



Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

Office of Detention Facilities

January 7, 2020

Sheriff Earnell Lucas
Milwaukee County Sheriff's Office
821 W. State Street, Room 107
Milwaukee, WI 53233

RE: Milwaukee County Jail: Criminal Justice Facility, 2019 Annual Inspection

Dear Sheriff Lucas:

The 2019 annual inspection of the Milwaukee County Jail was conducted on December 17 and December 18, 2019, 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. The Milwaukee County Jail has a rated capacity of 972. On the first day of the inspection, a total of 848 individuals were in custody (765 male, 83 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 2018, a number of operational changes have been realized at the facility. Some of these changes include the following:

- Kiosks (2) were installed in each of the inmate housing units for ordering canteen and telephone credits. It is anticipated that in 2020, the kiosks will also be used for requests, grievances, and law library. A kiosk was also installed in the booking area for self-bail, and two added in the G-level lobby for the community to add funds to an inmate account or pay bail.
- The Milwaukee County Jail and House of Correction have transitioned to a new health care provider (medical and mental health), Wellpath, as of April 1, 2019.

- A new sink and wall has been installed in the kitchen dishwashing room.
- A new contract for inmate transportation via G4S was completed that has added an increase in medical transports per day.
- The body scanner from the House of Correction has been moved to the jail's booking area in an effort to prevent contraband from entering into the secure perimeter of the jail. The Sheriff's Office is currently in the process of receiving state approval and will be training staff in 2020 prior to implementation.

Physical Environment

The inspection included a walkthrough of the facility including housing areas, special needs and health services medical unit, programming space, intake/booking, property, and kitchen. Overall, the facility was found to be in good condition. In large part, the individual cells, dayrooms, and showers were found to be clean, and it is apparent that staff is holding inmates accountable for their living areas. It should be noted that there continues to be a limited amount of graffiti found throughout the facility, particularly in the cells which is excellent.

The monthly shakedown reports continue to be an excellent tool to identify areas of concern and they also serve as the safety and sanitation inspections required by administrative code in that staff are identifying issues regarding cell fixtures, lighting, repair needs, etc. As such, it was recommended that the form name be amended to recognize shakedown, safety, and sanitation inspections.

Based upon the information ascertained from the current shakedown reports, it appears that "soap socks" are continuously be found as contraband throughout the inmate housing units. Although there may be numerous reasons for inmates to use soap socks such as a cell freshener, the placement of multiple soap bars into a sock could present a security risk if used as a weapon. It was suggested that jail administration review the feasibility and cost-effectiveness of replacing the soap bars with liquid soap in all housing units.

The utilization of two officers as liaisons to Facilities Management continues to be effective and both staff do an exemplary job in ensuring maintenance issues are resolved in a timely manner. As noted in past inspection reports, there are typically two (2) plumbers available to the facility each day which is a significant improvement over past years prior to 2017, and a testament to the facility's liaisons in managing needed repairs. Yet as noted in past reports, given the age, size and average daily population housed at the jail, it continues to be strongly recommended that priority be given to the establishment of a full-time facilities manager position, similar to what is provided at the Milwaukee County House of Correction. The timeliness to correct maintenance needs within the jail should not be underestimated in terms of maintaining a safe and secure environment for inmates, staff and the community.

As the housing unit maintenance project continues, the carpeting around the telephone trees has been removed and replaced with floor tile which is a significant improvement aesthetically as the carpeting was ripped and dirty.

Considering the number of inmates confined in each of the housing units, it was recommended that an additional video visitation monitor be added. Currently, there are only two monitors available to the inmates. Jail administration indicated that the addition is being planned for the next contract.

At the time of inspection, there was a need to have a thermometer placed in one of the kitchen coolers. Also, the lock to cooler #1 is missing and, as such, the door cannot be secured as there is no handle. Please have the lock and handle replaced so the door can be secured.

The property area at the facility continues to be exceptionally well maintained. Staff continues to do 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, jewelry, eyeglasses, etc. However, the amount of property that has been left at the facility by inmates continues to increase which is further diminishing available space. Currently, the facility holds inmate property for one year prior to auction or disposal. It was again suggested that jail administration revisit the length of time property is required to be maintained with Corporation Counsel as two different state statutes appear to address the issue: Stat. 59.66(3) and Stat. 66.0139(2).

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 7/5/19), fire drills (each shift), SCBA checks, inmate classification, and physical observation checks. As noted in past inspections, the jail continues to utilize an excellent array of quality check tools to ensure safety and security (e.g., key inventory, monthly shakedown logs).

A spot review of the physical security checks (via Schlage Card Reader) indicated that they are being completed approximately every 25-30 minutes at irregular intervals, which is an excellent practice. However, the random review of the electronic printouts indicated that there were many that were being completed beyond the 30 minute requirement set forth in Milwaukee County Sheriff's Office policy.

Although Wisconsin administrative code, Chapter DOC 350 sets forth a minimum requirement for physical security checks of 60 minutes and, as such, is not a state violation, the review clearly showed multiple violations of Sheriff's Office policy. It was recommended that administration review whether the 30 minute requirement is a reasonable timeframe or should potentially be increased. Conversely, however, considering that the vast majority of the jail's housing units are direct supervision, it is unclear as to why staff are unable to meet the 30 minute physical security

check requirement. These findings could potentially present a significant concern to the Sheriff's Office if a serious incident were to transpire in one of the housing units.

Security checks for those inmates identified as special needs or with suicidal ideation are being completed every 15 minutes. However, the review of suicide watch logs showed that many of the physical security checks were being documented exactly on the quarter hour (e.g., 8:00, 8:15, 8:30, 8:45, etc.) and not at irregular intervals. As an annual reminder, please ensure that staff conduct physical security checks at irregular intervals.

Another concern brought forth during the inspection involved the physical security checks occurring in the special needs unit for those on a suicide watch. In particular, a review of the logs at the time of inspection showed that the times listed for those on a suicide watch were identical even though one of the inmates was in a different sub-pod within special needs. Although it is reasonably possible for staff to observe those on a suicide watch that are housed in the same sub-pod within the same minute for example, it is unlikely that the time would be the same for others housed in different sub-pods if quality wellness checks are occurring.

As noted in past inspection reports, it was again suggested that administration review the feasibility of installing a video conferencing system that would significantly reduce the amount of staff resources being utilized to move inmates from the jail to the adjacent courthouse. This could also reduce the need to house inmates waiting in the court holding rooms, thus permitting Deputies to focus more attention on the courtrooms. A number of jurisdictions in Southeastern Wisconsin have successfully implemented video conferencing from the jail to the courtroom for an individual's initial court appearance. It is again suggested that jail administration and the judiciary meet to discuss this possibility and to perhaps initiate a pilot in one or two courtrooms for initial court appearances to determine if operations become more efficient.

Pursuant to administrative code, each individual admitted to the facility is provided with access to the jail rules and regulations. The Sheriff's Office website also provides the public with additional information regarding jail services.

A disciplinary system is in place to address inmate rule violations. A range of sanctions is in place that is dependent upon the type of infraction violated. Inmates are receiving a copy of their disciplinary charges at least 24 hours prior to their hearing in accordance with administrative code. Disciplinary due process hearings are generally occurring within 3 days of the incident which exceeds the administrative code requirement of 7 days. Hearings are completed by Lieutenants during 1st and 2nd shift, and inmates maintain the ability to appeal to jail administration. A record of all actions is being maintained. A review of disciplinary reports showed them to be well written and explanatory as to the alleged offense and hearing decision.

Objective jail classification continues to be used to determine inmate housing assignments, and an inmate grievance procedure is in place that permits inmates to address any concerns regarding the condition of their confinement. A grievance appeal process is also in place with a first appeal responded to by a Lieutenant, then by a Captain, and to jail administration. A grievance log is

also being produced that allows administration the ability to monitor the facility's inmate climate.

Although an objective jail classification system is in place via the Decision-Tree Instrument, there is currently no mechanism in place for supervisory staff to review/approve any overrides of the instrument's housing classification. During the inspection, staff indicated that there are very few overrides of the instrument, but no data currently exists to track this information. It was recommended that jail administration develop a mechanism for a supervisor to document their review of all classification overrides.

In addition, it is recommended that jail administration review the feasibility of decreasing the timeframe for inmates to be reclassified other than when a rules violation occurs. Currently, the jail completes the Decision-Tree reclassification instrument at 90 days which appears to be excessive. It was recommended that a shorter timeframe be implemented if feasible.

A spot review of completed use of force reports indicates that staff continues to provide detailed information on their actions, as well as those of the inmate. The Milwaukee County Sheriff's Office continues to maintain an excellent review process for all use of force reports with reviews being completed by supervisory staff, jail administration, and the Internal Affairs Division. However, unlike in past years, the Sheriff's Office Training Academy is now only reviewing use of force packets if deemed necessary by Internal Affairs according to jail administration. Thus, not all use of force reports are being reviewed by a Wisconsin Department of Justice certified POSC instructor. It is strongly recommended that all use of force reports be reviewed by either a certified POSC or DAAT instructor.

Health Care

As noted earlier, health care is now contracted through Wellpath for medical and mental health services at both the Milwaukee County Jail and House of Correction. Nursing staff hours continue to be available on-site 24 hours per day at the jail.

Staffing for both medical and mental health services specific to the Milwaukee County Jail appears excellent. Although there are numerous medical and mental health positions at the jail, the following are some highlights of the weekly onsite hours of key personnel as provided by Wellpath:

<u>Position</u>	<u>Hours Per Week</u>
Health Services Administrator:	32
Medical Director/Physician:	32
Physician:	20
ARNP Supervisor:	40
Nurse Practitioner/Physician Assistant:	220
Director of Nursing:	40
Dentist:	16
Chief Psychiatrist:	40

Director of Mental Health:	40
Psychologist:	24
Psychiatric Social Work Supervisor:	40
Social Workers:	248
Case Manager:	40

Medications continue to be administered by nursing staff, and inmates requesting health services are typically assessed and evaluated within three days of request. Testing for TB continues to be completed, as does a health care assessment 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 locked cabinets and medication carts. Inmate medical records are electronically maintained in a confidential manner.

In regard to the medical ward and special needs housing unit, it was recommended that Schlage Card Readers be added to each of these areas to ensure that staff is making appropriate wellness checks in accordance to Sheriff's Office policy. Considering the significant medical and mental health needs of those housed in these two areas, jail administration should review the feasibility of adding the card readers.

There is also a need for nursing staff to document either in a logbook or a form attached to the back of the medication blister packs all stock medications being administered to inmates. At the time of inspection, Wellpath administration indicated that they were not documenting the stock medications. However, this Office was informed that a procedure for doing so would be implemented immediately. Please have jail administration ensure that any stock medications being administered to inmates are being documented.

Food Service

Inmate meals continue to be provided by Aramark. A review of the 4-week menu cycle showed that it offers a good variety of meals with at least two hot meals provided per day. All menus are reviewed and approved by a registered dietician, with a weekly average of 2500 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 delivered to the housing units. The kitchen area was found to be clean and well organized, and an officer is assigned to the area when inmate workers are present. Aramark staff also completes monthly internal inspections of the kitchen in accordance with administrative code. Knives and sharps are being accounted for on a daily log, with security staff also documenting a quality assurance review of the knives/sharps each day.

Pursuant to administrative code DOC 350.11(3), Steritech completed an independent food service inspection of the kitchen which was completed on 11/27/19. The inspection revealed one critical and three minor violations. If not already completed, please ensure that these violations are corrected as soon as possible.

Inmate Programs

There continues to be a number of programming opportunities available to inmates confined at the Milwaukee County Jail. According to the information provided by jail administration, an impressive number of volunteer organizations provide services to the inmate population. Your staff should be commended for their continuing outreach and coordination with the Milwaukee County community to bring valuable resources into the facility for the inmate population. The following are examples of the programs available to inmates:

- Milwaukee Public School District
- Alcoholics Anonymous
- Anger Management
- Black Health Coalition
- Book Club
- Catholic Confession
- Finances
- Law Library
- Library Services
- Life Skills
- Meditation/Yoga
- Native American Culture
- Parenting and Family Skills
- Relationship Building
- Religious Classes
- Religious Counseling
- Religious Services
- Religious Studies
- Substance Abuse Counseling
- Veteran's Program
- Women's Drug Program
- Women's Wellness

Programs in Developmental Phase:

- Domestic Violence
- Opioid Addiction

The inspection also included a review of the facility's practices regarding inmate services. Blankets are being exchanged on a monthly basis, with issued clothing items laundered twice per week, and linens once per week (completed at the House of Correction). The facility maintains policies and procedures 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.

Approval

On the dates of inspection there were **no violations of administrative code** found at the facility. 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. You and your staff should be commended for the many accomplishments that have occurred over the past year as it continues to be apparent to this Office that the climate of the facility is moving in a positive direction, while concurrently maintaining a safe and secure environment for Milwaukee County.

I would like to thank Inspector Aaron Dobson, Captain William Duckert, Lieutenant Mary Sawczuk, 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, Ph.D.
Inspector, Office of Detention Facilities

Cc: Denita Ball, Chief Deputy
Aaron Dobson, Inspector
William Duckert, Captain
Melissa Roberts, ODF Director
File



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Office of Detention Facilities

January 6, 2021

Sheriff Earnell Lucas
Milwaukee County Sheriff's Office
821 W. State Street, Room 107
Milwaukee, WI 53233

RE: Milwaukee County Jail: Criminal Justice Facility, 2020 Annual Inspection

Dear Sheriff Lucas:

The 2020 annual inspection of the Milwaukee County Jail was conducted on December 3, 2020, 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. The Milwaukee County Jail has a rated capacity of 972. On the day of the inspection, a total of 660 individuals were in custody (578 male, 82 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 2019, a number of operational changes have been realized at the facility. Some of these changes include the following:

- The two kiosks that were installed into each housing unit last year for the purchase of canteen and telephone credits has now expanded their use to also include the filing of inmate grievances and requests.
- A kiosk has also been installed in the intake search area so that funds can be added to an inmate's account directly upon entry into the facility. A self-bail kiosk has been added to the booking area and two in the G-level lobby for the community to add money to an inmate account and/or pay bail.
- Due to the current health pandemic (COVID-19) a UV disinfection robot was purchased to use throughout the facility to assist with the removal of any contamination.

- In conjunction with the Milwaukee County courts, the facility began implementing video conferencing for most hearings. There are currently three (3) video conferencing stations on each floor with a total of 12 stations available. It is envisioned that a video conferencing station will be added to each of the 17 housing units in the near future.
- The facility has deployed a new agency K-9 that is trained in the art of narcotics detection via passive indication. When the K-9 detects the odor of an illegal narcotic, the K-9 will sit rather than scratch. This form of indication allows jail staff to search people rather than an entire area as would be the case for active K-9 trained techniques.

Physical Environment

Although the walkthrough of the facility during the inspection was limited due to the health pandemic, areas that were observed included housing areas, special needs and health services unit, intake/booking, property, and kitchen. Overall, the facility was found to be in good condition. In large part, the individual cells, dayrooms, and showers were found to be clean, and it is apparent that staff is holding inmates accountable for their living areas.

The monthly shakedown reports continue to be an excellent tool to identify areas of concern and they also serve as the safety and sanitation inspections required by administrative code in that staff are identifying issues regarding cell fixtures, lighting, repair needs, etc. However, there appeared to be an abundance of extra mattresses being confiscated during the monthly safety and sanitation inspections.

As noted in many past inspection reports, given the age, size and average daily population housed at the jail, it continues to be strongly recommended that priority be given to the establishment of a full-time facilities manager position, similar to what is provided at the Milwaukee County House of Correction. The timeliness to correct maintenance needs within the jail should not be underestimated in terms of maintaining a safe and secure environment for inmates, staff and the community.

As noted last year, considering the number of inmates confined in each of the housing units, it was again recommended that an additional video visitation monitor be added. Currently, there are only two monitors available to the inmates in each housing unit.

At the time of inspection, there was a need to have the light shields within the two coolers in the kitchen replaced as they were being held up by duct tape.

The toilets in the pre-booking area were found to be extremely filthy and were in need of severe cleaning. Also, the tampon machine in the female bathroom in the pre-booking area needs to be removed as it can potentially be used for self-harm purposes and has not been functional for years.

The property area at the facility continues to be exceptionally well maintained. Staff continues to do 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, jewelry,

eyeglasses, etc. However, the amount of property that has been left at the facility by inmates continues to increase which is further diminishing available space. Currently, the facility holds inmate property for one year prior to auction or disposal. It was again suggested that jail administration revisit the length of time property is required to be maintained with Corporation Counsel as two different state statutes appear to address the issue: Stat. 59.66(3) and Stat. 66.0139(2).

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 2/28/20), fire drills (each shift), SCBA checks, inmate classification, and physical observation checks. As noted in past inspections, the jail continues to utilize an excellent array of quality check tools to ensure safety and security (e.g., key inventory, monthly shakedown logs).

A spot review of the physical security checks (via Schlage Card Reader) indicated that they are being completed approximately every 30 minutes at irregular intervals, which is an excellent practice. However, the random review of the electronic printouts indicated that there were many that were being completed beyond the 30 minute requirement set forth in Milwaukee County Sheriff's Office policy. Although Wisconsin administrative code, Chapter DOC 350 sets forth a minimum requirement for physical security checks of 60 minutes and, as such, is not a state violation, the review clearly showed multiple violations of Sheriff's Office policy. Please ensure that supervisory staff make it a priority to emphasize the need for staff to complete their security checks within the policy requirements.

Security checks for those inmates identified as special needs or with suicidal ideation are being completed every 15 minutes and at irregular intervals. This is a marked improvement from last year's inspection finding.

Pursuant to administrative code, each individual admitted to the facility is provided with access to the jail rules and regulations. The Sheriff's Office website also provides the public with additional information regarding jail services.

A disciplinary system is in place to address inmate rule violations. A range of sanctions is in place that is dependent upon the type of infraction violated. Inmates are receiving a copy of their disciplinary charges at least 24 hours prior to their hearing in accordance with administrative code. Disciplinary due process hearings are generally occurring within 48 hours of the incident which exceeds the administrative code requirement of 7 days. Hearings are completed by Lieutenants during 1st and 2nd shift, and inmates maintain the ability to appeal to jail administration. A record of all actions is being maintained. A review of disciplinary reports showed them to be well written and explanatory as to the alleged offense and hearing decision.

Objective jail classification continues to be used to determine inmate housing assignments, and an inmate grievance procedure is in place that permits inmates to address any concerns regarding

the condition of their confinement. A grievance appeal process is also in place with a first appeal responded to by a Lieutenant, then by a Captain, and to jail administration. A grievance log is also being produced that allows administration the ability to monitor the facility's inmate climate.

As noted last year, it is recommended that jail administration review the feasibility of decreasing the timeframe for inmates to be reclassified other than when a rules violation occurs. Currently, the jail completes the Decision-Tree reclassification instrument at 90 days which appears to be excessive. It was recommended that a shorter timeframe be implemented if feasible.

A spot review of completed use of force reports indicates that staff continues to provide detailed information on their actions, as well as those of the inmate. The Milwaukee County Sheriff's Office continues to maintain an excellent review process for all use of force reports with reviews being completed by supervisory staff, jail administration, and the Internal Affairs Division.

Health Care

Health care services continue to be contracted through Wellpath for medical and mental health services at both the Milwaukee County Jail and House of Correction. Nursing staff hours continue to be available on-site 24 hours per day at the jail.

Staffing for both medical and mental health services specific to the Milwaukee County Jail appears excellent. Although there are numerous medical and mental health positions at the jail, the following are some highlights of the weekly onsite hours of key personnel as provided by Wellpath:

<u>Position</u>	<u>Hours Per Week</u>
Health Services Administrator:	32
Medical Director/Physician:	40
Physician:	20
ARNP Supervisor:	40
Nurse Practitioner/Physician Assistant:	220
Director of Nursing:	40
Dentist:	20
Chief Psychiatrist:	40
Director of Mental Health:	32
Asst. Director of Mental Health:	40
Psychologist/Mid-Level:	80
Social Workers:	288
Case Manager:	40

Medications continue to be administered by nursing staff, and inmates requesting health services are typically assessed and evaluated within three days of request. Testing for TB continues to be completed, as does a health care assessment 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 locked cabinets and medication carts. Inmate medical records are electronically maintained in a confidential manner.

There was some concern brought forth during the walkthrough of the health services area in that many of the medication carts were unlocked while in the hallways outside of the medical rooms. Please ensure that these remain locked at all times when not in use due to inmates being in the area.

Food Service

Inmate meals continue to be provided by Aramark. A review of the 4-week menu cycle showed that it offers a good variety of meals with at least two hot meals provided per day. All menus are reviewed and approved by a registered dietician, with a weekly average of 2500 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 delivered to the housing units.

Although a review of the 4-week cycle menu indicated that two hot meals were being provided on a daily basis, a review of the Aramark production sheets did not correspond to the menu. Further inquiry revealed that Aramark determined on its own accord to only provide one hot meal per day due to the lack of inmate kitchen worker availability. Aramark administration did acknowledge that they were in fact serving only one hot meal per day during the pandemic due to the lack of inmate kitchen workers.

As such, this constitutes a **violation of Wisconsin administrative code, Chapter DOC 350.11(6)** which stipulates, “Three nutritious meals are provided daily, two of which are hot. Variations may be allowed based on weekend and holiday food service demands, provided basic nutritional goals are met.” Although nobody could have foreseen the serious impact that the current health pandemic would have on jail operations, the concern from this Office is that nobody from the Sheriff’s Office was made aware of any changes to the menu that would constitute a violation of administrative code until it was revealed during the inspection process.

This matter could have been handled more professionally and all parties, including this Office, would have certainly understood the predicament that COVID-19 placed upon Aramark’s operations. Aramark has since provided the Sheriff’s Office and this Office with a copy of their emergency action plan that should have already been shared with jail administration prior to this situation.

In an effort to rectify the administrative code violation, Aramark management, jail administration, and House of Correction administration came to develop a “COVID Memorandum of Record for HOC and CJF Food Service” that has been signed by all three parties. Accordingly, this Office has determined that the signed memorandum rectifies the cited violation of DOC 350.11(6) and no further action is warranted.

The kitchen area was found to be clean and well organized, and an officer is assigned to the area when inmate workers are present. Aramark staff also completes monthly internal inspections of

the kitchen in accordance with administrative code. Knives and sharps are being accounted for on a daily log, with security staff also documenting a quality assurance review of the knives/sharps each day. Temperature logs were also being maintained on a daily basis for the freezer and coolers and dishwasher.

However, there were numerous inconsistencies found in terms of the logging of hot meal temperatures during the review of multiple production sheet packets. It appears that this was a function of the decision to move to one hot meal per day. Again, in discussions with jail administration and Aramark, this has been since rectified.

Pursuant to administrative code DOC 350.11(3), Steritech completed an independent food service inspection of the kitchen which was completed on 11/25/20. The inspection revealed two minor violations involving maintenance issues with the ceiling in the dishwasher area and soiled vents above the cook line. If not already completed, please ensure that these violations are corrected as soon as possible.

Inmate Programs

There continues to be a number of programming opportunities available to inmates confined at the Milwaukee County Jail. However, due to the current health pandemic, most of the programming has been suspended. During “normal” timeframes, the facility continues to recruit an impressive number of volunteer organizations to provide services to the inmate population. The following are examples of the programs typically available to inmates:

- Milwaukee Public School District
- Alcoholics Anonymous
- AODA
- Anger Management
- Book Club
- Budgets
- Domestic Violence Awareness
- Finances
- Law Library
- Library Services
- Life Skills
- Literacy
- Meditation/Yoga
- Native American Culture
- Parenting and Family Skills
- Relationship Building
- Religious Classes
- Religious Counseling
- Religious Services
- Substance Abuse Counseling

- Veteran's Program
- Women's Drug Program

The inspection also included a review of the facility's practices regarding inmate services. Blankets are being exchanged on a monthly basis, with issued clothing items laundered twice per week, and linens once per week (completed at the House of Correction). The facility maintains policies and procedures 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.

Approval

On the date of inspection there was **one violation of administrative code** found at the facility (DOC 350.11(6)). However, as noted earlier, this violation has been rectified and no further action is warranted. 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. You and your staff should be commended for the many accomplishments that have occurred over the past year as it continues to be apparent to this Office that the climate of the facility is moving in a positive direction, while concurrently maintaining a safe and secure environment for Milwaukee County.

I would like to thank Inspector Aaron Dobson, Captain William Duckert, Captain Joshua Briggs 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, Ph.D.
Director, Office of Detention Facilities

Cc: Denita Ball, Chief Deputy
Aaron Dobson, Inspector
William Duckert, Captain
Joshua Briggs, Captain
File



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Office of Detention Facilities

January 4, 2022

Sheriff Earnell Lucas
Milwaukee County Sheriff's Office
821 W. State Street, Room 107
Milwaukee, WI 53233

RE: Milwaukee County Jail: Criminal Justice Facility, 2021 Annual Inspection

Dear Sheriff Lucas:

The 2021 annual inspection of the Milwaukee County Jail was conducted on November 30, 2021 and December 1, 2021, 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. The Milwaukee County Jail has a rated capacity of 972. On the day of the inspection, a total of 843 individuals were in custody (782 males and 61 females). This report summarizes the findings of the inspection and identifies improvements since the last annual inspection, as well as any applicable recommendations.

Summary of Operational Changes and Initiatives

Operational Changes:

- Expanded Video Court Conferencing. This year additional video conferencing stations were installed inside most housing units. There are currently 30 video court stations inside the facility. This provides for a more efficient court process and enhanced safety and security.
- Electronic discovery document sharing. The public defender's office can now send electronic discovery directly to the facility and the subject can view the document from video conferencing stations inside the housing units. This has streamlined the court process and negated lengthy court delays that resulted from the defendant's inability to view video discovery.
- Time out of cell for dayroom access was limited due to extreme staffing shortages. Time out schedules will resume to pre-pandemic hours once staffing levels improve.

- Currently working with Lexipol to update and modernize current policies.
- Sally Port Door replacement. Capitol project funding utilized to replace the old and often malfunctioning doors inside the sally port.
- Food chutes were installed in the cell doors in 4B to increase safety and security. This allows staff to distribute food without opening cell doors. It also allows staff to safely restrain subjects when moving them into and out of the cells.
- As of April 30, 2021, the facility acquired NCCHC accreditation.
- Training model changes. There is now a one-week orientation at the academy that is followed by a two-week field training program. All officers will receive the complete LESB curriculum within one year of their hire date.

Operational Initiatives:

- Continue to focus on retention and recruitment of staff.
- Increase promotional opportunities. 23 officer positions have been reclassified and 21 new sergeant positions have been approved in the budget for 2022. The sergeants will be positioned in active work roles and serve as lead officers in areas where multiple officers are working. This will free up lieutenants to concentrate on various administrative and other supervisory duties and assignments.
- Installation of safety barrier in housing unit 4D. This would provide a physical barrier on the upper level to prevent subjects from jumping off of the top tier. Upon completion of this project this area will be utilized for housing those on suicide watch.
- Continue housing unit renovations. This includes painting, ventilation cleaning, and installation of new lighting and flooring.
- Purchase and utilize electronic tablets. Tablets will contain educational materials, law library, legal resources, and books. The tablets will also have access to entertainment (movies, music, television shows, etc.) that will be charged at a per minute rate.
- Replace door control and intercom system. This will enhance safety and security throughout the facility.

Summary of Inmate Resources

Programming:

The Milwaukee County Jail offers a wide variety of programs and services provided to those in custody. The following is a list of program areas that utilize volunteers. The Milwaukee County Jail has approximately 70 active volunteers.

- | | |
|--------------------|-------------------------------|
| • Anger Management | • Budgeting |
| • AODA | • Domestic Violence Awareness |
| • AA | • Finances |
| • Book Club | • Law Library |

- Library
- Life Skills
- Literacy
- Meditation/Yoga
- Native American Culture
- Parenting and Family Skills
- Relationship Building
- Religious Classes
- Religious Counseling
- Religious Services
- Substance Abuse Counseling
- Veteran's Program
- Women's Drug Program

In addition to volunteer programming, the Milwaukee County Jail has three full time Milwaukee Public Schools (MPS) teachers contracted for students ages 17-20. There is a new GED education partnership with Literacy Services of Wisconsin (LSW) for those ages 21 and up who have not completed high school. This program has one full time teacher and 20 volunteers for one-on-one tutoring.

*Programming has been limited due to COVID-19. It will resume when administration deems safe to do so.

Health Care:

Health care continues to be contracted through Wellpath for medical and mental health service at both the House of Correction and the Milwaukee County Jail. Nursing coverage is on-site 24 hours per day. There are numerous medical positions that cover both facilities such as a Health Service Administrator, Director of Nursing, RN's, LPN's, RN Supervisor, Mental Health RN, and an Infection Control RN. A Doctor is on-site for approximately 40 hours per week. Dental care is provided by a Dentist and Dental Assistant that are both scheduled for 20 hours per week. On the day of inspection, the following was noted:

- Electronic medical records are maintained.
- Medication Administration Records were completed appropriately.
- All medications were stored in locked carts in secured rooms.
- Health transfer summaries were reviewed and completed appropriately.
- 14-day health appraisals are being completed in a timely manner.
- All medications were inventoried and labeled appropriately.
- All medications are verified by the medical staff.
- Medical staff reported an effective collaborative relationship between medical, mental health, administration, and security staff.
- Review of the referral process showed good communication and form processes are in place.

Mental health:

Mental health is contracted through Wellpath and covers both the House of Correction and the Milwaukee County Jail. Coverage is provided by a Chief Psychiatrist, Director of Mental Health, Assistant Director of Mental Health, Psychiatric RN, Case Managers, and various Social Workers. Mental Health Services are provided 7 days per week at the facility.

On the day of inspection, the following was noted:

- A review of sample records indicated thorough charting.
- All subjects placed on suicide watch are being cleared by a Qualified Mental Health Professional after a face to face assessment.
- Sample records reviewed of suicide watch documentation noted compliance.
- Staff reported there is good communication between security, medical, and mental health.
- A weekly meeting is held with administration, medical, and mental health to discuss individuals of concern and to improve continuity of care.
- There is a referral process in place for subjects to request care.

Food Service and Commissary:

Food service is provided by Aramark personnel with the assistance of resident workers. Food is prepared at the House of Correction and transported to the Jail.

- Review of 4-week menu cycle showed a variety of meals.
- Menus have been reviewed and approved by a registered dietician.
- Outside inspection was completed by Steritech on 11-21-21.
- Two of the three daily meals are "hot".
- Internal monthly inspections are being completed.
- Sharps were properly logged and accounted for.
- Temperatures are maintained for dishwasher, coolers, freezers, and hot food.
- Garbage cans were covered with tight fitting lids.
- All storage was maintained at the proper height.
- Food items were appropriately stored and dated.
- Communication reportedly working well with medical staff regarding special diets.
- Training is completed and documented for inmate workers.
- Cleaning agents were stored separately from food service items.
- Commissary services are provided through Aramark.

*Broken tile observed in the cooler as well as a missing vent cover in the cleaning closet.

Maintenance immediately fixed both issues prior to completion of the inspection. They indicated no prior repair request had been submitted.

Operational Summary

- The facility has and properly maintains fire safety equipment and sprinkler systems.
- Evacuation routes are posted and fire extinguishers were properly tagged.
- Fire Inspection was completed 05/06/2021 by the City of Milwaukee Department of Neighborhood Services.
- Monthly inspections are completed and reviewed as required with respect to locks, fire safety, sanitation and hygiene.
- Frequent and random cell searches are completed and reviewed by supervisors.
- All annual training required by Administrative Code has been completed and documented.
- There is an objective classification system in place, as well as a review process.
- There are procedures in place regarding laundry, cleaning, mail, discipline, canteen, legal access, visitation, and grievances.
- There is a very thorough review process in place for all use of force incidents.
- Review of random major and minor discipline reports noted thorough documentation.
- All staff equipment appeared in good working order.
- Facility maintenance does a good job addressing facility needs.
- Wellness checks were reviewed and noted compliance with Administrative Code.
- Inspection of Court holding cells showed them to be extremely clean and well maintained.

Recommendations

- Review procedure and expectations with staff regarding maintenance requests. Inspection revealed a few maintenance issues in the kitchen area that were identified and subsequently fixed prior to completion of the inspection. Maintenance stated the issues were not previously brought to their attention.
- Window tinting material needs replacement in certain housing units. In a large number of housing areas inmates have torn large sections of the tinting material off of the windows to allow for a clear view into areas such as indoor recreation space. This presents various safety and security issues and should be addressed.
- Vents throughout the facility appear to necessitate cleaning.
- Inspect ceiling tiles and replace those that show excessive dirt or damage.
- Ensure staff are inspecting cells to maintain windows and lights are not covered. Several cells were observed with the back window covered which eliminated a clear view into the cell. An unobstructed view is needed to ensure safety and security.
- Work to resume normal dayroom schedules. Low staffing levels have resulted in increased amount of time subjects are secured within their cells. This presents concerns for their mental health, as well as various challenges to staff. Administration has worked to address some concerns by increasing the frequency of wellness checks completed by staff, as well as ensuring access to mental health staff.

State Statute and Administrative Rule Violations

On the dates of inspection there were **no violations of administrative code** found at the facility.

Approval

The Milwaukee County Jail is approved by the Department of Corrections for the detention of adult offenders with a maximum capacity of 972. This approval is contingent on remedy of any code violations and maintenance issues and continuing compliance with all applicable Wisconsin State statutes and administrative codes.

I wish to thank Inspector Aaron Dobson, Captain William Duckert, Captain Joshua Briggs and the rest your staff for the assistance and cooperation with the inspection process. There have been tremendous operational strains this past year due to staffing shortages and issues relating to COVID-19. Everyone from staff, administration, and support personnel have worked diligently to face the challenges with a positive and professional manner. Inspector Dobson and the entire command staff have shown tremendous leadership during this difficult time.

Sincerely,



Amy Vaughn, Southeastern Region
Office of Detention Facilities

Cc: Denita Ball, Chief Deputy
Aaron Dobson, Inspector
William Duckert, Captain
Joshua Briggs, Captain
Gregory Bucholtz, Director-ODF
File



Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

Office of Detention Facilities

Date: November 9, 2022

Sheriff Denita Ball
Milwaukee County Sheriff's Office
821 W. State Street, Room 107
Milwaukee, WI 53233

RE: 2022 Annual Inspection

Facility Name: Milwaukee County Jail
Address: 949 N. 9th Street, Milwaukee, WI 53233

Facility Type and Applicable Wisconsin Administrative Code:

- Juvenile Detention Facility (Chapter DOC 346)
- Secured Residential Care Center for Children and Youth (Chapter DOC 347)
- Huber Facility (Chapter DOC 348)
- Municipal Lockup Facility (Chapter DOC 349)
- Jail (Chapter DOC 350)

Date of Inspection: November 1, 2022 and November 2, 2022 **Inspected By:** Amy Vaughn

Inspection Process: The annual inspection of the facility was conducted pursuant to WI Statute 301.37(3). The inspection compared the facility and its operation to applicable state statutes and Department of Corrections administrative code. This inspection consisted of a tour of the facility to assess the safety, sanitation, adequacy, and fitness of the facility; dialogue with staff and inmates; and a review of facility records and documentation.

Approved Capacity Details

Maximum Rated Capacity	Population on the Day of Inspection	Is Facility Approved to Double Cell	Is Facility Approved to Hold Juveniles
972	961	Yes	No

Population on day of inspection included: 856 males, 90 females, and 15 in the booking area. There were also an additional 41 on active out status.

Inspection Results:

Operational Changes:

- **Sergeant Position-** The facility has reclassified 23 Officer positions and created 21 new Sergeant positions in the 2022 budget.
- **Hiring Events-**Due to unprecedented staffing shortages within the last two years the Department has made significant changes to recruitment. Earlier this year hiring events were held in which candidates could apply, interview, begin the background process, and receive a conditional offer on the same day.
- **Tablets-**All general population occupants are now issued tablets. Tablets offer reading material, music, entertainment, law library material, educational material, and allow for messaging.
- **Door Control and intercom systems** have been replaced.
- **Housing-** Due to overcrowding issues the facility has begun housing Milwaukee County occupants at the Racine County Jail. Racine county is willing to accept up to 80 occupants at a given time.
- **GED Programming-**The facility has partnered with Literary Services Wisconsin to provide GED and reading/writing programming services to our occupants.
- **Suicide Prevention Phones (non-corded phones)** have been installed in the cells of the booking room to improve safety.
- **Bail Pay MPD-** The Milwaukee County Jail worked collaboratively with the Milwaukee Police Department on a process where bails can be paid while occupants are waiting for transfer to the Milwaukee County Jail. This has assisted in reducing bookings and overcrowding at both facilities (Jail and MPD lockup).
- **Book and Release-** Facility has implemented a new booking process for individuals who are ordered by the court to be booked into and released from facility solely for the purposes of booking and fingerprinting. These individuals are no longer brought into the facility through the conventional booking process. The occupants report to the jail records area and are booked, fingerprinted, and released in a very short time from that location. This new process has successfully reduced jail population and assisted with minimizing overcrowding in the booking area.
- **MAT Programming-**The Milwaukee County Jail has worked collaboratively with their medical vendor to provide comprehensive Medical Assisted Treatment (MAT) for occupants with substance dependency issues.

Initiatives:

- **KeyWatcher System –** The facility received Capital Project funding for a KeyWatcher system in the 2023 budget. The system will improve key access and accountability.
- **Kitchen Equipment-**ARPA funding has been received to replace all kitchen equipment to improve the performance and efficiency of the kitchen.

- **Body Cameras-**The agency received funding in the budget for body worn cameras. These devices should be deployed by the end of the year.
- **Electronic Discovery Occupant Review-** The facility is working on a process and technology that would allow Attorneys to send electronic discovery material to video conferencing stations within the housing units.
- **4D Suicide Watch Barrier-** Facility has obtained Capital Project funding and completed architectural renderings for the installation of a physical barrier on the upper level of sub pod D in pod 4D that would prevent an inmate from jumping off the upper tier. This barrier will be transparent and enable officers at the workstation to observe occupants on suicide watch at all times. Upon completion of the project later this year, all inmates on suicide watch will be housed in 4D sub pod D. They will be locked out of their cells during daytime hours to ensure continual observation.
- **Part-Time Staffing-** Facility will focus on hiring 10 already certified LESB jailers to work 20 hours per week in the facility.

Operations:

- **Health Care:** Medical services are contracted through Wellpath. Services are shared between the House of Correction and the Milwaukee County Jail. Nursing coverage is on-site 24 hours per day. There are various positions held between both facilities including: Health Service Administrator, Director of Nursing, RN's, LPN's, RN Supervisor, Mental Health RN, Doctor, and Dentist. Review of random records indicated medication administration records, health transfer summaries, health assessments, health appraisals, and medication verification records are appropriately completed. Medical staff reported good collaboration between security, medical, and mental health.
- **Mental Health:** Mental health is contracted through Wellpath and covers both the House of Correction and the Milwaukee County Jail. Coverage is provided by a Chief Psychiatrist, Director of Mental Health, Assistant Director of Mental Health, Psychiatric RN, Case Managers, and various Social Workers. Mental Health Services are provided 7 days per week at the facility. Review of sample documentation indicated that subjects on suicide watch are only cleared after a face-to-face assessment. There is a referral process in place for subjects to request care. There is a weekly meeting with administration, medical, and mental health to discuss those of concern and to ensure continuity of care.
- **Food Service:** Food service is provided by Aramark personnel with the assistance of resident workers. Food is prepared at the House of Correction and transported to the Jail. Inspection of the kitchen showed that food was properly stored and labeled. Temperatures were being monitored and recorded for hot food, cooler, freezer, and dishwasher. There is a system in place to log and account for sharps. An outside kitchen inspection was completed on 10-26-22 by Steritech. Menus have been reviewed by an Aramark registered dietician. The kitchen was found to be clean and well organized.
- **Fire and Safety:** Evacuation routes were posted throughout the facility. Fire extinguishers and self-contained breathing apparatuses were available and maintained. The annual fire

inspection was completed by the City of Milwaukee Department of Neighborhood Services on 5-17-22.

- Training: A review of training records indicated that all code required training has been completed and documented.

Inspection Comments:

State Statute and Administrative Rule Violations

On the dates of inspection there were **no violations of administrative code** found at the facility.

Recommendations

Overall Facility Maintenance- Jail administration's diligence in ongoing identification of needs and action plan for addressing continue to be supported. Due to the size, age, and scope of facility needs, consideration should be given to having maintenance staff assigned specifically to the jail. The below items of concern were observed during the inspection process.

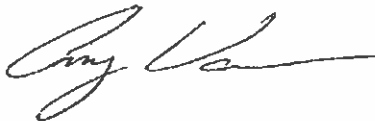
- Showers throughout the facility are showing signs of significant wear. Tiles in the shower areas are worn, chipped, and excessively stained. Damaged tile presents safety concerns and should be addressed by maintenance. Mildew and mold observed in cracks and corners of showers. Various showers require new caulking around the lighting within the shower.
- Ceilings and lights in the cells necessitate scrapping and cleaning as there were substantial amounts of toilet paper and toothpaste on them.
- Window tinting material needs replacement in certain housing units. In several of the housing areas inmates have torn large sections of the tinting material off of the windows to allow for a clear view into areas such as indoor recreation space. This presents various safety and security issues and should be addressed.
- Excessive amounts of graffiti observed in cells throughout the facility. Staff and supervisors need to be diligent in inspecting conditions of cells and working with occupants or maintenance to have it removed.
- Vents throughout the facility necessitate thorough cleaning.
- Inspect ceiling tiles and replace those that show significant staining from dust, dirt, and water damage.

Operations:

- Work to resume normal dayroom schedules. Low staffing levels have resulted in increased amount of time subjects are secured within their cells. This presents concerns for their mental health, as well as various challenges for the staff and facility operations.
- Ensure staff are inspecting cells to maintain windows and lights are not covered. Numerous cells were observed with the back window covered which eliminated a clear view into the cell. An unobstructed view is needed to ensure safety and security.
- Population-Continue to work on managing high daily population numbers and subsequent housing constraints. The facility is currently working with the Milwaukee House of Correction and the Racine County Jail to house inmates to reduce their daily population. It is clear based on the ADP reports that population level remains a concern. Population levels should be reviewed to assess facility needs and to develop long term planning.
- Classification- Review classification status to ensure individuals housed in the same cell have the same custody classification.
- Staffing- Continue to address the significant staffing shortages. The facility is budgeted for 251 officers, and is currently operating with 160.

I would like to thank Inspector Dobson and your staff for their cooperation during this inspection process. If you have any questions regarding this report or any other matter please feel free to contact me.

Sincerely,



Amy Vaughn, Inspector
Office of Detention Facilities

Cc: Aaron Dobson, Inspector
William Duckert, Captain
Joshua Briggs, Captain
Greg Bucholtz, Director ODF
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