional group treatments are provided including Dialectical Behavior Therapy, positive psychology and Forgiveness Groups. Additional services include: diagnoses and management of mentally-ill inmates; psychological evaluation; 24-hour on-call availability; assistance with daily living skills; suicide potential and watch; medical collaboration; assessments of mental health, violence and safety; crises management and intervention; staff suicide prevention training; direction of the Multidisciplinary Team; and weekly inmate orientation. Another central focus is on administrative and documentation requirements, such as completion of various evaluations for minimum placement potential, input for security decisions, and inmate visitor reviews. PSU facilitates referral services to DOC-wide treatment programs including WRC, WSPF, MICA, and others.

NLCI currently has 334 inmates with diagnosed mental health problems. Of those, 65 have serious mental illness. PSU provides mental health services and monitoring to these inmates as well services to inmates with situational stressors or grief reactions on an ongoing basis. Rounds are completed weekly with seriously mentally ill inmates in Restrictive Housing; they are provided reading materials, independent work assignments, and individual counseling as needed.

The Special Handling Unit (SHU), designed to assist mentally ill and/or vulnerable inmates, has expanded to over 50 inmates. The SHU includes a focus on socialization and building of support networks within the institution. Working with unit staff, recreation staff, and others throughout the institution the inmates on the Special Handling Unit have access to an arts and crafts group, a current events group, a processing group, and a social skills group. The psychologist works closely with unit staff in monitoring and encouraging inmates to develop skills and coping mechanisms to improve functioning in the unit living environment.



Psychiatric services are available to inmates with diagnosed mental illness. PSU staff work closely with the psychiatrist to monitor inmates receiving psychotropic medications. A Multidisciplinary Team meeting is held weekly to collaboratively discuss inmates with mental health, medical, and behavioral concerns.

RECORDS

	FY15	FY16	FY17	FY18	FY19
Scheduled Court Pick-ups	310	353	401	375	306
Releases from NLCI	199	166	203	204	193
Transfer IN to NLCI	569	530	530	416	489
Transfer OUT of NLCI	378	334	324	261	287

The Records Office maintains the inmate legal and social service files. The office also does sentence computations and service of court-issued documents.

SECURITY

The Security Department consists of: one Security Director (Vacant), eight Captains, and six Lieutenants; 46 Sergeants (5 vacancies), 147 Officers (20 vacancies) and 1 Security Program Assistant – Confidential. All department-required training was completed, ensuring Security staff remains current.

Restrictive Housing Unit - Our restrictive housing unit continues to operate at a high level.

Incident Reports – A total of 1959 Incident Reports were written in FY2019. This is a decrease of 140 reports from FY18.

Conduct Reports – There were 456 Uncontested Major Conduct Reports. There were 108 Contested Major Conduct Reports. Of those, 16 were dismissed. There were 344 Contested Minor Conduct Reports. Of those 14 were dismissed and 27 with reprimands. There were 676 Uncontested Minor Conduct Reports. Of those, two were dismissed, and 30 were reprimands.