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State of Wisconsin Department of Corrections

February 20, 2015

Sheriff David A. Clarke, Jr.
Milwaukee County Sheriff's Office
821 W. State Street, Room 107
Milwaukee, WI 53233

RE: Milwaukee County Jail: Criminal Justice Facility, 2014 Annual Inspection

Dear Sheriff Clarke:

The 2014 annual inspection of the Milwaukee County Jail was conducted on December 8, 2014 and December 9, 2014, pursuant to Wisconsin Statute 301.37(3). The inspection compared the facility and its operations to the Department of Corrections Administrative Code, Chapter DOC 350, and to applicable state statutes. It should be noted that the revision to Administrative Code, Chapter DOC 350 was promulgated on September 1, 2014. Therefore, the inspection was based upon the provisions set forth in the revised code. The Milwaukee County Jail has a rated capacity of 990, and on the first day of the inspection, a total of 930 individuals were in custody (836 male, 94 female). This report summarizes the findings of the inspection and identifies improvements since the last annual inspection, as well as any applicable recommendations.

INSPECTION SUMMARY

Summary of Progress from the Previous Year

Since the last annual inspection in 2013, a number of operational changes have been realized at the facility. Some of these changes include the following:

- At the time of inspection, the video visitation was in the process of being replaced in all of the housing units through a contract with CenturyLink. Remote visiting will be available on Monday, Wednesday, Thursday, and Friday for a fee. Free onsite video visitation will be available on Sunday, Tuesday, and Saturday.
- The jail has increased the amount of materials available to the inmate population in the Law Library, and the volunteer coordinator is developing a system to provide a library cart for inmates to access in the housing units.
- Staff radios are currently being replaced to correspond to the new digital radio requirements.

Physical Environment

The inspection included a walkthrough of the entire facility that included the housing areas, special needs, disciplinary segregation, administrative confinement, programming rooms, laundry, property, kitchen, medical, intake, and court holding. Overall, the facility was found to be in good condition. In large part, the individual cells and shower areas were found to be clean. The monthly safety/sanitation inspections continue to ensure that jail maintenance concerns are addressed in a timely manner.

Of particular concern were the number of cell sinks that were continuously running water throughout a majority of the housing units. Although direct supervision staff acknowledged that work orders had been submitted, many of the inmates stated that their sink had been continuously running for several days.

As noted in last year's inspection report, the carpeting underneath the telephone area in each of the housing units is worn out and beginning to tear. Administrative staff indicated that tile similar to the rest of the dayroom floor remains underneath the carpet. It was suggested that maintenance sample one or two housing units by removing the carpet to determine if the tile remains in good condition.

There continues to be some concern regarding the "safety zones" that have been placed in each housing pod via a red-taped line that expands approximately 15 feet in all directions. Although the dayroom square footage remains in compliance with administrative code requirements, the size of the safety zone appears to limit the ability of the pod officer to communicate effectively with inmates, particularly if the communication requires confidentiality.

The property area at the facility continues to be exceptionally well maintained. Property staff have done an excellent job in coordinating inmate property items, including personal valuables that have been left behind upon release such as driver's licenses, identification cards, eyeglasses, etc.

The installation of new video visitation booths in the housing units are a significant improvement at the jail, as inmates have not had access to visitation for a number of months. In addition, the ability of friends and family to complete video visitation remotely has allowed for an increase in visiting hours.

A walkthrough of the court holding area showed that much of the gang related graffiti has been removed from the walls by maintenance. In large part, the court holding rooms were found to be clean. To maintain a sanitary environment, it was again suggested that maintenance develop a schedule to complete rounds of the court holding rooms every couple of months.

Jail Operations

Security practices are being completed as required including monthly door and lock inspections, fire inspections (last completed by the City of Milwaukee's Department of Neighborhood Services on 8/15/14), monthly fire drills on each shift, SCBA checks, key control, inmate classification, and physical observation checks of the inmate population. Excellent forms are being utilized to capture these checks.

A spot review of the electronic Schlage Card Reader system printouts indicated that physical security checks are being completed approximately every 25-30 minutes in all areas of the facility and at irregular intervals. This is an excellent practice that exceeds the minimum requirements set forth in administrative code. A spot review of the security checks for those under suicide watch or with special

needs are occurring every 15 minutes and at irregular intervals. A review of the manual logbooks being used to complete physical security checks in the court holding areas have significantly improved from past years, with checks being completed approximately every 30 minutes and at irregular intervals. It was again suggested that administration review the feasibility of adding computers to the officer work stations in the court holding areas in order to have physical security checks be electronically recorded. Another option discussed involved the possible installation of the electronic Schlage Card Reader system at each of the court holding rooms.

Pursuant to DOC 350.15(1), each individual admitted to the facility is provided with a copy of the jail rules and regulations. Additional information regarding jail rules and pertinent notices are posted throughout the facility and in the housing unit dayrooms.

A disciplinary system is in place to address inmate rule violations, with a range of sanctions in place. Inmates are receiving a copy of their disciplinary charges at least 24 hours prior to their hearing in accordance with administrative code. Generally, hearings are occurring within 48-72 hours of the incident, which exceeds the minimum requirement in administrative code (7 days). Hearings are completed by supervisory staff, with inmates maintaining the ability to appeal to jail administration.

An inmate grievance procedure and appeals process is in place that permits inmates to address any concerns regarding the condition of their confinement. The facility maintains an excellent grievance tracking system that allows administration to query grievances by specific categories of complaints in order to assess institutional climate.

An objective jail classification system is also in place with specialized staff trained in the use of the decision-tree instrument. A reclassification system is also in place that occurs every 90 days excluding any infractions that may transpire.

As noted in past inspections, the use of force reports continue to show that staff are providing excellent detail in regard to their actions as well as those of the inmate(s). All use of force reports are reviewed by a number of supervisory staff, Jail Administrator, training academy personnel, and Internal Affairs Division.

In accordance with the requirements of administrative code, linens are being exchanged on a weekly basis and blankets every month. All issued and allowed clothing is being laundered twice per week and inmates are being provided two towels per week as well.

Health care services (medical and mental health) at the jail continue to be operated by Armor Correctional Health Services at both the Milwaukee County Jail and Milwaukee County House of Correction. An electronic medical records system is now in place at both county facilities courtesy of Armor.

At the time of the inspection, a review of the current staffing levels for the jail provided by Armor shows that nurse staffing levels for RN's and LPN's remains good, with onsite hours continuing to be 24 hours per day. At the time of inspection, Armor reported a total of 62.8 FTE's specifically assigned to the jail. The jail also maintains a full-time psychiatrist and a number of psychiatric social workers.

Medications continue to be administered by nursing staff, and inmates requesting health services are typically triaged within three days of request. A full-time dentist is also available for inmates at both the jail and HOC.

Testing for TB continues to be completed for those offenders deemed to be at high risk. Health appraisals are being completed on all inmates within the first 14 days of confinement. In accordance with administrative code, all medications within the facility (approved or not approved) are being stored in a locked cabinet and medication carts.

Inmate meals continue to be provided by Aramark, and the kitchen area was found to be clean and well maintained by the Aramark staff. A review of the 4-week menu cycle showed that it offers a good variety of meals and meets nutritional standards according to the registered dietician, with a weekly average of 2800 calories per day being provided. Food continues to be transported to the jail from the House of Correction, where it is then prepared with the assistance of inmate workers and sent to the housing units.

Temperature logs are being maintained daily for the coolers and freezers, and all sharps/knives are being logged as well. Additionally, security staff are also documenting a check of the sharps/knives count on 5 separate occasions each day, which is an excellent practice.

Prior to the inspection, Aramark contracted with an independent food service company to complete an inspection of the kitchen as specified in DOC 350.11(3). EcoSure, a subsidiary of EcoLab completed inspection of the kitchen on November 4, 2014. Of particular concern is that the inspection found a total of 10 violations of which 6 were deemed critical, 3 major, and 1 minor violation. There is concern that the kitchen did not obtain a higher score (67 of 92, or 72.8%) regarding the operation and management of the kitchen area. If not already being accomplished, it was suggested that jail administration meet regularly with Aramark staff to ensure that all food service standards inspected by EcoSure are being promptly addressed.

During this fiscal year (7/1/14 – 6/30/15), a number of in-service training courses have been completed. Some of the trainings have involved emergency preparedness, crisis management, suicide prevention, inmate manipulation, PREA, decision-making, and POSC techniques review.

Programming opportunities for inmates at the jail remain consistent with past years. Programs available to inmates include the following:

- **Milwaukee Public School District:** Educational services for inmates 17-21. Students may work toward earning high school credit or GED/HSED. Three full-time teachers are assigned to the jail to accommodate male and female inmates.
- **Religious Services:** Sunday worship services, Bible study, counseling, women's retreat via St. Benedict's Center.
- **Substance Abuse Counseling: AA:** Meets once per week with male inmates.
- **Life Skills:** Law and Grace Ministries provides classes to inmates on parenting, money management, anger resolution, alcohol and drug recovery, and restorative justice. Hope Ministries provides classes to female inmates on changing behavior. St. Benedict Center provides parenting class for female inmates and book club for male inmates.
- **Visiting Inmate Program:** St. Benedict Center provides training to volunteers who visit inmates who have no visitors and request to have someone visit.
- **Meditation Program:** Volunteer meets with inmates and provides soothing music and teaches relaxation techniques. Inmates express their feelings through journaling and learning to pay attention to themselves.
- **Library Services:** Books are delivered to the housing units on a rotating basis each week.

- **Law Library:** Inmates submit request to Law Library Coordinator who researches and provides the information back to the inmate. Law books are available in all housing units.
- **Veteran's Assistance:** Representative from Veteran's Affairs office is on site every Tuesday and is provided a list of incarcerated veterans. Representative speaks with each inmate to determine eligibility for Veteran's Court and to provide them with contact information for assistance upon release.

The inspection included a review of the facility's practices regarding inmate services. Policies and procedures are in place for inmate services such as mail (incoming/outgoing), visitation (video), recreation (indoor gyms), reading materials, and canteen. These policies and procedures indicate that all inmates are being provided reasonable access to these services.

It should be noted that due to the promulgation date of the new administrative code, Chapter DOC 350 (9/1/14), it was not anticipated that all required changes to the jail's policies and procedures would be completed by the date of the 2014 inspection. However, the revised policies will be required during calendar year 2015.

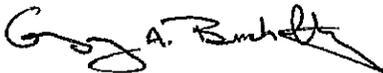
Approval

On the dates of inspection there were **no violations of Administrative Code** found at the facility. You and your staff should be commended for the work being accomplished at the facility to ensure the safety and security of Milwaukee County.

The Milwaukee County Jail is approved for operation by this Department. This approval is with the understanding that continued compliance with the Department of Corrections Administrative Code, Chapter DOC 350 and applicable state statutes occurs.

I would like to thank Major Debra Burmeister, Captain William Duckert, and the rest of your staff for their assistance and cooperation during this year's annual inspection and during times of my unannounced visits to the facility. Please feel free to contact me should you have any questions, or if I can be of assistance to you and your Office.

Sincerely,



Gregory A. Bucholtz, Inspector
Office of Detention Facilities

Cc: Richard Schmidt, Inspector
Debra Burmeister, Major
Chris Abele, County Executive
Kristi Dietz, ODF Director
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