



Community Reintegration Center 2025 ANNUAL IMPACT REPORT

Successful reentry is
possible with our help.





Message from
County Executive
David Crowley



Message from
Superintendent
Chantell Jewell

Dear Neighbors,

The Milwaukee County Community Reintegration Center (CRC) plays a vital role in advancing public safety and strengthening our community. As we reflect on 2025, I want to recognize the professionalism, discipline, and commitment demonstrated by the leadership and staff who carry out this work each day.

The CRC is more than a custodial institution. It is a structured, purpose-driven environment where accountability is paired with opportunity. Through education, treatment services, vocational training, and coordinated reentry planning, the CRC directly contributes to reducing recidivism and improving long-term outcomes for individuals and families across Milwaukee County. These efforts are foundational to a comprehensive public safety strategy that recognizes rehabilitation and reintegration as essential components of community stability.

In a challenging fiscal environment, the CRC has continued to operate with strong stewardship of public resources. Leadership has maintained high standards of safety and operational excellence while ensuring accountability and efficiency in the management of taxpayer dollars. This balance reflects both sound governance and a clear understanding of our broader public safety responsibilities.

The progress achieved in 2025 positions us well for the year ahead. Our priorities moving forward include expanding evidence-based programming, strengthening partnerships with community-based providers, enhancing reentry coordination, investing in staff development and support, and modernizing operational practices.

The Milwaukee County Community Reintegration Center is a cornerstone of our public safety framework and a reflection of our commitment to responsible leadership. By focusing on accountability, rehabilitation, and long-term reintegration, we are building safer neighborhoods and a stronger Milwaukee County.

In Service,

David C. Crowley
Milwaukee County Executive

Dear Community Members,

In 2025, I took the oath of office again and started my second four-year term as superintendent. I was honored by the opportunity and remembered this work is personal. I was raised in this community. It shaped who I am. That is why our mission is more than public service; it is a commitment to the future of the place we call home.

At the CRC, we believe corrections must be rooted in restoration, not punishment. Our model is restorative, not punitive. We are not in the business of warehousing people; we are in the work of helping people return to our community prepared to live better lives. This means investing in human potential, addressing root causes of harm, and creating pathways to stability, responsibility, and reintegration.

This work has not been without challenges. Like many public institutions, we operate within limited budgets and increasing demands. Yet even in these constraints, we have remained disciplined and responsible stewards of public resources. Through thoughtful planning, streamlined operations, and careful fiscal management, we have worked to reduce inefficiencies while maintaining quality services and safety. We are committed to being responsible with every public dollar entrusted to us.

Transparency is embedded in my leadership. I believe the public has a right to understand how their institutions operate and how their resources are used. Open communication, ethical governance, and honest reporting are essential to public trust, and we take that responsibility seriously.

But beyond systems and structures, our mission is about people. The individuals returning to the community are not strangers. They are our family members, friends, neighbors, coworkers, and classmates. They live where we live. Their success or failure affects the safety, health, and well-being of all of us. So the question is not whether people will return to our community, they will.

The real question is: How do we want them to return? Better is possible.

This is our work. This is our responsibility. And this is our commitment.

Sincerely,

Superintendent

Our Mission, Vision and Values

Mission

Promote successful community reintegration by providing programming and resources that comprehensively meet the needs of residents in our care which support opportunities for positive change.

Vision

We enhance public safety and quality of life through the successful reintegration of residents in our care.

Core Values

Humanity: Value all differences treating everyone with dignity and respect.

Integrity: Operate from the highest ethical character while maintaining a strong sense of honesty and morality.

Security: Maintain a safe and secure institution

Competency: Achieve excellence through recruitment, training and leadership

Community: Engage partners to increase access to services.

CRC STRATEGIC PLAN

Our strategic plan outlines organizational goals and guides ..



INNOVATIVE PROGRAMS AND PARTNERSHIPS

More CRC residents have jobs, housing, health care, and a plan to reach personal goals by their release date.



EMPLOYEE DEVELOPMENT

Succession planning, training, and development for junior/mid-level employees.



INSTITUTIONAL IDENTITY

CRC achieves the highest ratings for national accreditation, demonstrating the highest standards for a correctional facility and quality of care of residents.



PROGRAMS AND PARTNERSHIPS

30 + Resident programs and community partnerships

EMPLOYEE DEVELOPMENT

More than a dozen Sergeant, Lieutenant Captain Promotions

INSTITUTIONAL IDENTITY



National Commission on Correctional Health Care

Prison Rape Elimination Act Compliance (PREA)

2025 RESIDENT POPULATION

January 1, 2025 - December 31, 2025

WHO WE SERVED AT A GLANCE

AVERAGE DAILY POPULATION

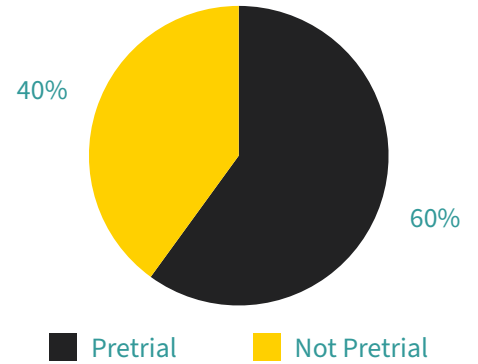


2025: 1305
2024: 1,128
UP 15.7%

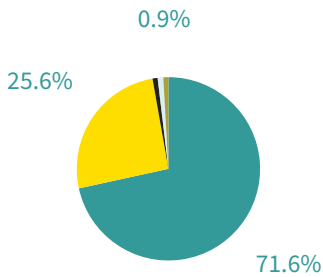
AVERAGE AGE

19 and younger: 7%
20-29: 34.5%
30-39: 32.0%
40-49: 16.6%
50-59: 6.9%
60 and older: 2.7%

SENTENCE STATUS

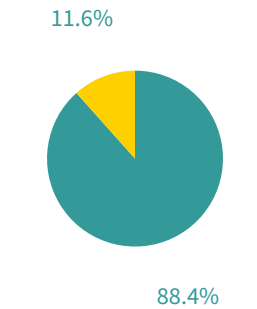


POPULATION BY RACE



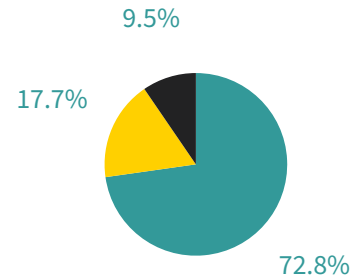
- Black
- White
- Asian
- American Indian/Alaska Native
- Native Hawaiian /Pacific
- Unknown

POPULATION BY SEX



- Male
- Female

EDUCATION



- High School Graduate
- No High School Degree
- Unknown

POPULATION BY ETHNICITY

Not Latino: 84.3%
Latino: 12.1%
Unknown: 3.5%

CHARGE DESCRIPTION

Possession of Firearm - Convicted Felon: 7.1%
1st Degree Recklessly Endangering Safety: 4.3%
2nd Degree Recklessly Endangering Safety: 7.0%
Armed Robbery: 5.4%
Battery: 6.3%
Strangulation and Suffocation: 2.7%

A Message from Security Director Lance Tardiff



Dear Community Members,

Everything starts with security. We create a safe, structured, and stable environment where transformational change can truly occur.

Our responsibility is twofold: to protect the safety of our staff and the individuals in our care, and to safeguard the integrity of the institution itself.

Effective security ensures order, accountability, and predictability—conditions that are essential for education, programming, treatment services, and successful reentry preparation. Without a secure environment, none of our work can function as intended.

At CRC, security is not punitive. Our work allows individuals to focus on personal growth and accountability. It allows educators, healthcare providers, and program staff to do their work effectively. Most importantly, security reflects our one of our values.

This year we successfully completed several audits. This is aligned with CRC's commitment to transparency. CRC's ability to satisfy state and federal requirements reassures the public and confirms that CRC follows the law and treats residents with dignity and respect.

SUCCESSFUL COMPLETION OF STATE AND FEDERAL AUDITS

- Prison Rape Elimination Act
- Wisconsin Department of Corrections

Achieved 100% Compliance

30% INCREASE IN WEAPONS TRAINED OFFICERS

Weapons officers are trained for high-risk initiatives. This helps maintain safety during public outings that include hospital visits or community clean-ups.



EMERGENCY PREPAREDNESS PLANNING AND COORDINATION

Proactively updated emergency preparedness plans in coordination with government, civic and community stakeholders.



CAMERA UPGRADES INCREASED SAFETY

State-of-the-art cameras updated to enhance safety for staff, residents and the general public.

More than 40 Security Camera Improvements

Programs

In 2025, we continued to strengthen programs that are proven to reduce recidivism, improve outcomes, and create real pathways to employment. Our vocational and educational initiatives are not symbolic — they are strategic, data-driven investments that contribute to safer communities and better futures.

MATC's welding training provides participants with industry-recognized skills, college credit and employment options. My Way Out's technology classes build digital literacy and workforce readiness. This helps prepare CRC residents for a modern economy that depends on technical competency. These programs do more than teach a trade — they restore dignity, purpose, and self-belief.

We are especially proud of our partnerships with community and corporate leaders, including the Fiserv Forum and the Milwaukee Bucks organization. These collaborations demonstrate what is possible when institutions come together around a shared commitment to community transformation. These partnerships connect justice-involved individuals to real-world opportunities, mentorship, exposure to professional environments, and tangible employment pathways — bridging the gap between incarceration and reintegration.

Successful reintegration is not just about returning home. It's about returning home prepared. We are proud to help.

“I didn't have to sell nothing or scam somebody. I earned this **the right way.**”

-Ashley
Financial Literacy Graduate



2025 Welding Class Graduation Ceremony



CRC PROGRAMS

The Community Reintegration Center and partners offer evidence-based programs. Data confirms they prepare residents for reentry and address the root causes of incarceration.

Vocational Training:

Increases employability, stability and lawful income - predictors of successful reentry.

Institutional Safety:

Facilities with strong programming see fewer disciplinary incidents and better staff/resident relationships.

Stronger Families and Community:

When someone returns home educated, employable and stable, families are more financially secure. Children have positive role models. Public safety improves.



EMOTIONAL MILESTONES:

Facilitator Constance Alberts supports resident during graduation ceremony. 5/9 Banking Program is first in the nation. Helps residents open bank accounts.

2025 Programs

ALMA Center, Benedict Center
Building Your Financial Future
Circles of Support
Community Health Worker
Financial Literacy, Franklin High School
Milwaukee Bucks Employment Training,
My Way Out, Welding, Yoga

Partners

Bank On Greater Milwaukee
Benedict Center
Employ Milwaukee
Franklin School District
Marquette University ~ MATC
Milwaukee Bucks ~ My Way Out
Project Return ~ UNITEWI
Wescare

Program Participants

1603



Welding Class Graduates



Milwaukee Bucks Employment Program

HOUSING



MILWAUKEE COUNTY SUPPORTS RESIDENTS WITH INNOVATIVE HOUSING PROGRAM AND WRAP AROUND SERVICES

In March, Milwaukee County partnered with the local non-profit Project Return. Seven residents returning to the community moved into furnished apartments. In addition, reentering residents have access to onsite medical care and drug treatment to reduce recidivism and strengthen pathways to success.

The program is in addition to housing services offered at the CRC.

1,048
RESIDENT
CONTACTS

419
HOUSING
REQUESTS

261
COMMUNITY
REFERRALS

EMPLOYMENT

158
RESIDENTS
ENGAGED WITH
EMPLOY
MILWAUKEE

41
RESIDENTS
SUPPORTED WITH
CAREER SERVICES

57
RESIDENTS
SUPPORTED
AFTER RELEASE

The Community Reintegration Center partners with Employ Milwaukee to provide career planning, job readiness training, and skills development tailored to the local labor market.

PREPARING FOR WORK



Closing the Gap Meeting the Needs of Incarcerated Women

The fastest growing job sectors require tech skills. In partnership with My Way Out, the CRC launched its first tech cohort for women.

"Before I came in here I started doing landscaping. There is a lot of stuff I'd like to learn that my boss covers. He does plumbing and home improvement.

I would like to use this to learn at a faster pace."

-Jamie

My Way Out Student

FRANKLIN HIGH SCHOOL

" I wanted to do something positive with my time here. Keep my days busy. Stay out of trouble. That's what I plan to do when I'm outside."

Isseah Soto-Piscina
Graduate



Isseah Soto-Piscina with his family



39

GRADUATES
IN 2025

AGES
18-21

PATHWAY
TO COLLEGE
DEGREE

A Message from Assistant Superintendent Shayla Fenceroy



Dear Friends,

At the Milwaukee County Community Reintegration Center, our greatest strength is our people. Every day, I have the privilege of working alongside professionals whose integrity, competency, and community commitment define what public service should look like.

This year, that dedication was powerfully demonstrated when staff members saved a life through the use of CPR and emergency response procedures. Their quick thinking, training, and calm under pressure reflect not only technical skill, but character. Moments like these remind us that our mission goes far beyond operations, it is about human life.

Strong operations are sustained through strong policies. Our operational policies provide consistency and clarity, ensuring that competency, security, and integrity guide every decision we make. These policies are not just procedures — they are the foundation of trust, transparency, and effective service delivery.

In 2025, recruitment and retention were priorities. We are building a workforce with people who understand the importance of accountability, teamwork, and ethical leadership. We are not simply filling positions; we are developing professionals who believe in our mission of reintegration and community safety.

At the Community Reintegration Center, integrity is not a slogan. It is a standard. Competency is not optional. It is expected. And service is not transactional. It is a commitment to people, to community, and to public trust.

Training matters. In 2025, two CRC officers saved a life.

In March, Officer Monica Purifoy was preparing her dorm for bed. That's when a resident suddenly collapsed. Quickly, Officer Purifoy called for help and started CPR. Officer Jasmine Bailey ran to the dorm. Together they resuscitated the resident who recovered at a local hospital.

During the 2025 State of the County address, Milwaukee County Executive David Crowley recognized Officers Monica Purifoy and Jasmine Bailey for heroic acts of service.



2025 Training Outcomes

All officers completed three required in-service classes on policy, procedures and best practices.

Trainings covered topics including CPR, Suicide Prevention, Fire Safety and Evacuation and High Risk Supervision.

Officers are certified by the Law Enforcement Standards Board to ensure a high-level of professionalism and expertise.



CRC officers are certified by the Law Enforcement Standards Board ensuring expertise and best practices.

In 2025, CRC in partnership with MATC held three Jailor Academy graduations.

In addition to CRC, graduates serve agencies throughout the metro area including Milwaukee, Waukesha, Racine, Kenosha and Washington Counties.



CRC's New Employee Training Class (NEO)



Right: Officers participate in a training exercise to help them keep control of the situation.

NATIONAL INSTITUTE OF CORRECTIONS CERTIFIES NEW CRISIS INTERVENTION OFFICERS

It's estimated that over 40% of incarcerated people in the United States have a mental illness. That's why more than a dozen CRC corrections officers received training in 2015 to respond to a mental health crisis.

CRC officers are better prepared to deescalate tense situations and offer a compassionate response. The strategic response increases safety and creates better outcomes for individuals with serious mental illness or trauma histories.



CRC's class of CIT certified officers.

MEDICAL AND MENTAL HEALTH SERVICES



AJ's Story Supporting Recovery Before Release

Months before AJ gets out, she meets local paramedics at the CRC. She's participating in a program called Pre-Post-Incarceration Access to Treatment and Healing or PATH.

By partnering with the Community Reintegration Center now, local paramedics identify and build relationships with recovering residents. This gives residents access to resources designed to reduce homelessness and promote stability.

The Community Reintegration Center is one of few facilities that has the ability to identify residents eligible for the Medication Assisted Treatment (MAT) program.

MAT treats substance used disorder. By stabilizing brain chemistry, and reducing cravings and withdrawal symptoms, MAT allows individuals to focus on recovery rather than survival and relapse.

Within three months of release from custody, 75% of people who were in prison or jail with an opioid use disorder experience a relapse to opioid use.

Incarcerated people who are released to the community are between 10 and 40 times more likely to die of an opioid overdose than the general American population—especially within a few weeks after reentering society.

-Bureau of Justice Assistance



**In 2025, MAT served 1,024 people
531 Inductions (new treatments)**



Alcohol and Other Drug Abuse (AODA)
Participants 124

Anger Management Class
Participants 26

Family Services Coordinator

Incarceration impacts more than one individual. It's stressful for families who frequently worry about the physical and mental health of someone in our care.

In 2023, Superintendent Jewell created a family liaison coordinator position to address family concerns.

The CRC family liaison coordinator has helped thousands of CRC residents stay in touch with family or a supportive community network. Research shows that a strong network helps reduce recidivism.

**FAMILY SERVICES
Contacts in 2025
6,762**

Family Emergencies and Loss 66
General Information 371

Housing 353
Notary Services 3

Professional Contact 49
Program Community Support 528

Re-entry/Exit Planning 5,659

Institution Complaint Examiner

CRC employs an objective institution complaint examiner to protect residents' rights.

This evaluation mitigates risks, ensures that staff follows policies and procedures, and promotes a culture of trust and accountability.

THE EMPLOYEE EXPERIENCE

Our people make this a great place to work.

CORRECTIONAL OFFICERS APPRECIATION WEEK

Employees recognized during National Correctional Officers Appreciation Week.

Established in 1984 by President Reagan, this week recognizes the challenging, often unseen work of correctional professionals in maintaining public safety.



2025
Employee Holiday Party



Employee Man
donated by

Pizza Day



DIMENSIONS OF WELLNESS EMPLOYEE WELLNESS ROOM

INVESTING IN PEOPLE.

In 2025, the Community Reintegration Center created an employee wellness room to prioritize employee health and wellness.

The employee-designed room is a soothing space that allows employees to meditate, refresh or just break during the day. The space will also be used for employee-led activities like yoga.

EMPLOYEE ENGAGEMENT COMMITTEE CHILI COOK-OFF

CULTURE MATTERS.
Employee-led committee
organized fun food events
including an annual chili
contest with bragging rights.



EMPLOYEE PRIDE

"This means a lot.
21 years ago, I was
in a refugee camp in
East Africa but look at
me today. I'm learning
a lot about the law and
how to treat people."

WOMEN'S HISTORY MONTH BREAKING BARRIERS: Celebrating the accomplishments of women in corrections.



PEER TO PEER SUPPORT TEAM ADDS NEW MEMBERS

REAL TALK ABOUT MENTAL HEALTH

An expanded team in 2025 means more
people are seeking and giving mental health
support. Additional team members
increased access to confidential help.



*Celebrating Reentry Success
at University of Wisconsin Milwaukee*



*Restorative Justice with
Marquette University*



*Reentry Week -
Credible Messengers*

COMMUNITY CONNECTIONS

Connecting with you.



*Milwaukee County
2025 Take Your Kid To Work Day*

COMMUNITY CONNECTIONS



Juneteenth Parade
CRC employees are visible in community celebrations.



Marquette University Law School Lecture focused on corrections, judicial system.



ECCO Meeting: Civic group invited Superintendent Jewell to speak about corrections, health and social challenges in the community.





**A Message from
Maintenance Superintendent
Alex Roberts**

Dear Friends,

At the Milwaukee County Community Reintegration Center, maintenance is more than infrastructure—it is mission-critical service. Caring for a nearly 75-year-old facility requires more than tools and technical skill; it requires commitment, foresight, and a deep understanding of how physical environments shape safety, security, dignity, and rehabilitation.

Each day, our maintenance team works to ensure that aging systems—from electrical and plumbing to HVAC and security infrastructure—operate reliably and safely. Preventive maintenance, modernization efforts, and rapid response to facility needs are not optional in a correctional setting; they are essential to operational continuity and public safety.

Facility integrity is directly tied to security. Doors, locks, surveillance systems, lighting, fire suppression, and structural safety all form the foundation upon which security operations depend. When these systems function properly, staff are better protected, movement is safer, and institutional stability is strengthened. Maintenance is not behind-the-scenes support—it is frontline protection.

Equally important is the role maintenance plays in protecting the rights and dignity of the residents in our care. Clean water, climate control, safe living conditions, functional sanitation systems, and accessible facilities are not luxuries—they are basic human necessities and constitutional standards. A well-maintained facility reinforces respect, fairness, and humane treatment while supporting rehabilitation, wellness, and successful reintegration.

2025 Facility Updates

- ✓ Increased quantity of work orders by 25% without reducing completion rate.
- ✓ Achieved maintenance-related facility readiness for our facility inspection and received zero related citations.
- ✓ Roof leak repairs.
- ✓ Replacement of 20-year-old failing steam valve actuators
- ✓ Replacement of a 24,940 volt transformer. Proactive action reduced risk of failure and outage to a critical section of the campus including the powerhouse that provides heat for our entire campus.
- ✓ Removal of failing wallpaper and replacement with paint for a more durable, longer lasting, and more cost-effective finish.





LAUNDRY

WASHED MORE THAN **1.4 MILLION POUNDS** OF LAUNDRY IN 2025

The laundry facility located in Franklin at the Community Reintegration Center is a critical, operational backbone that serves the Milwaukee County Jail and the Vel R. Phillips Juvenile Justice Center.

Clean clothing, linens, towels, and bedding are essential to disease prevention, sanitation, and overall public health. Its work directly impacts daily life for residents, operational stability, and public trust, making it an essential component of effective, humane, and accountable public service.

Just as important - the people. The facility is staffed with seven Milwaukee County employees.

Each one of the lead team members (pictured above) has served Milwaukee County for over 20 years.

More than 2 million meals prepared for Milwaukee County's correctional facilities

FOOD SERVICES

FISCAL

Total Expenditures

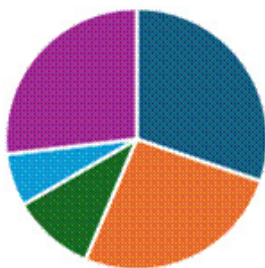
\$65,465,516

Total Revenue

\$3,051, 000

Tax Levy

\$62,414,516



- PERSONNELL
- SECURITY OPERATIONS
- PROGRAMS
- FACILITITES
- MEDICAL & MENTAL HEALTH

Personnel Costs \$28,327,901

Personnel costs are 43.27% of total expenditures

Facilities Costs \$ 6,130,178

Facilities costs are 9.36% of total expenditures

Programming Costs \$8,744,601

Programming costs are 13.36% of total expenditures



**Looking for a rewarding career?
Join our team!**

