

DIVISION OF ADULT INSTITUTIONS FACILITY PROCEDURE

Facility: Milwaukee Women's Correctional Center		
Original Effective Date: 6/1/2021	Facility Procedure #: 900.30.02	Page 1 of 3
New Effective Date: 6/1/2021	Supersedes Number:	Dated: 5/15/2021
Chapter: 900 Miscellaneous		
Subject: Inmate Telephone Calls – Outside of Inmate Telephone System		
Required Posting or Restricted:	<input checked="" type="checkbox"/> Inmate	<input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted
Warden's/Center Superintendent's Approval: Julie Ustruck Wetzel, Corrections Center Superintendent		

PURPOSE

Establish a procedure for telephone calls outside of the inmate telephone system to facilitate telephone calls between inmates and incarcerated family members (inmate's spouse, parent, or child) or emergency outgoing calls.

REFERENCES

Administrative Code 303

Administrative Code 309

DAI Policy 300.00.35 - Americans with Disabilities Act

DAI Policy 309.39.01 - Monitoring and Recording of Inmate Telephone Calls

DEFINITIONS, ACRONYMS, AND FORMS

Close Family Member: An inmate's natural, adoptive, step and foster parents; spouse, children, grandparents, grandchildren or siblings. A parent surrogate is within the definition of parent if an inmate substantiates that a claimed surrogate did in fact act as a parent to the inmate, although the parent surrogate was not an adoptive, foster or step parent.

COMPAS - Correctional Offender Management Profiling for Alternative Sanctions

DOC-0184 – Disbursement Request

DOC-0761 – Interview / Information Request

DOC-0831 – Emergency Telephone Call Report

DOC – Department of Corrections

Inter-Institution Calls – Telephone calls to correctional facilities within continental United States.

TTY – Teletypewriter

FACILITY PROCEDURE

I. Approved reasons for phone calls outside of the inmate telephone system.

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- A. Maintain close family tie during a close family member illness/death.
 - B. Maintain contact with social services/foster parents.
 - C. Use of a TTY machine to make a call via the call center which cannot be accomplished with the inmate phone system.
- II. Payment
- A. Inmates shall pay \$5.00 for a 15 minute telephone call.
 - B. Inmates using a TTY call on the administrative phone system are allowed up to 45 minutes for \$5.00 per phone call.
 - C. Charges may be waived by a supervisor.
- III. Inter-Institution Calls
- A. Inmates may request Inter-Institution calls within Wisconsin DOC once every three (3) months.
 - B. Calls outside of Wisconsin DOC may be requested once every six (6) months.
 - C. Charged / Inter-Institution calls may be requested more frequently for legitimate reason(s).
- IV. TTY calls via the call center can be made with the same frequency, during the same time periods, and using the same practice for permitting calls all other inmates on that unit are permitted. The time allowed for the phone call for inmates needing to use adaptive devices, such as a TTY machine, is three times the allowable duration for an inmate making a call not using adaptive equipment.
- V. Calls received outside of regular business hours that are deemed an emergency regarding a life threatening illness, injury or death of an inmate's close family member shall be reason to allow the inmate to make a private emergency phone call.

RESPONSIBILITY

- I. Staff.
- A. Social Worker / Treatment Specialist or Psychological Services
 - 1. Receive request for a call.
 - 2. Ensure initiation and inmate signature of DOC-0184 prior to completing call. Forward to the Business Office after call is completed, unless charge is waived.
 - 3. Email immediate supervisor to request to waive charges
 - 4. Inmates receiving Inter-Institution calls will not be charged.
 - 5. Verify availability of funds through the Business Office.
 - 6. Evaluate reason for request. Verify family relationship of inmate.

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7. Schedule date and time of call and notify inmate. Inter-Institution calls shall be scheduled with the receiving institution Social Worker.
8. If denied, inform inmate in writing.
9. Complete call with inmate and monitor time limits.
10. Update COMPAS Notes. Note specific detailed reason if call denied.

B. Uniform Staff

1. Allow the inmate to make an emergency phone call.
2. The phone call shall be made in a private setting on speaker phone.
3. The Sergeant shall initiate the phone call and remain in the office for the duration of the call.
4. The call shall be documented in the Shift Report and Log Book.
5. The Sergeant shall complete the DOC-0831 and forward to the Security Supervisor and Social Worker / Treatment Specialist.

D. Corrections Program Supervisor and Security Supervisor

1. Ensure staff compliance with this procedure.
2. Review requests for telephone fee waiver.

II. Inmate

- A. Forward DOC-0761 to Social Worker including the name of the person to be called, relationship, institution of family member is incarcerated, and specific detailed reason.
- B. Complete and sign DOC-0184 for approved calls.
- C. Comply with Administrative Code.