

# Annual Report

Portage County Sheriff's Office



2018

Mike Lukas

Sheriff

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## **Portage County Sheriff's Office**

### **Continuing Forward**

The year 2018 was dedicated to continued systems improvements, from preparation for planned personnel turnovers, to implementation of new software, to energizing community outreach and electronic monitoring programs. The work of the Sheriff's Office continues anew, thanks to the professionalism and dedication of the members of this great team.

### **Big Picture**

The Sheriff's Office continued with several initiatives and projects as we look to improve our service and efficiency. Some of the more notable efforts were:

- **Simulcast Radio System.** The new simulcast public safety radio system project is fully operational. All affected radio systems have been converted over to the new system and all of the radios have been re-programmed. The new system allows for better communication throughout the county, with nine towers countywide providing better coverage for all emergency responders. Also, law enforcement now has an added frequency available to re-direct heavy radio traffic due to major incidents.
- **Electronic Monitoring Program.** The Electronic Monitoring Program (EMP) continues to be a very successful venture, with a rate ranging from 15 to 25 inmates, with the average being nearly 21 out at any time.
- **Long Term Facility Planning.** With the decision of the County Board not to move forward with constructing a new facility, planning efforts were switched to detailing all of the backlogged and delayed repairs, facility remodeling concepts, and conceptualizing additions that will need to be made to the current Law Enforcement Center (LEC). The County Board approved money for the 2018 evaluation of the LEC for needed maintenance and improvement projects. The firm BWBR and Dewberry conducted that evaluation, which identified nearly \$25 million in needed improvements.
- **Other projects** include continuing towards transitioning to a Munis based payroll system, implementing a modern scheduling software that can handle complex schedules, absorbing the administration, management, and functions of Portage County Emergency Management and Emergency Medical Services, and the ongoing office-wide planning for key personnel replacement due to retirements in the next several years.

### **On the Horizon**

The Sheriff's Office is looking forward to 2019, and the challenges that this will bring. We are preparing for the execution of a large capital improvement project at the Highway Department which will provide our office with indoor impound storage and an off-site Emergency Operations Center. The Emergency Management Division will begin the process of updating the County's All Hazard Mitigation Plan. We are also continuing with the integration of both Emergency Management and Emergency Medical Services as new division within the Sheriff's Office.

## Staff

The Sheriff's Office consists of 108 full-time employees; the Sheriff, 47 other sworn law enforcement officers, 32 corrections officers, 19 communications staff, an administrative services manager, four law enforcement record specialists, an emergency medical services coordinator, an emergency management coordinator, a deputy emergency management coordinator, and one fleet technician.

There is also a Special Events unit in the Emergency Medical Services Division. The unit consists of 10-12 part time employees certified as emergency medical technicians or paramedics.

### Staffing Levels

The Sheriff's Office operates at a minimum staffing level in several major areas. Annually the Office submits requests for additional personnel, but budget constraints and competing priorities have prevented most of those requests from being approved.

New position requests for 2018 were:

- Two deputies requested; none approved.
- Two corrections officers requested, none approved.
- Two communications technicians requested; none approved.

Some examples of the impacts of being understaffed are:

- Patrol. The County is divided into three areas. One deputy is routinely responsible for patrolling and handling calls for service in each of those areas at a time. This means that, on average, a deputy is responsible for over 270 square miles by themselves. Responses to calls that require multiple officers (such as traffic crashes, officers needing assistance, armed suspects, etc.) may be delayed until deputies can cross the County to provide assistance.
- Corrections. The Jail operates at State mandated minimum staffing levels approximately 70% of the time. This means that two corrections officers working "on the floor" are responsible for up to 78 inmates. With the intake of unruly, agitated, and often intoxicated individuals freshly arrested and brought to the Jail, safety concerns continue to be the number one issue with corrections staff.
- Communications. The Communications Center operates with 19 staff. In a 2010 study commissioned by Portage County, it stated that the *minimum* staffing should be 26. This means presently that at times, two communications technicians are responsible for all emergency calls and all emergency dispatching for the entire County. The opportunities for delayed service, or errors due to the overload of information is not insignificant.



## **Injuries**

Law enforcement and corrections continue to be dangerous professions, and the Sheriff's Office takes the safety of our employees very seriously. Systems are under constant refinement to improve working conditions, but the very nature of the work, and the environment that we are required to operate in, prevents us from eliminating every conceivable risk.

There were 17 reported injuries and related incidents by employees at the Sheriff's Office, including six from dealing with resistive suspects and inmates. Fortunately, there was only one injury resulting in lost work days. Incidents involving employees at the Sheriff's Office ranged from fights, to environmentally related accidents, a blood borne pathogen exposure, and a motor vehicle crash.

Calendar Year	Reported Injuries
2018	17
2017	21
2016	15
2015	17
2014	14
2013	20

## **The Office of the Sheriff**

The office of Sheriff is created by the Wisconsin Constitution (Article VI, Section 4). It is an elected office in each county with a four year term. Consequently, the Sheriff is a constitutional officer who is the Chief Law Enforcement Officer of the County. The Sheriff's duties are varied and for the most part are defined in the Wisconsin Statutes. These duties include, among other things, maintaining the peace, running the jail, and serving both criminal and civil process.

The Office of Sheriff has certain unique duties, powers, and responsibilities different from other law enforcement agencies. Some of these include (Wis. Stat. § 59.26 - 59.29):

- The Sheriff shall have command of the law enforcement force of the County.
- Take the charge and custody of the jail maintained by the county, including that portion of any jail that is used by the County in a joint government building, and the persons in the jail, and keep the persons in the jail personally or by a deputy or jailer.
- Keep a true and exact register of all prisoners committed to the jail.
- Attend upon the circuit court held in the County during its session. The Sheriff or one or more deputies shall attend the court of appeals when it is in session in the County.
- Personally, or by the Undersheriff or deputies, serve or execute all processes, writs, precepts, and orders issued or made by lawful authority and delivered to the Sheriff.
- To enforce in the County all general orders of the department of safety and professional services relating to the sale, transportation, and storage of explosives.
- Conduct operations within the County and in waters of which the County has jurisdiction for the rescue of human beings and for the recovery of human bodies.
- Enforce all city, or village, ordinances in a city or village, in which the sheriff provides law enforcement services under a contract described under Wis. Stat. § 62.13(2s)(a).
- The Sheriff, Undersheriff, and deputies shall keep and preserve the peace in the County and quiet and suppress all affrays, routs, riots, unlawful assemblies, and insurrections; for which purpose, and for the service of processes in civil or criminal cases and in the apprehending or securing any person for felony or breach of the peace they may call to their aid such persons or power of the County as they consider necessary.
- County law enforcement agencies may request the assistance of law enforcement personnel or may assist other law enforcement agencies as provided by law.
- The Sheriff or other officer who has legally arrested any person in any county may pass

- across and through such parts of any other county or counties as are in the ordinary route of travel from the place where such person was arrested to the place where the person is to be conveyed, according to the command of the process by which such arrest was made.
- The Sheriff has the power to call a posse comitatus (68 Atty. Gen. 334).
  - The Sheriff can, on a case by case basis, assert leadership, control, and direction by reason of his/her superior position as chief law enforcement officer of the County. It is the duty of the local police officers to cooperate. Local law enforcement personnel are subject to the command of the Sheriff even when acting within their municipal boundaries when the Sheriff exercises a call to aid under Wis. Stat. § 59.28(1). The Sheriff has concurrent authority with local law enforcement personnel regardless of municipal boundaries (61 OAG 79).
  - Perform all other duties required of the Sheriff by law.

### **Sheriff's Office**

This organization is officially known as the "Office of the Sheriff" or more commonly known as the "Sheriff's Office." As the sheriff is a constitutionally elected position, the term "Sheriff's Department" is, by definition, incorrect. What is the difference between sheriff's *department* and sheriff's *office*, and why should it matter? To answer the first question, we can turn to Black's Law Dictionary, which defines the terms as follows:

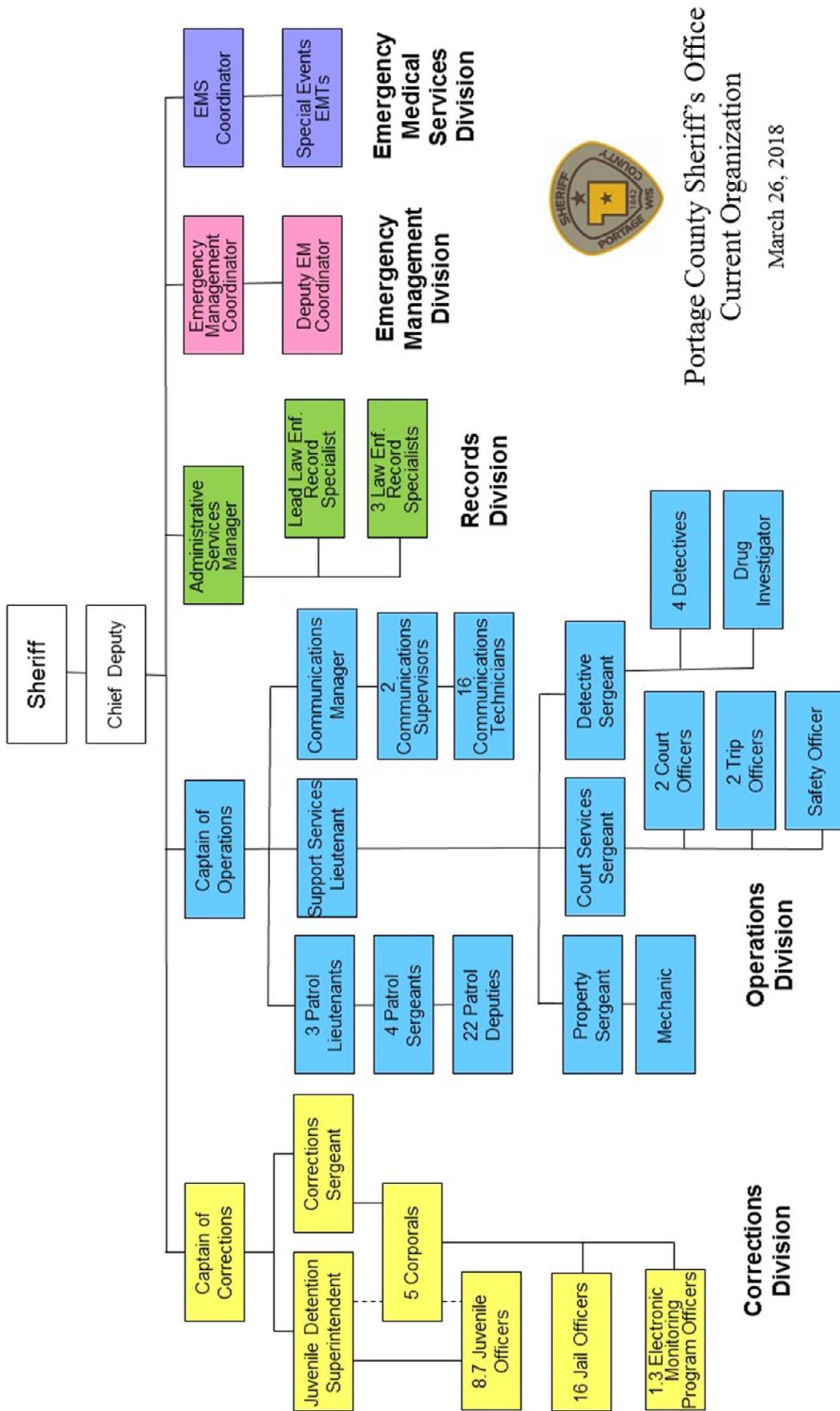
*Department: 'One of the major divisions of the executive branch of the government generally, a branch or division of governmental administration.'*

*Office: 'A right, and correspondent duty, to exercise a public trust. A public charge or employment, the most frequent occasions to use the word arise with reference to a duty and power conferred on an individual by the government; and when this is the connection, 'public office' is a usual and more discriminating expression in the constitutional sense, the term implies an authority to exercise some portion of the sovereign power, whether in making, executing, or administering the laws.'*

Clearly, the office of sheriff is not simply another department of county government. Its internal operations are the sole responsibility of the sheriff. County department heads are subordinate to a County Executive because they are truly only a division of county government, and they work for him/her and for the governing body of the county (i.e. county board.)

The Office of Sheriff, on the other hand, is a constitutional office having exclusive powers and authority. These powers are not subject to the dictates of a county executive or the whims of a county board. The powers of this office have been exercised for over a millennium.

A sheriff's office, then, is fundamentally different from a county department, which derives its limited authority from whatever is delegated to it. This delegation is made by those individuals who hold an elected position, of office, in the governing body. The use of 'department' actually refers to a subordinate unit of government, rather than to a body with inherent powers and sovereignty, such as the office of sheriff.



Portage County Sheriff's Office  
 Current Organization  
 March 26, 2018

## Operations Division

### Patrol Section

The Portage County Sheriff's Office Patrol Section consists of 22 patrol deputies, 4 patrol supervisors, and 3 shift commanders. These deputies provide patrol services 24 hours a day/365 days a year. These services include coverage of approximately 810 square miles, including interstate, state, county, and municipal roads. The Patrol Section provides full-time law enforcement services for all municipalities that do not have a law enforcement agency, as well as assist the two agencies that do provide full-time coverage. In Portage County, only the City of Stevens Point and the Village of Plover have full-time law enforcement coverage. Portage County consists of 17 townships, 10 incorporated municipalities, and 10 unincorporated villages. The population of the County is almost 71,000. Excluding Stevens Point and Plover, the population is approximately 31,350.

The Sheriff's Office is responsible for enforcing state and local laws and all motor vehicle laws. They respond to and investigate motor vehicle crashes, all criminal activity reported or observed, including but not limited to domestic violence, disturbance, death, burglary, theft, damage to property, weapons, sexual assault, other assaults, fire, mental illness, missing/runaway persons, motor vehicle theft, narcotics, rescue, robbery, suspicious circumstances, trespassing, wanted persons, 911 calls, and alarms.



In addition to the regular duties in the deputies' job description, they are also involved in other duties requiring specialized training. These include:

- Field Training Program
- Search & Rescue
- Special Response Team
- CounterAct Program
- Emergency Vehicle Operations Instructor
- K-9 Handler
- Community Service Presentations
- Education Classes
- Defense & Arrest Tactics
- Accident Reconstruction
- Firearms & Taser Instructor
- Crisis Negotiators
- Project Lifesaver Program

## **Canine (K9) Unit**

This year marks the second year Deputy Dan Wachowiak and K9 Yent worked together. Deputy John White and K9 Lady were in their fifth year of service. Both K9's are in good health and continue to work well.

Deputies Wachowiak and White, along with Yent and Lady, were involved in fundraising events hosted by Copps Market and Jack Stand Car Club. The events were a great time for the public to meet Yent and Lady. Both Copps Market and Jack Stand Car Club have supported the Sheriff's Office K9 Unit for several years now and all their hard work and time is greatly appreciated.

In October, Deputies White and Wachowiak, along with their K9 partners, attended the Wisconsin Law Enforcement Canine Handlers Association (WLECHA) annual working conference October 6<sup>th</sup>-9<sup>th</sup>, which was held in Racine, WI. There were 131 K9 teams from throughout Wisconsin in attendance that were able to participate in several different live scenarios and challenges involving narcotic, apprehension, and area searches. At this conference, Deputy Wachowiak was elected to the WLECHA Board of Directors for a three-year term.

In early November, Deputies Wachowiak and White, along with their K9 partners, attended Vohne Liche Kennels annual recertification in drug detection and patrol work which was held in Wausau, WI. Both Lady and Yent successfully passed the recertification.

The K9 Unit gave 14 public demonstrations during 2018 to local schools, social groups, and other organizations within Portage County. There were also nine school searches conducted at the following schools:

- Ben Franklin Junior High School
- PJ Jacobs Junior High School
- Marshfield High School
- Marshfield Junior High School

The K9 Unit was deployed a total of 198 times in 2018 on incidents such as narcotic searches, search warrants, Special Response Team use, and school searches. Agencies using the Sheriff's Office K9 Unit included: the Stevens Point Police Department, Plover Police Department, Marshfield Police Department, and the Wisconsin State Patrol. The K9 Unit made a number of drug related arrests, including:

- 42 arrests for Possession of Drug Paraphernalia
- 33 arrests for Possession of THC
- 4 arrests for Heroin
- 7 arrests for Methamphetamine
- 7 other drug related arrests
- 4 arrests for Cocaine

The K9 Unit's total arrests/deployments were lower than 2017; however the K9 Unit was utilized nearly every shift. The Stevens Point Police Department added two K9 Units to their Department in May, 2018, therefore reducing the number of deployments by Portage County K9's.

The overall status of the K9 Program remains robust and vibrant. It continues to be an important tool in law enforcement, and not only valuable in arrests, but a strong deterrent as well. In 2019, we will strive for another safe and successful year.



K9 Lady



K9 Yent

### **Community Resource Officer**

The Portage County Sheriff's Office employs one full-time deputy sheriff as a Community Resource Officer. This vital multi-purposed position provides a wide array of services to the County in addition to primary law enforcement duties.

### **School Programs**

The Sheriff's Office offers school safety programs in eight different schools in Portage County. All the schools are located in the jurisdiction of Portage County. The schools are:

- Almond High and Elementary School
- Amherst High and Elementary School
- Grant Elementary School
- J. F. Kennedy Elementary, Village of Junction City
- McDill Elementary, Village of Whiting
- Rosholt High and Elementary School
- St. Adalberts Elementary and Middle School, Rosholt
- Sacred Heart Elementary and Middle School, Polonia

The schools are offered several safety programs at the beginning of each school year. They are:

- Stranger Awareness
- K.I.D.S. Fingerprinting

- Poison Awareness
- Alice
- Internet Safety
- CounterACT
- Bike Safety
- Bike Rodeo
- Driver's Education Talks
- Alcohol and Drugs Talks
- Safety Cadet Training
- Sheriff's Office Tours
- Sexual Assault Talks
- DNR Safety Programs – ATV, Snowmobile, Boating, and Hunter Safety

Additional programs are conducted in the schools upon their request, usually to address specific problems that arise throughout the school year, including presentations on bullying, personal space, and inappropriate touching. Programs that were completed in the year 2018 and the approximate number of students participating are as follows:

- Stranger Awareness – Approximately 350 students (all Kindergarten)
- K.I.D.S. Fingerprinting – Approximately 350 students (all Kindergarten)
- CounterACT – 351 students (all 5th or 6th grade students in six of the nine schools)
- Alice – (all students in the eight schools)
- Poison Awareness – Approximately 350 students (all Kindergarten)
- Bike Safety – 400+ students (2nd, 3rd, and 4th grades)
- Bike Rodeo – 200+ students (2nd, 3rd, and 4th grades)
- Safety Cadets – 300+ students (4th, 5th, and 6th grades)
- Internet Safety – 200+ students (5th & 6th grade and Adults)
- Bully Talks – 350+ students (14 classes – All grades)
- Personal Space/Inappropriate Touching – (All ages)
- Sexual Assault Talks – 250+ Students (Middle School and High School Students)

Most of the topics listed above are one-session talks. The CounterACT program is more in depth and consists of six, one-hour sessions, which include a presentation to the parents. Each program has material handouts for the students, such as workbooks and other items for the kids. We also have bike helmets available for families that cannot afford them.



### **Citizens Patrol Academy**

We hosted a joint Citizen’s Academy with Stevens Point Police Department, Plover Police Department, and Stevens Point Fire Department in the fall. We had 24 participants from a wide variety of professions in our community. We coordinated with all four host agencies and this year’s academy was the largest group we’ve had. We already have a growing list of interested participants for next year’s academy.

We find that this academy is a tremendous benefit to our community outreach efforts. We highly encourage members of the County Board to consider attending a future academy.



### **Community Programs**

We also conduct Neighborhood Watch programs. Our existing Neighborhood Watch Program is strong and it continues to grow. We give presentations at daycare facilities, elderly housing complexes, and driver education classes. We provide security reviews to local businesses as well as youth outreach programs. We also offer digital fingerprinting assistance for youth at local safety events throughout the county to include the Plover Safety Fair. We also provide active shooter presentations for businesses, organizations, and other community members.

## **ALICE (Alert, Lockdown, Inform, Counter, Evacuate)**

In the fall of 2015 our Office partnered with all the schools districts in our county including Stevens Point School District, Tomorrow River School District, Rosholt School District, Almond School District, Wisconsin Rapids School District, and Stevens Point Catholic Schools. We reached out to each district with a new protocol for active shooter response in those schools.

We have had strong community and district support for this new program, and we'll continue to work with the schools and local businesses to prepare for these type of threats as effectively as possible.



## **Detective Bureau**

The Detective Bureau consists of four Detectives and one Drug Investigator, supervised by one Detective Sergeant. The Detective Bureau is charged with the investigation of crimes and other matters occurring within Portage County, particularly those investigations which require more time, resources, or expertise. This includes burglaries, sexual assaults, child welfare investigations, arsons, death investigations, significant traffic crash investigations and computer crimes. The Bureau also works in a joint effort with other local, state, or federal agencies. In 2018, the Detective Bureau was primarily assigned to or assisted in approximately 230 investigations.

The Detective Bureau has one Detective trained in computer forensics to help assist in preserving and obtaining digital evidence from personal computers and cellular telephones. In 2018 the Portage County Sheriff's Office completed 93 forensic examinations, processing numerous pieces of digital media.

The Portage County Drug Investigator works closely with the Stevens Point Police Drug Investigator and the Plover Police Department. The Drug Investigator is also an active member of the Central Wisconsin Drug Task Force, which includes eight Central Wisconsin counties and fourteen law enforcement jurisdictions. Drugs seized by the Sheriff's Office in 2018 included 24.5 pounds of processed marijuana, 352 grams of methamphetamine, 36 grams of LSD and 32 grams of heroin.



## Central Wisconsin Drug Task Force

### Background

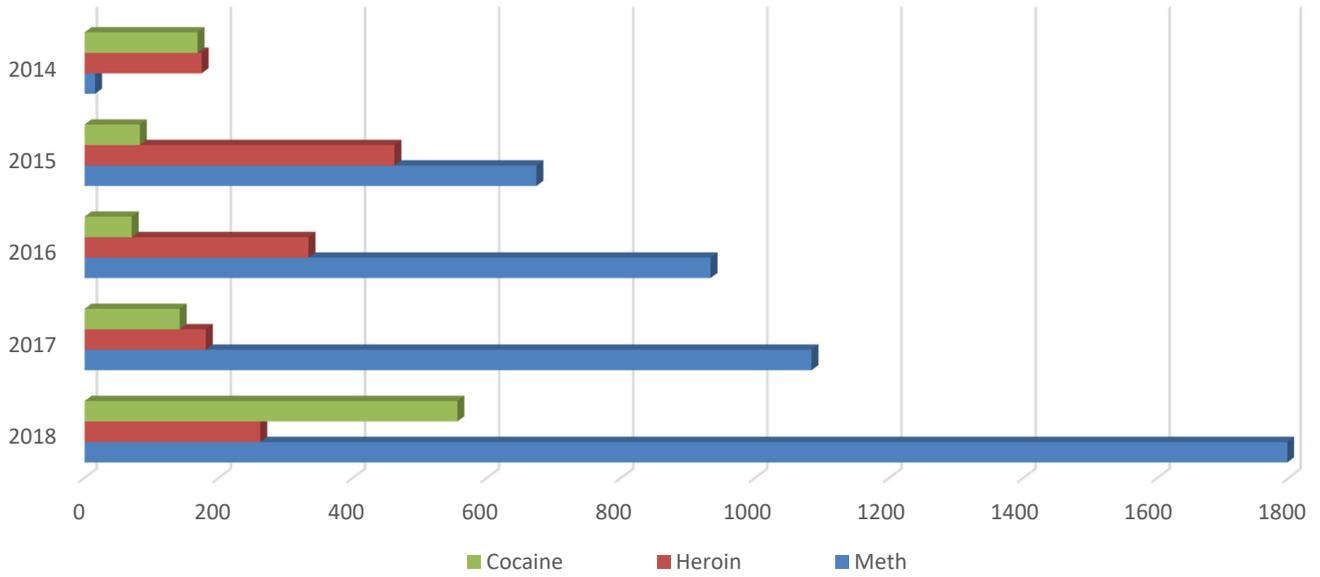
The Sheriff’s Office is an active member of the Central Wisconsin Drug Task Force (CWDTF), which includes 15 law enforcement agencies within 8 counties. The Task Force is funded largely through grants provided by the Federal Government, administered by the State of Wisconsin. These grants reimburse member agencies for manpower and other expenses involved in combating illicit drug activity.

	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
<b>Investigations, New</b>	1338	1305	1480	1237
<b>Search Warrants, Federal</b>	0	0	2	6
<b>Search Warrants, State</b>	210	110	157	159
<b>Arrests</b>	1764	1518	1588	1207
<b>Felony</b>	1006	805	887	608
<b>Misdemeanor</b>	758	713	701	599
<b>Cash Forfeitures</b>	Not Available	Not Available	\$21,654	\$22,955
<b>Firearms Seized</b>	28	23	Not Available	Not Available
<b>Drugs Seized*</b>				
<b>Heroin</b>	262	181	334	462
<b>Cocaine, Crack</b>	146	32	49	71
<b>Cocaine, All Other Forms</b>	410	141	70	83
<b>Methamphetamine, All Forms</b>	1798	1084	934	674
<b>MDMA (i.e. Ecstasy/Molly)</b>	Not Available	76	41	0
<b>Marijuana</b>	143 lbs	111 lbs	38 lbs	49 lbs

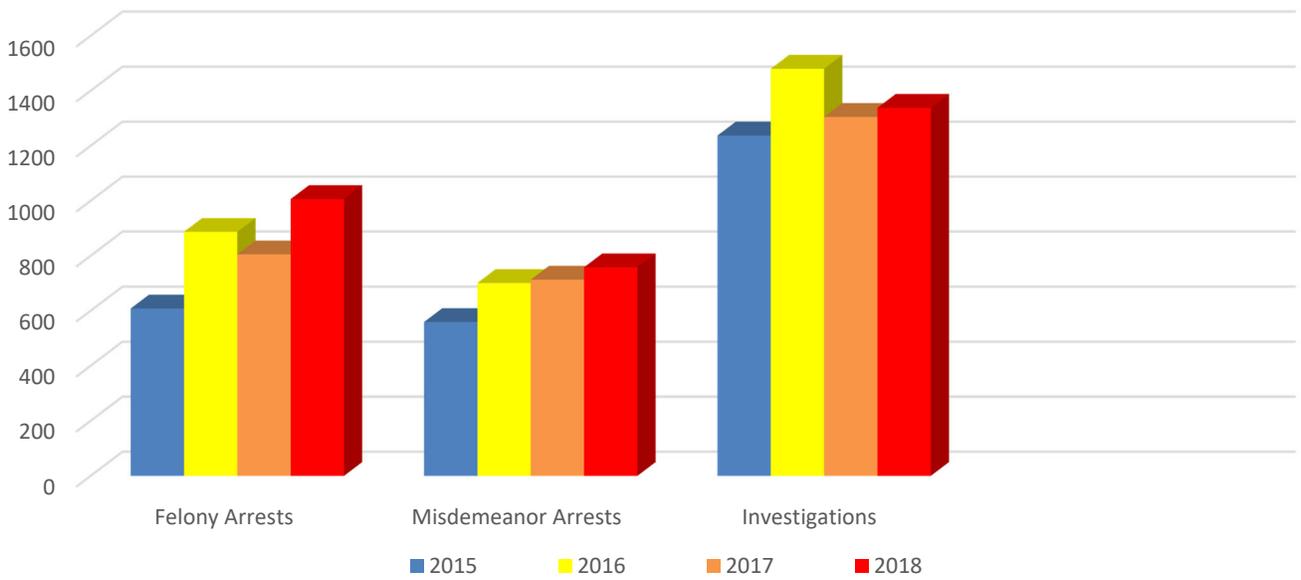
\* All weights are approximate, and listed in grams, except for marijuana and others which are in pounds.

\*\* Includes synthetics, analogs, and other prescription or controlled drugs.

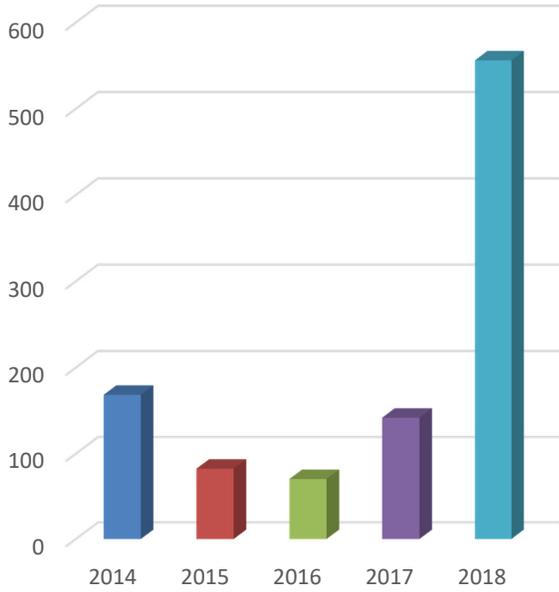
### Drug Amounts Seized - Grams



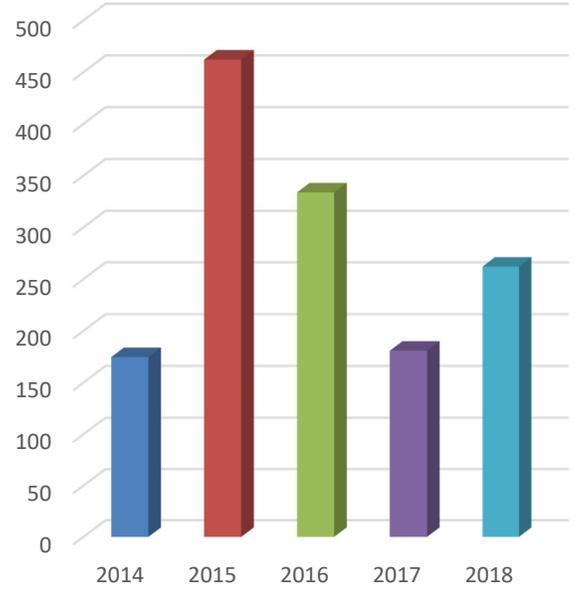
### Central Wisconsin Drug Task Force Trends



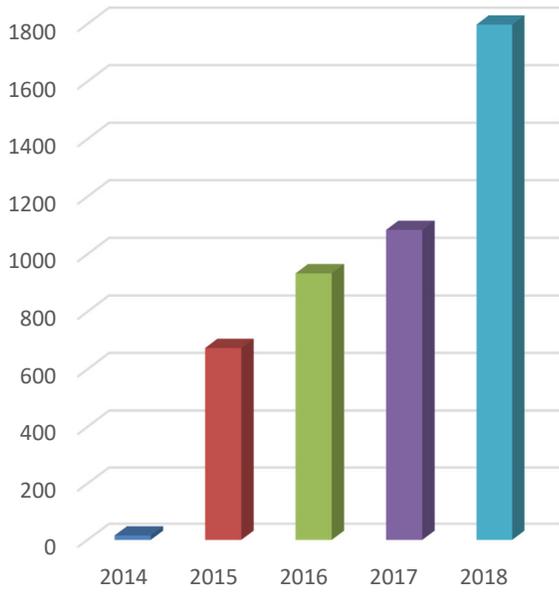
### Cocaine in Grams



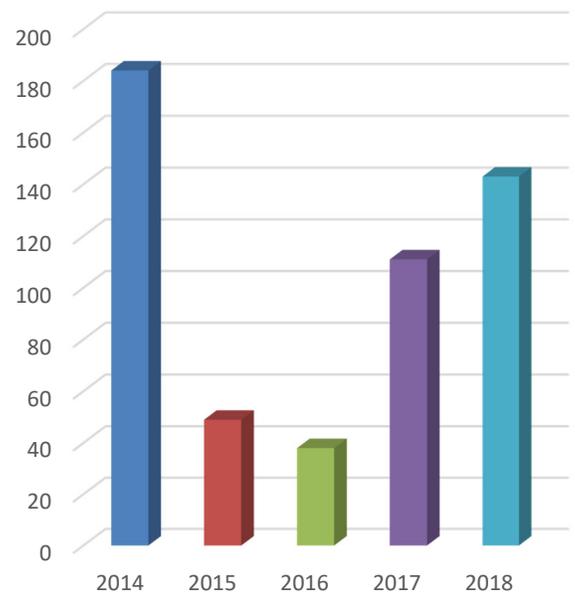
### Heroin in Grams



### Meth in Grams



### THC in Pounds

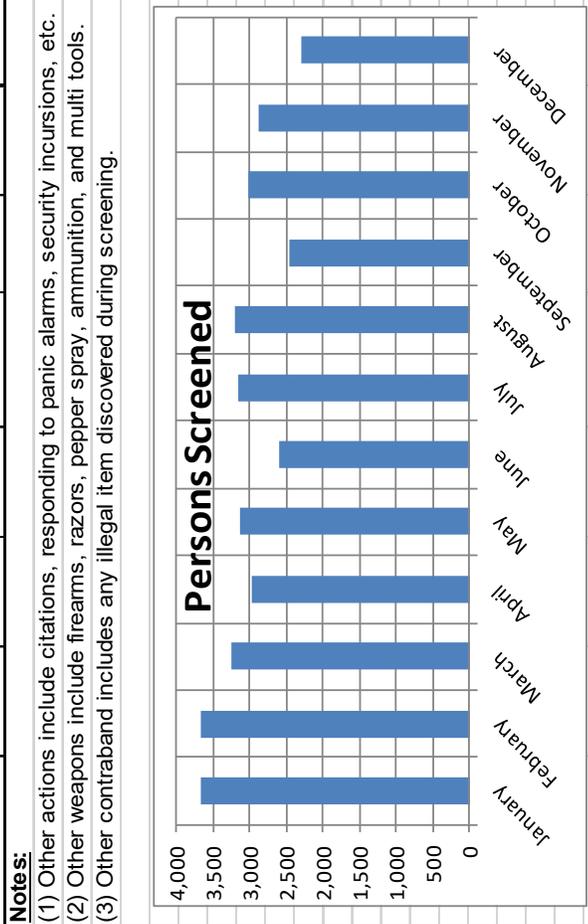
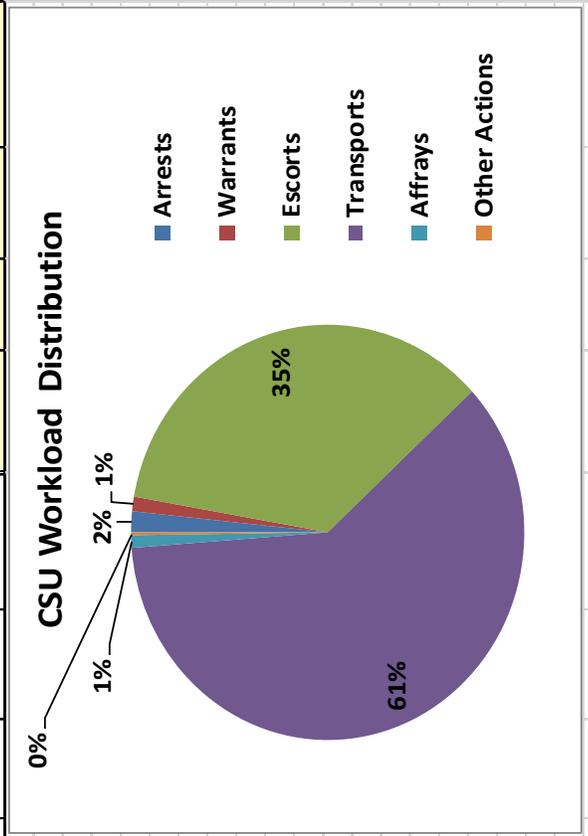




Portage County Sheriff's Office  
**Court Services Unit**  
**2018 Activity Report**



Month	Law Enforcement Actions				Court Checkpoint Screening				County Board Screening					
	Arrests	Warrants	Escorts	Transports	Affrays	Other Actions	Number Screened	Knives	Other Weapon s	Other Contraban d	Number Screened	Knives	Other Weapon s	Other Contraban d
January	3	1	55	78	4	0	3,668	50	10	0	60	1	0	0
February	2	1	57	73	1	1	3,680	33	4	0	70	2	2	0
March	3	1	52	73	2	0	3,261	32	5	0	55	0	0	0
April	3	3	62	93	2	1	2,972	30	16	0	115	1	0	0
May	2	3	57	88	1	1	3,140	26	7	0	40	0	0	0
June	3	4	50	102	2	0	2,608	22	7	0	40	0	0	0
July	3	1	56	131	2	0	3,169	16	9	0	52	0	0	0
August	2	2	60	97	0	0	3,208	24	10	0	122	2	0	0
September	0	0	55	122	2	0	2,459	20	7	0	40	0	0	0
October	5	4	71	112	0	1	3,026	29	11	0	66	0	0	0
November	4	1	52	88	1	0	2,884	33	11	0	47	1	1	0
December	0	0	25	62	1	0	2,297	19	8	0	30	0	0	0
<b>Total</b>	<b>30</b>	<b>21</b>	<b>652</b>	<b>1,119</b>	<b>18</b>	<b>4</b>	<b>36,372</b>	<b>334</b>	<b>105</b>	<b>0</b>	<b>737</b>	<b>7</b>	<b>3</b>	<b>0</b>
<b>37,109 People Screened with 449 Weapons Found</b>														
Mean (Average)	3	2	54	93	2	0	3,031	28	9	0	61			
Daily Average	0.1	0.1	2.7	4.7	0.1	0.0	152	1.4	0.4	0.0				
High	5	4	71	131	4	1	3,680	50	16	0	122			
Median	3	1	55.5	90.5	1.5	0	3,083	27.5	8.5	0	54			
Low	0	0	25	62	0	0	2,297	16	4	0	30			
2017 Statistics	25	26	680	1,151	19	7	38,331	446	139	0	830	10	0	0



**Notes:**  
 (1) Other actions include citations, responding to panic alarms, security incursions, etc.  
 (2) Other weapons include firearms, razors, pepper spray, ammunition, and multi tools.  
 (3) Other contraband includes any illegal item discovered during screening.

## **Department of Natural Resources Programs**

The Support Services Lieutenant is responsible for Department of Natural Resources (DNR) programs. Since the inception of mandatory training for youths to participate in all-terrain vehicle (ATV), boating, snowmobile, and hunter safety courses, the Sheriff's Office classes have typically been filled to a capacity of 25-40 students.

In 2018, the Sheriff's Office coordinated three hunter safety courses and one combined ATV/snowmobile class. There are 19 certified instructors that help teach these programs.

The Sheriff's Office also performs DNR patrols with boats, ATVs, and snowmobiles. Deputies provided 198 hours of boat patrol, over 43 hours of ATV patrol, and over 49.5 hours of snowmobile patrol. All patrols are reimbursed through the State of Wisconsin at a rate of 60 to 100 percent.

We currently have one large boat and one personal water craft for patrol and one small boat for



rescue. Additionally, the County co-owns one large air boat jointly with the City of Stevens Point for rescue purposes, which is operated by the Stevens Point Fire Department on behalf of the Sheriff's Office. This cooperative arrangement fulfills a statutory obligation for the rescue and recovery of persons in the water. Additionally, the Office operates two snowmobiles and two ATVs.

## Communications Center

### Personnel

Sheriff's Office Communications Center has experienced Communication Technicians ranging from 1 to 30 years of service. The national average of length of employment for a 911 Communication Technician is approximately five years. Our Communication Center is above the average with about an average of 13 years of service.

Another fact, is the 911 Public Safety pre-employment testing software company that we use, completed a study that indicated only 4% of the population can perform the job duties of a 911 Public Safety Communication Technician. This is due to multitasking, multi-listening, quick thinking, remaining calm and a multitude of other skills required to adequately perform the job. It is a profession that is quite misunderstood and many times not recognized for the actual skills required and how stressful it is to be a 911 Communication Technician.

2018 brought another challenging year to the Sheriff's Office Communication Center with staff shortages from resignations and two retirements. With the staffing shortage it was up to the remaining Communication Technicians to work the extra hours either before or after their own shifts and/or on their days off. Besides working extra hours, while being short staffed, the Communication Technicians workload also increased. The teamwork and dedication that was observed during 2018's challenges was extraordinary.

It should be noted that even if the Communications Center is fully staffed with 16 Communication Technicians, two Supervisors, and one Manager, it is still staffed below national standards. In 2010, the Portage County Board of Supervisors commissioned a study of the communications system, and found that at that time minimum staffing should be 20 Communication Technicians, 5 supervisors, and one manager. Call volume and calls for service have significantly increased since 2010.



***“A person has to have a license to cut hair, but not to answer lifesaving 911 calls” - Unknown***

## **Services Provided**

The Portage County Sheriff's Office Communications Center is staffed twenty-four hours a day, 365 days per year with highly dedicated, trained professionals known as Communications Technicians. These professionals are the vital link between the citizens and the non-emergent and emergent agencies and services within Portage County. The Communications Technicians along with Communications Supervisors continually monitor and respond to over 20 radio channels. The agencies and services range from:

- Sheriff's Office
- Portage County Jail
- Stevens Point Police Department
- Plover Police Department
- 4 ambulance services
- 16 fire departments
- 13 emergency medical responder groups
- Over a dozen community and state agencies, including County Highway Department, Stevens Point and Plover Street Departments, Humane Society, Department of Natural Resources, State Patrol, and many others.

The critical information that the Communications Technicians receives is assessed and then disseminated to pertinent emergent or non-emergent responders. This information greatly increases the level of understanding and method of response required for each incident.

A Communications Technician handles numerous telephone calls for service each day. Our Communications Technicians continued to answer more than 99% of all phone calls, including 911, in less than 10 seconds. This included times when multiple calls were received at the same time. The State of Wisconsin recommended average answering time is ten seconds.

In 2018, there were 117,536 telephone calls received in the Communications Center. Breaking that down further, there were 16,020 emergent calls and 101,516 non-emergent calls with an average monthly total of 9,794 calls (combined). The Communications Technicians dispatched 61,920 calls for service, as compared with 61,589 in 2017. This is an increase of 331 incidents dispatched.

## **Hiring Process and Training Program**

When a Communications Technician resigns or retires it takes approximately 3-4 months to hire a replacement; then an additional 4-5 months to train before they are able to answer emergent and non-emergent calls on their own.

Portage County Human Resources accepts all Communications Technician applications. The Sheriff's Office Communications Center utilizes several testing mechanisms to screen applicants as well as an oral hiring board, consisting of supervisory and communications personnel. The testing also utilizes a 911 public safety dispatcher pre-employment testing software program. Candidates that have higher scores are then put through an extensive background check. The candidates that are recommended from the background checks are offered an open position with contingency of passing additional testing, which consists of hearing, drug testing and a psychological interview.

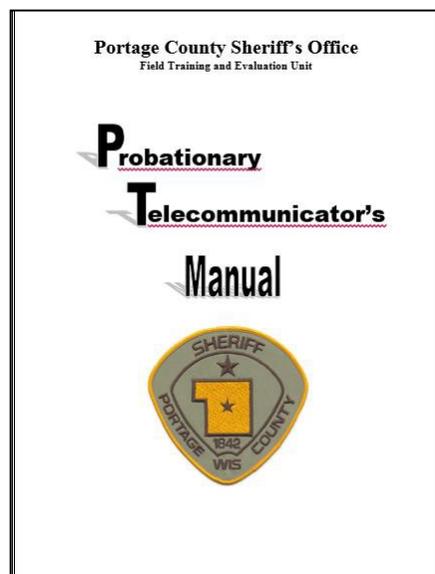
The State of Wisconsin is approximately one of 18 states that does not require a basic level of training or mandated certifications for 911 emergency dispatchers.

## Hiring Process and Training Program (continued)

While the state does not yet require licensing, our newly hired Communications Technicians are put through a rigorous 4-5 month one-on-one training with certain certifications being required. The new Communications Technicians, also known as probationary officers (POs), are on probation for the first 12 months of employment. The training program consists of classroom training, ride-alongs with all three law enforcement agencies, and job shadows in the jail and Court Security Unit. The majority of the time, new POs are learning the duties and responsibilities while connected tandem to a Communications Training Officer (CTO). With each advanced phase of the training program, the PO increases their level of responsibility of answering calls, paging fire departments and/or emergency medical services and completing other job tasks in the Communications Center. This one-on-one training prepares and builds the skills and knowledge base required to become a solo Communications Technician. Some of the resignations mentioned above were during this training process; as individuals realized they did not have the skills to perform the complex duties.

Once a new Sheriff's Office Communications Technician has successfully completed the first four phases of the training program, they are continually learning by experiencing emergent/non-emergent calls, as solo Communications Technicians, which they may not have experienced while working directly with a CTO. They are monitored by the Communications Supervisors with monthly evaluations for the remaining 12 month probationary period. Also during this time, efforts turn to additional certifications and/or recertifications, which include: TIME (Transaction of Information for Management of Enforcement) System, CPR, EMD (Emergency Medical Dispatching), and FEMA (Federal Emergency Management Agency) with NIMS (National Incident Management System) training.

The Communications training program consists of a team of certified Communications Training Officers (CTOs) who are extremely dedicated to sharing their expertise and providing amazing one-on-one training for all POs. In 2018, with four full time CTOs and one part time CTO the combined number of training hours was 1040. These training hours were mainly conducted while also performing their normal duties and responsibilities. The hard work, persistence, and collaborative efforts of the CTOs are what continue to make the Communications Center Training Program a success.



## Continuing Education

The Communications Technicians attended two in-service classes in 2018. The spring training involved classroom and active shooter scenario training, called Rescue Task Force (RTF) training. The Communications Technicians were incorporated into this training which also involved all law enforcement officers and paramedics in the county.

The fall training was a day that consisted of a morning session of Run Reviews of previous medical calls. They also received other updates as well as CPR recertifications, which are required for EMD certifications. The afternoon included training for MABAS. MABAS is the acronym for “Mutual Aid Box Alarm System” and is pre-planned mutual aid for deploying fire, rescue and emergency medical personnel to a larger incident in which multiple agencies and/or multiple jurisdictions would respond if needed.

## Awards

It is not uncommon for the Communications Technicians to receive individual awards and recognition for their lifesaving efforts. In 2018, there were two retiring Communications Technicians that received recognition from the Portage County Emergency Medical Services Association for ***Outstanding Dispatchers of the Year***. It is rare that someone actually retires from this profession and these two deserved that recognition.

Also in 2018, the entire Sheriff’s Office Communications Center was presented the “Hope Award”. This prestigious award was given by the Portage County Mental Health and Suicide Coalition for the Communications Center’s service to the community and for the positive impact all the Communications Technicians have shown for those in crisis. Everyone in the Communications Center is committed to suicide prevention and mental health awareness. They are the most important people that are never seen, yet the first to respond to a person in crisis. The Hope Award hangs in the Communications Center as a daily reminder of the impact the staff has on peoples’ lives. We take that responsibility very seriously and appreciate the recognition.

### 2018 Hope Award



### Portage County Communications Center Mission Statement

**ASPIRE**  
Quality

To share the best of available resources, resolutions, and customer service to all who live and pass through Portage County.

**ACQUIRE**  
Knowledge

Be a life-long learner; striving to continuously challenge and improve through continued education, public feedback, and team work.

**ACHIEVE**  
Excellence

In service to our community and in our professional relationships, accepting our responsibilities in ever changing circumstances with a willing attitude as required by our profession.

As Portage County Communication Technicians, we are comprised of people dedicated to preserving the value of life of all citizens, our diverse community, their property, and environment; providing the best possible emergency and non-emergency communications in a caring, professional manner.



# *Portage County Sheriff's Office Comm. Ctr. Number of Calls by Day of Week - Hour of Day*

*First Date:* 01/01/2018

*Last Date:* 12/31/2018

*Jurisdiction:* Portage

02/20/201 11:20:1

	1-Sun	2-Mon	3-Tue	4-Wed	5-Thu	6-Fri	7-Sat	<i>Total</i>
0	385	185	234	242	264	308	392	2,010
1	326	138	170	204	219	236	317	1,610
2	271	133	202	172	197	201	291	1,467
3	187	80	102	122	98	130	182	901
4	93	84	81	89	90	74	119	630
5	106	115	120	112	106	106	189	854
6	109	201	205	204	211	164	170	1,264
7	167	506	476	503	540	444	283	2,919
8	311	606	618	637	584	636	435	3,827
9	333	608	594	525	499	523	478	3,560
10	332	636	603	602	561	518	597	3,849
11	386	542	537	607	519	546	486	3,623
12	457	554	512	486	527	488	415	3,439
13	347	510	486	526	539	516	447	3,371
14	343	525	428	502	434	497	363	3,092
15	343	527	510	533	512	475	387	3,287
16	333	369	400	388	389	413	327	2,619
17	309	387	360	426	379	375	363	2,599
18	322	429	415	433	399	510	377	2,885
19	418	461	457	438	462	459	475	3,170
20	374	357	349	390	347	411	450	2,678
21	312	391	374	402	417	529	512	2,937
22	310	347	350	376	396	505	480	2,764
23	297	316	331	324	377	441	479	2,565
Total	7,171	9,007	8,914	9,243	9,066	9,505	9,014	61920

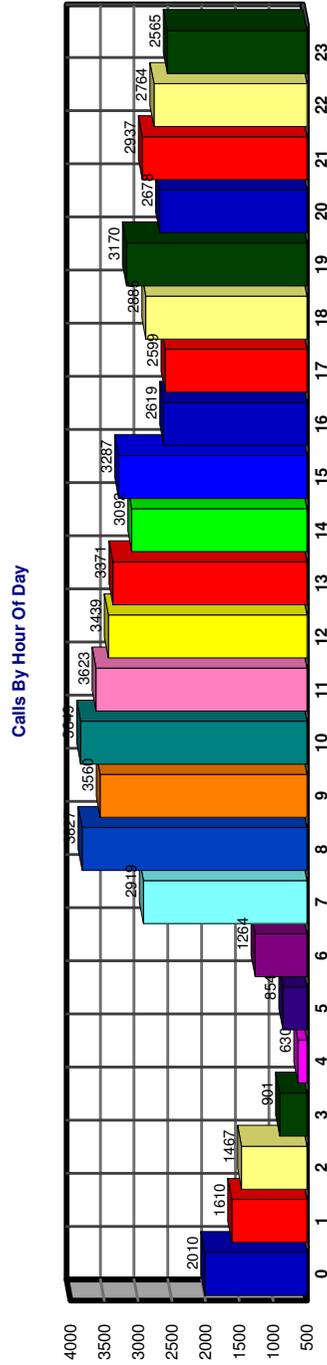
# Portage County Sheriff's Office Number Of Calls by Hour of Day

First Date: 01/01/2018

Last Date: 12/31/2018

Jurisdiction: Portage

Hour:	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
CPH	2010	1610	1467	901	630	854	1264	2919	3827	3560	3849	3623	3439	3371	3092	3287	2619	2599	2885	3170	2678	2937	2764	2565	61920



## **Emergency Medical Services Division**

The Emergency Medical Service (EMS) system in Portage County is provided by a network of 4 ambulance providers and 12 emergency medical responder groups. Our ambulance providers include Stevens Point Fire Department, Amherst Fire District, Plover Fire Department and United Emergency Medical Response. In March of 2018, the county's EMS system became a Division of the Sheriff's Office.

Portage County contracts with the city of Stevens Point, the Village of Plover, and the Amherst Fire District to provide Paramedic level care and ambulance transport across the county. Funding for the system is provided by the county through the EMS levy. The Town of Grant chooses to contract with United Emergency Medical Response to provide ambulance service to the town.

### **MISSION**

Portage County Emergency Medical Services (EMS) is a unified system dedicated to continuously improving our efforts to deliver health care services to our community with compassionate, quality care in a timely and fiscally responsible manner.

### **Vision**

Portage County EMS will be a unified, regional, performance based, value driven system that provides a financially sustainable, high quality, customer driven service fueled by state of the art equipment and a highly skilled workforce characterized by innovation, prevention, education, collaboration, and leadership.

### **INTRODUCTION**

Portage County EMS is a county-based system that covers almost all of the 823 square miles and 70,380 citizens of Portage County and is composed of a multi-faceted approach to pre-hospital care. The county's EMS system is supported by a technical team consisting of a medical director and several service directors. Further support is provided by an EMS Oversight Board and assisted by the Emergency Medical Services Division Coordinator.

## **Portage County EMS Statistical Reports**

### **Ambulance Billing Service**

Andres Medical Billing assumed the ambulance billing service role as of November 1, 2014 after a Request for Proposal process was completed.

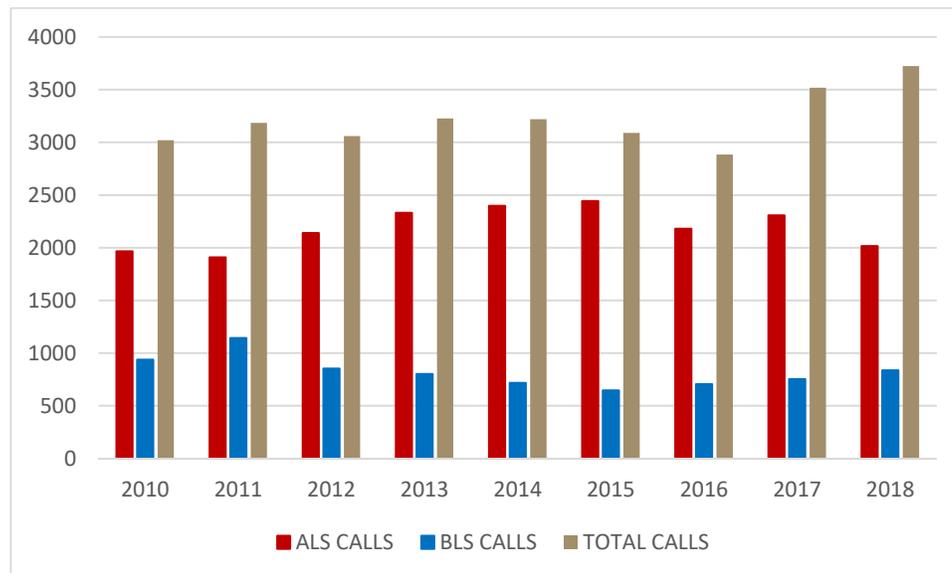
All financial charts and tables include data from both Andres Medical Billing and 3 Rivers Billing Service. This is done to accurately reflect data through the termination the billing service contract with 3 Rivers occurring on April 30, 2015.

## Portage County Billable Ambulance Run Volume 2010-2018

YEAR	ALS* Calls	BLS** Calls	Total Calls
2010	1966	938	3020
2011	1909	1144	3185
2012	2140	854	3059
2013	2332	802	3227
2014	2398	717	3219
2015	2444	646	3090
2016	2180	705	2885
2017	2307	754	3518
2018	2016	837	3724

\*ALS: Advanced Life Support

\*\*BLS: Basic Life Support



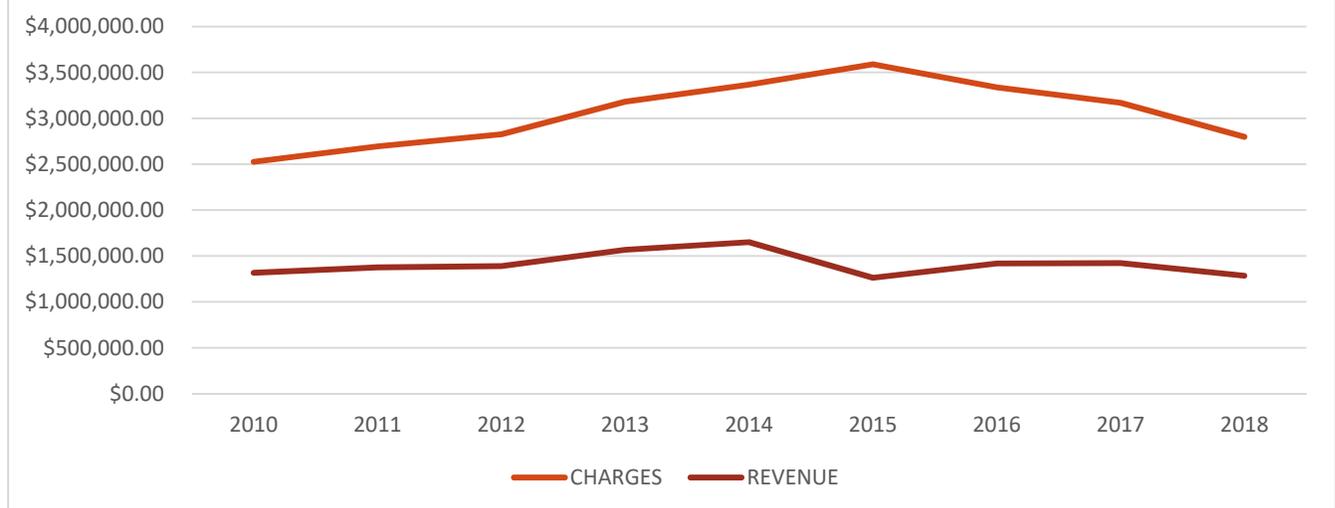
## Portage County Activity Summary with Collection Percentage

PAYOR	% OF CHARGES	TOTAL CALLS	GROSS CHARGES	PAYMENTS	AVERAGE
Medicare	42.22%	1345	\$1,399,726.00	\$523,516.27	\$418.89
Private Insurance	37.60%	1198	\$1,255,707.00	\$594,039.80	\$703.94
Private Pay	13.03%	415	\$307,653.00	\$73,091.09	\$723.99
Medicaid	6.97%	222	\$199,452.00	\$36,603.56	\$258.01
Facility Contract	0.19%	6	\$4,264.00	\$1,837.00	\$710.67

### Portage County Charges/Revenue Comparison

YEAR	CHARGES	REVENUE
2010	\$2,526,713.60	\$1,315,350.29
2011	\$2,694,199.00	\$1,375,134.23
2012	\$2,825,480.00	\$1,388,687.04
2013	\$3,181,283.00	\$1,568,107.02
2014	\$3,367,301.00	\$1,651,160.59
2015	\$3,587,984.00	\$1,262,976.09
2016	\$3,337,591.00	\$1,418,409.19
2017	\$3,168,373.00	\$1,420,885.05
2018	\$2,797,730.00	\$1,284,207.19

### Charges/Revenue Comparison



## **Emergency Medical Responders**

Emergency Medical Responders (EMRs), formerly known as first responders, are volunteers or part-time employees within their communities who are certified by the State of Wisconsin. Many of the responders are also trained to the Emergency Medical Technician (EMT) level. They are dispatched when an ambulance is called and often arrive first to provide care and sometimes life-saving interventions such as rescue breathing, defibrillation, or bleeding control before the paramedics arrive. EMRs and EMTs can also administer some emergency medications depending on their training and medical protocols. After the ambulance arrives, EMRs continue to assist with patient care and play an important role in scene management, lifting help, and safety.

The EMR groups in Portage County are municipal-based services and regularly recruit EMRs and EMTs. Our system can assist with obtaining the training which is provided by Mid-State Technical College. An emergency medical responder course is approximately 70 hours. People can contact EMS Coordinator Amber Osowski of the Portage County Sheriff's Office EMS Division, if interested in serving their community as an EMR.

Emergency Medical Responder groups servicing Portage County can be found in:

- Rudolph
- Dewey
- Sharon
- Hull
- Rosholt
- Stockton
- Plover
- Bancroft/Pine Grove
- Almond
- Amherst
- Wild Rose
- Grant

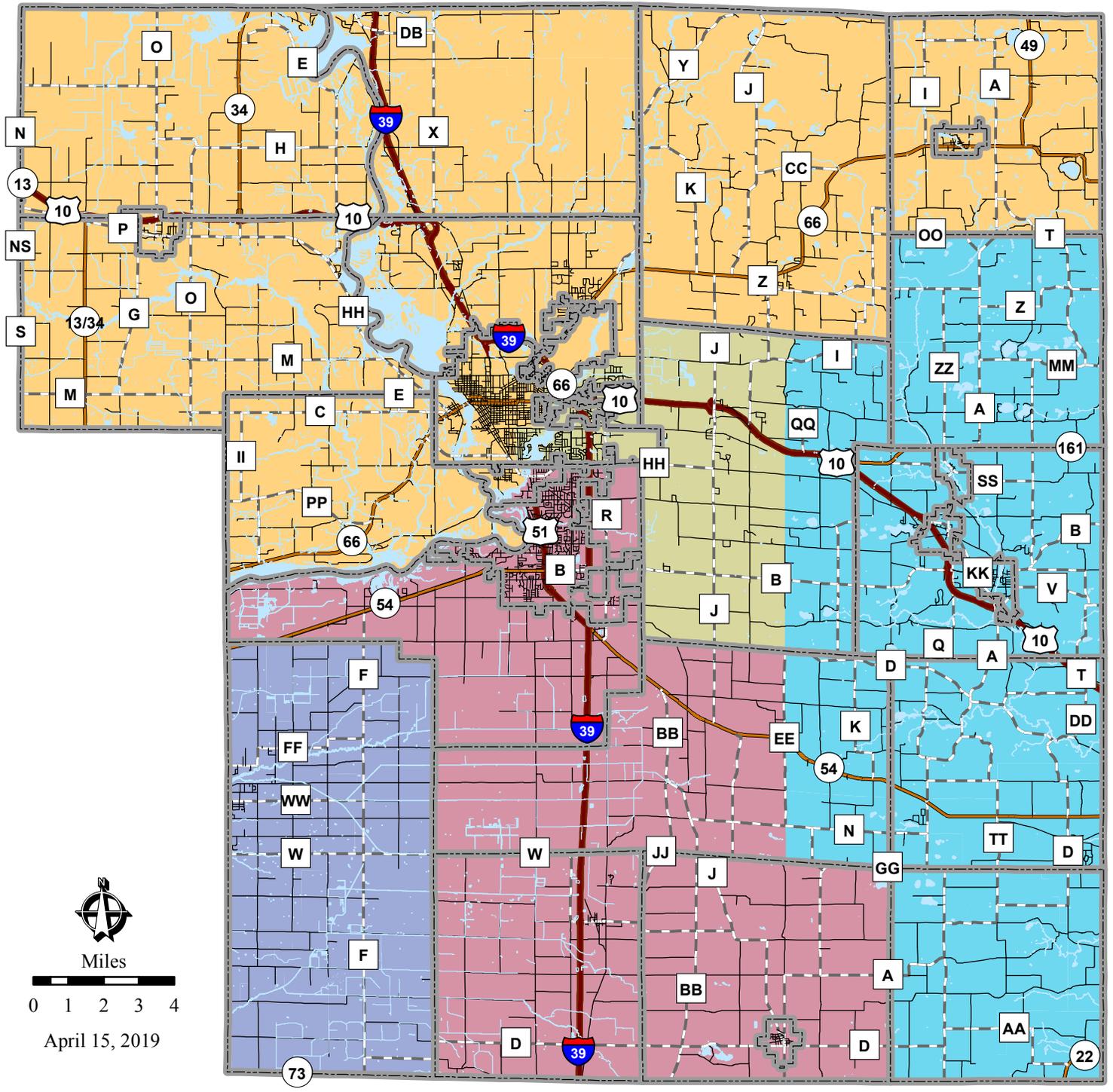
## Annual EMS Calls per Response Area

	<u>Ambulance Provider</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018 Q1</u>	<u>2018 Q2-Q4</u>	
172	Town of Dewey	51MED 1	2	12	8	5	9
174	Town of Stockton	51MED 1	36	27	22	6	25
175	Town of Eau Pleine	51MED 1	72	55	50	6	26
176	Town of Dewey	51MED 1	43	34	42	14	49
177	Town of Sharon	51MED 1	82	81	64	31	64
178	Village of Rosholt	51MED 1	39	47	37	1	31
179	Town of Alban	51MED 1	52	40	42	13	39
190	Town of Carson	51MED 1	45	54	69	18	45
191	Town of Carson	51MED 1	10	5	8	4	11
192	Village of Junction City	51MED 1	27	25	33	13	17
193	Town of Carson	51MED 1	13	24	15	7	13
194	Town of Linwood	51MED 1	49	46	62	30	51
211	Village of Whiting	51MED 1	172	165	203	67	339
214	Town of Hull	51MED 1	44	64	57	21	75
215	Town of Hull	51MED 1	95	61	78	27	71
217	City of Stevens Point	51MED 1	71	71	75	27	45
219	City of Stevens Point	51MED 1	1,158	1,182	1,352	357	1,012
220	City of Stevens Point	51MED 1	879	878	823	321	694
221	Village of Park Ridge	51MED 1	33	28	63	19	33
<b>Primary provider* : Stevens Point Fire Department- Station #1</b>			<b>2,922</b>	<b>2,899</b>	<b>3,103</b>	<b>987</b>	<b>2,649</b>
189	Town of Stockton	51MED 2	81	62	66	16	46
216	Town of Hull	51MED 2	80	79	87	28	59
218	City of Stevens Point	51MED 2	223	247	254	77	144
223	City of Stevens Point	51MED 2	262	293	291	55	230
224	City of Stevens Point	51MED 2	129	135	156	46	130
171	Village of Plover	51MED 2	1,880	1,998	1,999	530	0
196	Town of Plover	51MED 2	124	150	181	48	0
197	Town of Buena Vista	51MED 2	60	40	61	17	0
198	Town of Plover	51MED 2	73	84	87	14	0
199	Town of Buena Vista	51MED 2	9	8	14	2	0
207	Village of Almond	51MED 2	28	34	14	11	0
208	Town of Almond	51MED 2	62	48	50	21	0
209	Town of Pine Grove	51MED 2	64	90	93	12	0
212	Village of Whiting	51MED 2	361	441	501	124	0
222	Town of Plover	51MED 2	10	14	1	2	0
<b>Primary provider* : Stevens Point Fire Department-Station #2</b>			<b>3,446</b>	<b>3,723</b>	<b>3,855</b>	<b>1,003</b>	<b>609</b>
<b>Primary provider* : Stevens Point Fire Department both stations</b>			<b>6,368</b>	<b>6,622</b>	<b>6,958</b>	<b>1,990</b>	<b>3,258</b>
171	Village of Plover	54MED 1	0	0	0	0	1,349
196	Town of Plover	54MED 1	0	0	0	0	72
197	Town of Buena Vista	54MED 1	0	0	0	0	23

		<u>Ambulance Provider</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u> <u>Q1</u>	<u>2018</u> <u>Q2-Q4</u>
198	Town of Plover	54MED 1	0	0	0	0	34
199	Town of Buena Vista	54MED 1	0	0	0	0	3
207	Village of Almond	54MED 1	0	0	0	0	13
208	Town of Almond	54MED 1	0	0	0	0	25
209	Town of Pine Grove	54MED 1	0	0	0	0	38
212	Village of Whiting	54MED 1	0	0	0	0	64
222	Town of Plover	54MED 1	0	0	0	0	1
<b>Primary provider* : Plover Fire Department</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,622</b>
173	Town of Stockton	58MED 1	20	20	35	1	17
180	Town of New Hope	58MED 1	11	18	12	4	7
181	Town of New Hope	58MED 1	11	7	15	1	10
182	Town of Stockton	58MED 1	11	16	8	4	11
183	Village of Nelsonville	58MED 1	8	4	5	1	2
184	Village of Amherst JCT	58MED 1	16	22	16	9	16
185	Town of Amherst	58MED 1	76	65	44	16	56
186	Village of Amherst	58MED 1	59	44	54	14	54
187	Town of Lanark	58MED 1	24	19	33	12	19
200	Town of Buena Vista	58MED 1	10	7	7	3	0
201	Town of Lanark	58MED 1	20	7	21	9	9
202	Town of Buena Vista	58MED 1	5	4	8	0	1
203	Town of Belmont	58MED 1	0	2	3	1	3
204	Town of Belmont	58MED 1	6	1	2	0	1
206	Town of Belmont	58MED 1	21	11	14	3	10
<b>Primary provider* : Amherst Fire District</b>			<b>298</b>	<b>247</b>	<b>277</b>	<b>78</b>	<b>216</b>
195	Town of Grant	UNITED	7	7	21	4	9
210	Town of Grant	UNITED	4	4	6	1	4
213	Town of Grant	UNITED	35	35	46	7	25
<b>Primary Provider* : United Emergency Response</b>			<b>46</b>	<b>46</b>	<b>73</b>	<b>12</b>	<b>38</b>
<b>Total Number of Calls - All Response Areas</b>			<b>6,712</b>	<b>6,915</b>	<b>7,308</b>	<b>2,080</b>	<b>5,134</b>

\* Primary provider is first provider dispatched in that IRA. If Primary provider is unavailable, then a secondary provider is dispatched.

# Portage County Ambulance Service

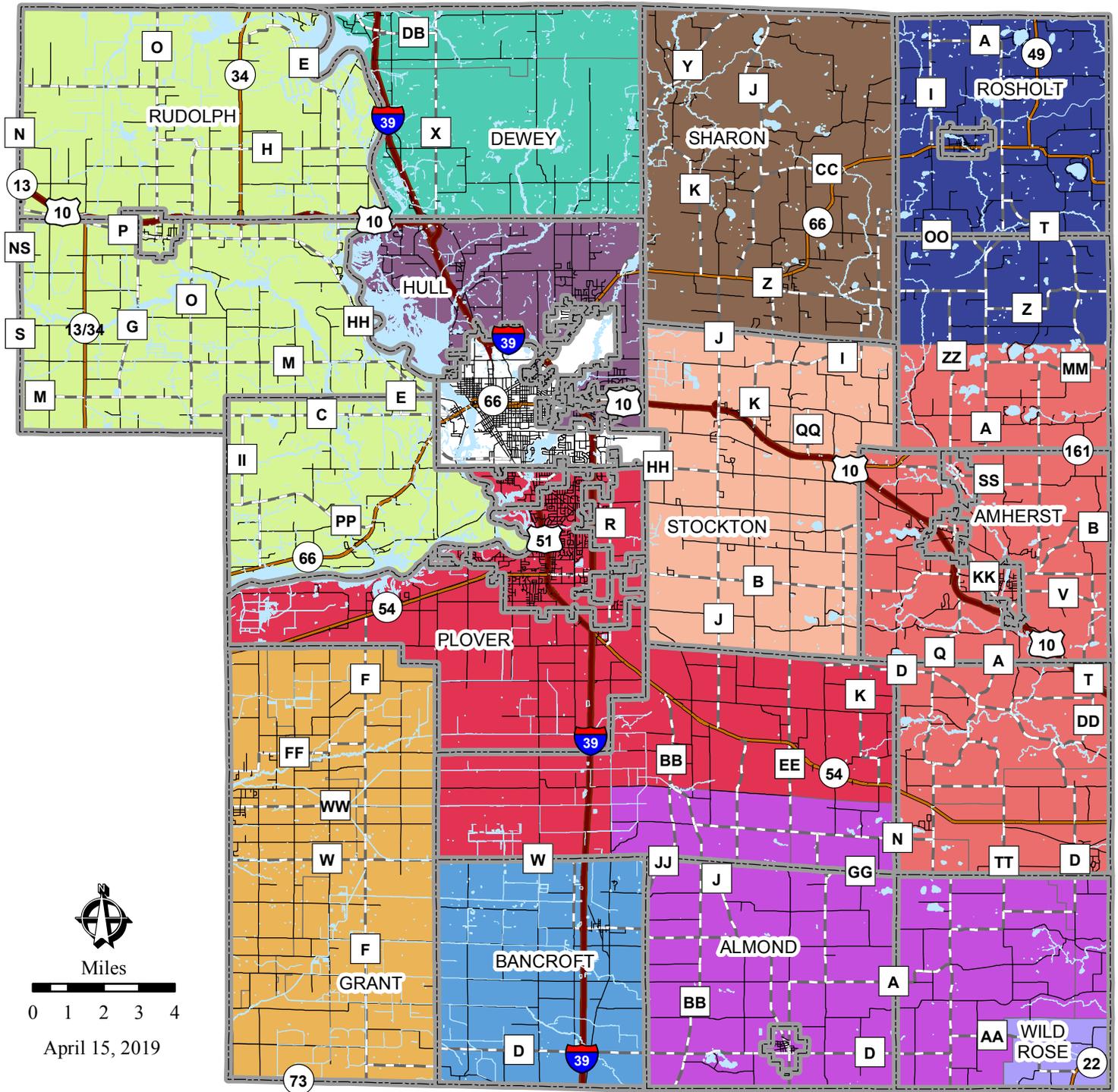


- Stevens Point Fire Dept. station 1
- Stevens Point Fire Dept. station 2
- Amherst Fire District
- Plover Fire Department
- United Emergency Medical Response

Miles  
0 1 2 3 4  
April 15, 2019

# Portage County

## Emergency Medical Responders



## **Corrections Division**

### **General**

#### **Staff**

The Corrections Division employs 26 full-time Correction Officers, 5 full-time Corrections Corporals, a Captain, Sergeant, and Juvenile Detention Superintendent. The Jail also has a full-time social worker assigned to the Jail by Health and Human Services (HHS), a part-time psychiatrist from HHS, and 2 full-time teachers assigned to the Juvenile Detention Center by the Stevens Point School District.

Portage County also has a number of other persons providing services to the Corrections Division at no cost or on a volunteer basis. They include religious programs, grandparent mentoring to youth, drug and alcohol treatment and job coaching.

The Corrections Division staffing is considered to be inadequate, and does not provide sufficient manpower to perform all of the needed functions safely, especially considering the poor design of the current linear facility. Corrections officers continue to be employed as “general” employees versus “protective” status for retirement purposes, despite the nature and dangerousness of their positions.

#### **New Technology**

In 2018 the Portage County Jail continues to upgrade and replace its camera system hardware and software. In addition, new cameras were installed to reduce the unmonitored areas within the Jail. We continue to network this new technology, so the Information Technology Department is able to maintain the infrastructure of the system and keep it running without outside vendor repair services.

The Sheriff’s Office implemented a few other changes in 2018. The Jail was able to better utilize the video visitation services by loading the jail rules, request forms, and electronic e-messaging on the video visitation kiosks within the jail. This greatly reduced our paper use within the Corrections Division. With the expanded use of the video visitation kiosks, we have also been able to minimize inmate movement and expand our ability to communicate with the inmates via the additional programs installed in the kiosks.

A new communication device for the hearing impaired was installed. This allows our hearing impaired inmates the ability to communicate with family and friends through a video monitor thus allowing them to utilize sign language.

The Jail was able to upgrade the portable radios used in the Jail. With the new radios we were able to obtain cordless lapel microphones. These lapel microphones are of blue tooth technology and eliminate a cord, which could be hazardous during an altercation. The upgrade enhanced safety for the jail staff.

The Stevens Point School District awarded a grant to the Juvenile Detention Center that funded a smart board for our classroom. The tool enhances the learning environment for our younger inmates who are still in the education process.

The jail also implemented a new clothing policy. Inmates are no longer allowed to have friends or family deliver undergarments to the jail. Upon an inmate being processed into our facility, the inmate is issued a complete set of clothing, which includes undergarments and a jail uniform. The new procedure has reduced the amount of contraband being smuggled into the facility, and has reduced the time the Corrections Officers spend receiving and searching clothing that is brought to the Jail.

The Jail continues to use the Guard One system in both the Adult Jail and Juvenile Detention Center. This system allows the Jail to conduct inmate checks at 30 minute intervals and document the checks in a credible manner. The system continues to be a major improvement for overall jail safety and security. 30 minute checks are the best way to lower the safety risks within a jail setting. As this report is run, the supervisors also run the Key Watcher reports to verify the location of jail facility keys.

The sole booking software program in the Jail is TriTech Jail (formerly known as VisionAIR). This system is integrated with the suite of software systems used by the Sheriff's Office, such as the Record Management System, Computer Aided Dispatch, and Mobile Data Computer systems in the squad cars.

Stellar Lockdown commissary service, which started in March 2010, remains our inmate banking and commissary vendor. The new commissary system is an automated system inmates can use to order commissary and check their account balances over the phone. The system also allows inmates with a negative balance to deposit money and use half of the funds for personal needs. This has assisted with the collection of debts current inmates owe to the Portage County Jail.

## **Remodeling**

In 2010, the Department of Corrections allowed Portage County to utilize the Juvenile Dorm as a multi-purpose room. When the juvenile population is low, we are able to close the Juvenile Dorm and reopen it as an Adult Huber Dorm (Huber 5). To accomplish this, the security door was replaced on the adult side. This has greatly improved the flexibility of the Jail and reduced the cost of shipping inmates for 2018. The dorm was utilized as an Adult Huber Dorm for 19 days in 2018, for a total of 80 bed days, resulting in substantially reduced shipping costs.

## **Food Services**

The Portage County Sheriff's Office contracts with CBM Food Service. CBM Food Service now staffs and prepares all meals for inmates. Meals are provided to both the Jail and Juvenile Detention Center. 76,499 meals were prepared for the division in 2018.

## **Health Services**

### **Medical Health**

Medical services are provided to the inmates by Southern Health Partners (SHP). The contract provides a nurse practitioner for sick call one day per week (Thursday). We also have a registered nurse on weekdays for 8 hours per day. These professionals are able to handle most routine care needs and prescribe medications as necessary. The registered nurse prepares the prescription medications for delivery and will conduct the morning medication pass. We are very happy with the services provided as it reduces the number of times we need to transport inmates for outside medical care. Inmates are billed \$5 to see the nurse and \$10 to see the doctor for a sick call. Any health care costs from outside the facility are charged back to the inmate.

### **Mental Health**

Mental health services are provided by the Jail's Social Worker, who is employed by Health and Human Services (HHS) but works full-time at the Jail. He handles all of our crisis management and screenings for mental health services. We seldom send persons out of the Jail for in-patient mental health treatment, which saves the county thousands of dollars annually.

## **Tax Return Intercept Program**



The Portage County Corrections Division is now participating in the Wisconsin Department of Revenue Tax Return Intercept Program (TRIP), which captures state tax refunds from released offenders that owe the Jail money. This program is working very well. In 2018, \$45,508 in outstanding inmate debt was collected through the TRIP program.

## **Inmate Programs**

### **Treatment, Education, and Skills training**

The Jail Program Coordinator/Social Worker and community providers continued their partnership to address the substance abuse, mental health, employment, educational, parenting, housing and spiritual needs of individuals at the Portage County Jail. These individuals are provided options on an individual and group basis.

Inmates have the opportunity to meet with the jail social worker for skills training and education in managing stress, anxiety, anger, mental health, substance abuse, and in obtaining employment. Mental health needs are assessed by the jail social worker and plans are formulated in collaboration with the jail's registered nurse, the jail's nurse practitioner, the corrections staff, and other community providers to best address the needs of inmates while in custody and upon release. When appropriate, this also includes outpatient appointments with community psychiatrists and

mental health therapists upon release to the community. Referrals are made for community based mental health services as clinically appropriate. Suicide risk assessment and safety plans are completed by the jail social worker. There were no completed suicides in the Portage County Jail in 2018.

The Jail collaborates with employment agencies to facilitate return to work for Huber status inmates. In addition, the jail social worker receives calls from private employers who provide additional work opportunities for inmates. Developed in 2018, to be implemented in 2019, The North Central Wisconsin Workforce Development Board is offering a 14 week Pre-Apprenticeship Machine Tool Training Program through Mid –State Technical College in Wisconsin Rapids. Successful participants are linked up with employers associated with the program for job placement. Individuals in custody also have the opportunity to attend an employment preparation skills group. This is to emphasize resume building, job searching, application completion, and interview skills training. This is facilitated by the jail social worker and a Human Resource Director from a local business

### **Alcohol and Drug Abuse Services**

Individuals are offered the option of attending the Seeking Safety group. This occurs on Tuesday mornings for the women and Thursday mornings for the men. Seeking Safety skills training also takes place on an individual basis with the jail social worker. The Seeking Safety curriculum provides skills training for individuals who have experienced past trauma and have ongoing substance abuse issues. The Men’s Recovery Group is available to male Huber inmates each Tuesday evening. This is facilitated by a certified substance abuse counselor from Ascension Behavioral Health. This takes place in the Law Enforcement Day Report Center, in the basement of the LEC. This provides an opportunity for support and establishing relationships with individuals in the community that are in recovery. A strong partnership is established with local chapters of Alcoholics Anonymous and Narcotics Anonymous. Group meetings occur in the jail library on a weekly basis. An additional option for inmates is the Bridge the Gap Program. This provides inmates the chance to meet one-on-one with a person in recovery while still in custody. This serves as a positive connection to a sponsor in the recovery community upon release. Currently, there are 61 individuals on the approved volunteer list to lead recovery meetings and provide Bridge the Gap sponsorship to individuals in jail.



If interested, individuals will meet with the jail social worker to establish an outpatient appointment with Alcohol and Drug Abuse/Mental Health counselor in close proximity to their release date. An additional service option for individuals is scheduling and completion of OWI assessments scheduled while in the Jail, through collaboration with Portage County Health and Human Services. This allows eligible individuals to obtain community employment with their Huber status. A completed OWI assessment may also make individuals eligible for the Portage County Home Electronic Monitoring Program (EMP).

Collaboration has continued to take place with Portage County Health and Human Services, Ascension Residential Treatment Center, the local court system, Department of Corrections and the Portage County Jail for people to access treatment directly from custody. Treatment funding is managed by accessing Substance Abuse Block Grant funds or the Opioid Crisis-State Targeted Response Grant. The Opioid Grant provides funding for individuals with an opioid use disorder to access residential treatment. A pre-screen admission process occurs while individuals are still in custody to determine clinical need for treatment. Included in the grant is access to a psychiatrist to receive ongoing evidenced based medication assisted treatment after completion of residential care. An additional component of the opioid grant is assignment to a community-based case manager. The case manager will serve as an additional source of support and will assist with service facilitation as indicated after completion of treatment.

In 2018, 19 individuals went directly from jail to residential treatment. Individuals also have the opportunity for accessing an Oxford House Sober Living arrangement. There are three Oxford Houses for males and one Oxford House for females in Stevens Point. The four Oxford Houses in Stevens Point provide a total of 30 sober beds. In addition, there are two Oxford House opportunities in Wisconsin Rapids, one for men and one for women. New for 2019 is the Oxford House in Waupaca for gentleman that are interested in the recovery-oriented living arrangement. The application and interview process begins while in custody and, if accepted, individuals can go directly to sober living upon release from custody.

A new service in 2018 was for individuals to have access to begin medication assisted treatment prior to leaving the jail. This was developed through collaboration with a pharmaceutical company. It provides medication samples to individuals demonstrating a substance abuse disorder. Service facilitation then occurs with a community provider for treatment to continue after release from jail.

### **Trauma/ Abuse Services**

Collaboration takes place on a regular basis with CAP Services. This to meet the trauma needs of individuals experiencing abusive relationships. Victim advocates are available to meet with people in custody to provide resource options, education, and support on an individual basis. The Women's Healthy Relationships group takes place at the Portage County Jail on a one time per month basis. This is facilitated by a victim advocate from the Community Action Program. This group focuses on education, self-empowerment, and safety.

### **Veterans Services**

Enhanced access to services has continued in 2018. This has included the Veteran's Homeless Assistance Program. Veterans have met with Veteran's Administration (VA) staff at the jail prior to release to establish connections to resources and services. Facilitation has also taken place with the Tomah VA Substance Abuse Treatment Program for eligible individuals to access this

opportunity directly from jail. Veterans are also referred to the VA Justice Outreach Specialist as indicated. Veterans in the Stevens Point area now have the opportunity to meet with a certified VA therapist at the University of Wisconsin-Stevens Point campus. Office hours are available on a weekly basis and are easily accessed. The local Veterans Service Officer is also a resource for the jail and meets with individuals as requested to provide education on available benefits to service connected veterans.

### **Jail Chaplaincy**

Both male and female inmates have access to spiritual services while in custody. This occurs on a one-to-one basis on Thursday mornings for male inmates. It occurs on Friday mornings, Thursday evenings, and Saturday mornings for female inmates. There is a Friday evening church service opportunity for all inmates in the jail library each week.

### **Education-GED-HSED**

The jail offers school classes on a weekly basis in the jail library. Juvenile inmates are given an opportunity to participate in classes that prepare them for completion of GED or HSED upon release. The Adult Basic Education instructor from Mid-State Technical College provides group and individual classroom instruction. Individuals can engage in career exploration and get assistance with application for enrollment in technical colleges, universities, and financial aid programs.

Juvenile inmates are provided the opportunity to meet with the teacher from the Stevens Point School District to remain current with their education curriculum. The same instructor acts as a liaison to the affected individual's school district, communicating with his/her current teachers to help ensure the inmate remains current with class, providing the best opportunity for success. The Portage County Jail also partners with Portage County Health and Human Services and the Children's Hospital of Wisconsin to provide opportunities for inmates to attend court ordered parenting classes while in custody. This is to meet the goal of family reunification upon completion of legal obligations. Coordination also takes place for eligible Huber status individuals to have supervised visitation with their children in the community.

### **Transition Services**

Each individual that has met with the jail social worker is provided with a release/re-entry packet. This is developed and completed prior to release. It includes a review of life topics and options are identified for services to best address needs on an individualized basis. Appointments are coordinated in collaboration with the individual, community providers, probation agents, and the recovery community.

### **Juvenile Education**

Juvenile offenders receive schooling provided by the Stevens Point Area Public School District daily during the school year. General education subjects are taught with the aid of computers.

## **Grandparent Program for Juveniles**

The Aging and Disability Resource Center (through the Retired Senior Volunteer Program) provides individuals who come to the Juvenile Detention Center twice per week to meet with and mentor youth in the facility. This is a valuable volunteer program that can take place on an individual one-on-one basis as requested.

## **Independent Living Skills for Juveniles**

Youth-4-Christ volunteers mentor juveniles about making good decisions in life, using biblical principles without quoting scripture. CAP Services also provides volunteers who teach cooking classes to juvenile inmates in the Juvenile Detention Center.

## **Adult Jail**

### **Population**

Average Daily Population for the Jail was as follows:

	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>
In Our Jail	58.14	60.88	60.5
Shipped	37.15	35.47	35.5
HDP	15.84	18.56	21.1
<b>Total:</b>	<b>116.65</b>	<b>114.91</b>	<b>117.10</b>
Bookings	2138	1851	1789
Length/Stay	24.03	24.51	23.61

### **Shipping**

As of January 1, 2018, the Portage County Jail rents a minimum of 35 beds per day from the Waupaca County Jail. Housing costs for 2018 were \$467,541.83, compared to \$441,204 in 2017. These costs do not include transportation or medical expenses. During 2018, Portage County transported 508 inmates and made a total of 104 trips to and from Waupaca County. Since Portage County started to ship inmates from 1999 to 2018, we have spent \$8,725,931 in out of county housing costs.

### **Electronic Monitoring Program**

The Electronic Monitoring Program (EMP), also known as Home Detention Program, allows some inmates to serve their sentences within the confines of their home. 2017 marked the first year since 2002 that the Sheriff's Office had a dedicated full time Home Detention Program (HDP) officer. Since then, the program has returned to near historical levels of participation. Estimates are that EMP saved the County nearly \$134,500.

In 2018, an average of 21.10 inmates served their sentence on electronic home monitoring each day. This compares to 18.56 inmates per day in 2017. Persons considered for the Electronic Monitoring Program (EMP) are first given a choice in court as to whether or not they want to be on EMP. Screenings then determine if the offender is an acceptable risk for the EMP program.

Persons are frequently denied participation in EMP for a variety of reasons. They don't qualify if they report for their sentence and test positive for controlled substances and or alcohol, or an unacceptable risk to the community is present such as domestic violence, excessive AODA issues or a substantial risk to re-offend. Some offenders also lack the personal resources necessary for EMP participation, such as established residency, telephone service, and/or startup funds. In 2018, some Huber status inmates will participate in Electronic Monitoring Program (EMP).



## Juvenile Detention

### Population Summary for 2018

	Portage County	Other Counties	Total
Admissions	75	185	<b>260</b>
Days Served	705	2232	<b>2937</b>
Average Daily Population	1.9	6.1	<b>8.0</b>
Average Length of Stay	10.8	11.22	<b>11</b>
Number of Counties Served	---	32	<b>32</b>

### Counties that utilized the Juvenile Detention Center in 2018

Adams	Ashland	Brown	Burnett	Chippewa
Columbia	Dane	Florence	Forest	Green Lake
Ho-Chunk	Juneau	Langlade	Lincoln	LaCrosse
Manitowoc	Marathon	Marquette	Menominee	Milwaukee
Monroe	Oconto	Oneida	Outagamie	Racine
Rock	Shawano	Vilas	Waupaca	Waushara
Winnebago	Wood			

### Statistical Trends for Portage County Youth

- In 2018, 75 juveniles were placed in secure detention by the Portage County courts and juvenile intake workers. In the 23 year span from 1996 to 2018, the average was 120 admissions per year.
- In 2018, Portage County juveniles served 705 days in secure detention.
- In 2018, the average daily population (ADP) of Portage County juvenile's was 1.9 per day.
- The term "Portage County Savings" has been used to quantify what Portage County *would have spent* on secure detention had we shipped our juveniles to other detention centers. The cost of a juvenile bed has increased somewhat over the years, so the per diem rate used to calculate "Savings" was adjusted from time to time. In 2018, Portage County Savings were \$105,135.00 at \$150.00 per day. This figure does not include the costs of transporting juveniles.



# Portage County Juvenile Detention Center

ANNUAL REPORT 2018

Statistical or Financial Measure	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual Total or Average	Previous Year
Number of Days in Month=	90	91	92	92	365	365
Number of Admission	67	66	58	69	260	238
Male:Female Ratio	55 12	48 18	35 23	48 21	186 74	260 78
Detention Days Served	834	868	540	695	2937	2732
Male:Female Ratio	747 87	720 148	338 202	480 215	2285 652	2264 468
Maximum Possible Detention Days	1260	1274	1288	1288	5110	4380
Average Daily Population	9.3	9.5	5.9	7.6	8.0	7.5
Male:Female Ratio	8.3 1.0	7.9 1.6	3.7 2.2	3.9 0.6	6.6 1.4	6.2 1.3
Occupancy Rate	66.0%	68.0%	45.0%	54.0%	58.0%	62.0%
Number of Counties Served					31	24
Number of Portage County Admissions	23	23	11	18	75	110
Male:Female Ratio	14 9	17 6	7 4	10 8	48 27	93 17
Number of Portage Co. Detention Days	142	231	122	210	705	857
Male:Female Ratio	114 28	186 45	85 37	82 128	467 238	759 98
Portage County Average Daily Population	1.6	2.5	1.3	2.3	1.9	2.3
Male:Female Ratio	1.3 0.3	2.0 0.5	0.9 0.4	0.9 1.4	1.2 0.7	1.4 0.9
Portage County Percentage of Occupancy	17.0%	27.0%	19.0%	30.0%	23.0%	31.0%
Billable Revenues*	\$105,450.00	\$94,750.00	\$74,225.00	\$95,750.00	\$370,175.00	\$295,600.00
Portage County Savings	\$20,685.00	\$34,650.00	\$18,300.00	\$31,590.00	\$105,135.00	\$149,975.00

## Office Space

The work space for the Juvenile Detention Center staff consists of a 9' x 10' office and a 4' x 6' makeshift combination bathroom/kitchen/storage room. This facility services two corrections officers 24/7, plus the teacher when he/she is at the Juvenile Detention Center and not in the classroom. This is the only space that staff have to work for 10-12 hour shifts at a time.



## Portage County Sheriff's Office Housing and Transportation Costs

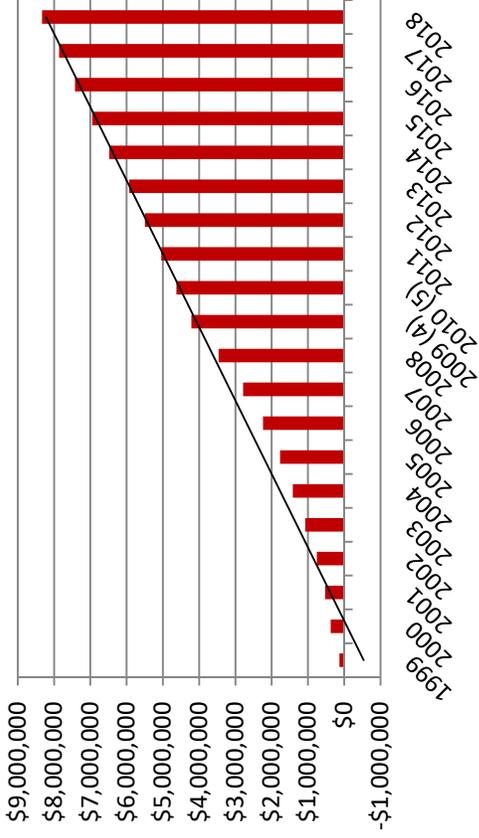
as of April 1, 2019

Year (6)	Housing Costs (1)	Transport Miles (12)	Cost per Mile (2)	Transport Man Hours (10)	Cost per Transport Hour (3)	Total Transport Costs	Total Housing and Transport Costs	Cumulative Housing Costs	Cumulative Transport Costs	Total Cumulative	Maximum Daily	Average Daily	In-jail Pop. (11)	Average Daily	EMP Participants	Ave. Length of Stay (13)	Needed jail Beds (7)	Number Over 100% Jail Capacity	Out of County	Ave. Daily Pop.	Projected Jail Beds (M & H) (8)	Projected Jail Beds and Shortage [DLR] (9)	
1998	-\$31,612																						
1999	\$130,393	57,929	\$0.325	1,676	\$43.51	\$91,746	\$222,139	\$130,393	\$91,746	\$222,139	91	100	100	20	107	28	7						
2000	\$243,055	60,110	\$0.325	1,736	\$44.85	\$97,402	\$340,457	\$373,448	\$189,148	\$562,596	105	102	102	21	124	45	12						
2001	\$154,477	43,111	\$0.345	1,537	\$46.24	\$85,945	\$240,422	\$527,925	\$275,094	\$803,019	102	103	103	21	120	41	9						
2002	\$225,454	54,722	\$0.365	1,778	\$47.67	\$104,733	\$330,187	\$753,379	\$379,826	\$1,133,205	106	106	106	21	125	46	12						
2003	\$322,265	33,659	\$0.360	1,098	\$49.15	\$66,079	\$388,344	\$1,075,644	\$445,905	\$1,521,549	112	98	98	22	132	53	18						
2004	\$343,793	50,599	\$0.375	1,529	\$50.67	\$96,442	\$440,235	\$1,419,437	\$542,347	\$1,961,784	115	99	99	22	135	56	22						
2005	\$349,581	86,198	\$0.445	2,130	\$52.23	\$149,613	\$499,194	\$1,769,018	\$691,960	\$2,460,978	118	100	100	22	139	60	23						
2006	\$470,731	71,659	\$0.445	1,789	\$53.85	\$128,222	\$598,953	\$2,239,749	\$820,181	\$3,059,930	134	107	107	23	158	79	30						
2007	\$549,252	72,484	\$0.485	1,702	\$55.51	\$129,638	\$678,890	\$2,789,001	\$949,819	\$3,738,820	130	109	109	26	153	74	36						
2008	\$672,585	70,008	\$0.545	1,790	\$57.23	\$140,596	\$813,181	\$3,461,586	\$1,090,416	\$4,552,002	130	110	110	27	153	74	40						
2009 (4)	\$752,586	72,545	\$0.550	2,050	\$59.00	\$160,850	\$913,436	\$4,214,172	\$1,251,265	\$5,465,437	146	120	9	28	172	93	47						
2010 (5)	\$411,535	63,034	\$0.500	1,216	\$38.72	\$78,601	\$490,136	\$4,625,707	\$1,329,866	\$5,955,573	127	98	7	27	149	70	35				113	151	
2011	\$418,688	68,800	\$0.533	1,220	\$39.12	\$84,397	\$503,085	\$5,044,395	\$1,414,263	\$6,458,658	127	90	8	23	149	70	35						
2012	\$452,592	75,110	\$0.555	2,508	\$39.51	\$140,777	\$593,369	\$5,496,987	\$1,555,040	\$7,052,027	118	96	6	22	139	60	35						
2013	\$432,591	78,553	\$0.565	2,222	\$39.91	\$133,062	\$565,653	\$5,929,578	\$1,688,102	\$7,617,680	123	104	8	23	145	66	37						
2014	\$548,960	72,400	\$0.560	2,200	\$41.13	\$131,030	\$679,990	\$6,478,538	\$1,819,132	\$8,297,670	139	114	8	25	164	85	47						
2015	\$469,058	74,828	\$0.575	2,008	\$45.38	\$134,149	\$603,207	\$6,947,596	\$1,953,281	\$8,900,877	144	96	12	26	169	90	29				140	186	
2016	\$474,980	81,602	\$0.540	2,317	\$48.28	\$155,930	\$630,910	\$7,422,576	\$2,109,211	\$9,531,787	148	100	16	24	174	95	33						
2017	\$441,204	78,934	\$0.535	2,141	\$48.39	\$145,833	\$587,037	\$7,863,780	\$2,255,044	\$10,118,824	139	96	19	24	164	85	35						
2018	\$467,541	80,895	\$0.545	3,078	\$49.84	\$197,495	\$665,036	\$8,331,321	\$2,452,539	\$10,783,860	136	96	21	39	164	109	35						
2020	\$538,709	78,816	\$0.551	2,116	\$53.82	\$157,286	\$695,995	\$9,840,696	\$2,984,712	\$12,825,408	163	104	18	25	192	113	37				173	230	
2025	\$584,644	82,071	\$0.579	2,194	\$62.39	\$184,391	\$769,035	\$12,649,079	\$3,838,904	\$16,487,983	184	109	18	25	216	137	42				214	285	
2030	\$634,495	85,374	\$0.609	2,247	\$72.33	\$214,515	\$849,010	\$15,696,926	\$4,836,169	\$20,533,095	209	115	18	25	246	167	48				265	353	
2035	\$688,597	88,812	\$0.640	2,308	\$83.84	\$250,360	\$938,957	\$19,004,656	\$5,998,355	\$25,003,011	236	121	18	25	278	199	54				329	438	

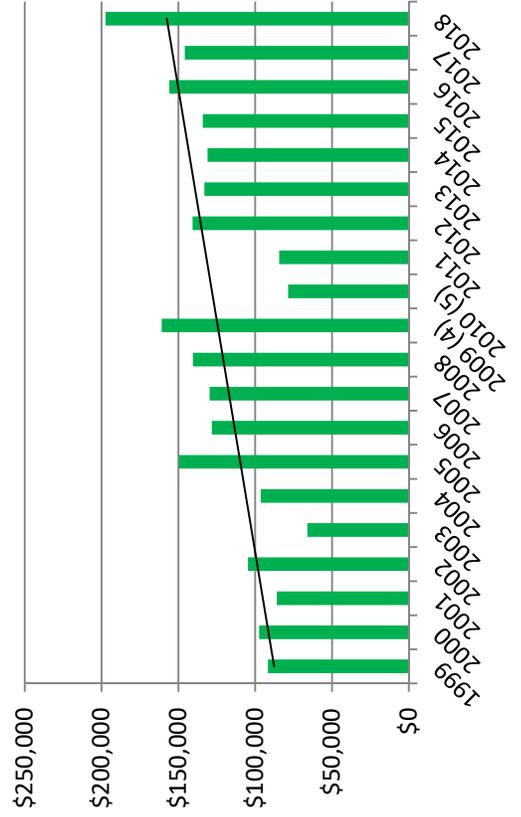
Indicates where actual numbers have been correctly predicted by previous

(1) Based on annual bed cost (starting at current cost of \$34/day/inmate in 2017), increasing per contract annually x average out-of-county ave. daily population  
 (2) Based on IRS business mileage rate (averaged for split years). Projections are based on +1% each year.  
 (3) 1999-2008 based on mean deputy wage and 1.5 OT ratio w/ fringes, est. 75% solo trips. 2009-17 are actual wages and fringes. 2018+ 3% cost annual increases  
 (4) Second full time civil process/trip officer added  
 (5) Lincoln County Jail contract begins  
 (6) 2017+ based on best estimates, 5-year averages, and budgeted amounts  
 (7) Using DOC standard of 85% capacity to accommodate daily fluctuations and inmate classification & segregation, based on MAP  
 (8) County Study: Goldman & Associated, Mead & Hunt, Stoikovic & Lovell; 2006 (Models used: Status Quo & With Intervention Changes)  
 (9) County Study: Long Term Facilities Study, DLR Group; 2004  
 (10) Excludes: Stand-by, Idle, and Prep Times; Projections based on 5 Year Average, then +1% thereafter  
 (11) Excludes: HDP, Transfers, Hospital, Writes, Serving Sentence in Other facility, AMWL/Escape, and Others Not Physically Held in Portage County Jail or Contracted Jail; Projection based on 5 Year Average  
 (12) Includes all Transports; Projections based on 5 year average, then +1% each year thereafter  
 (13) Includes stays of less than one day  
 (14) Data Not Available Prior to 2003

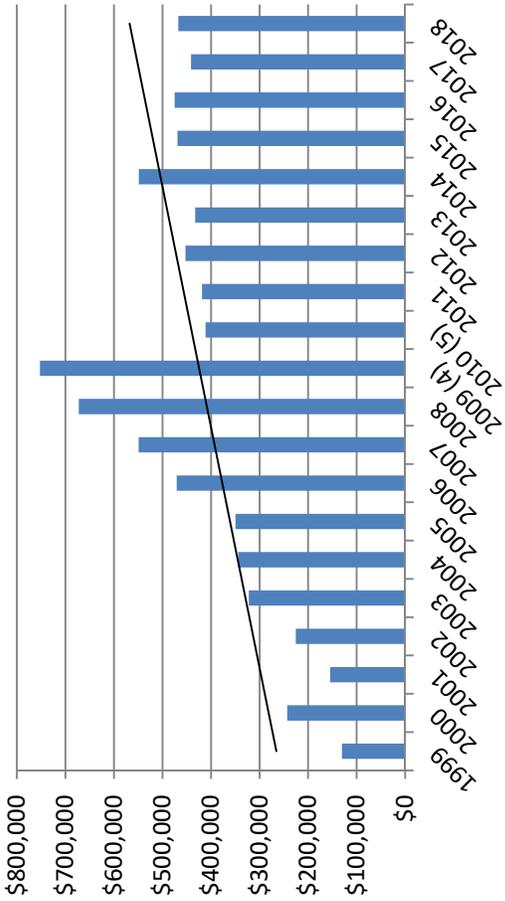
### Cumulative Housing



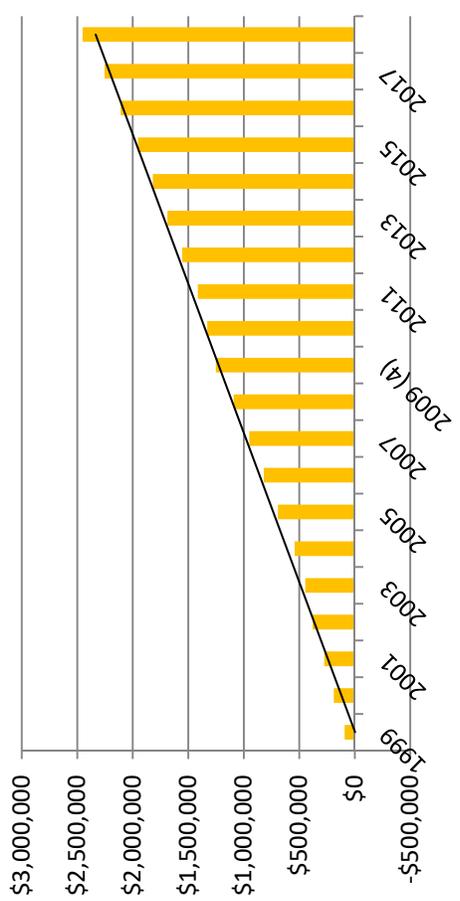
### Transportation Costs



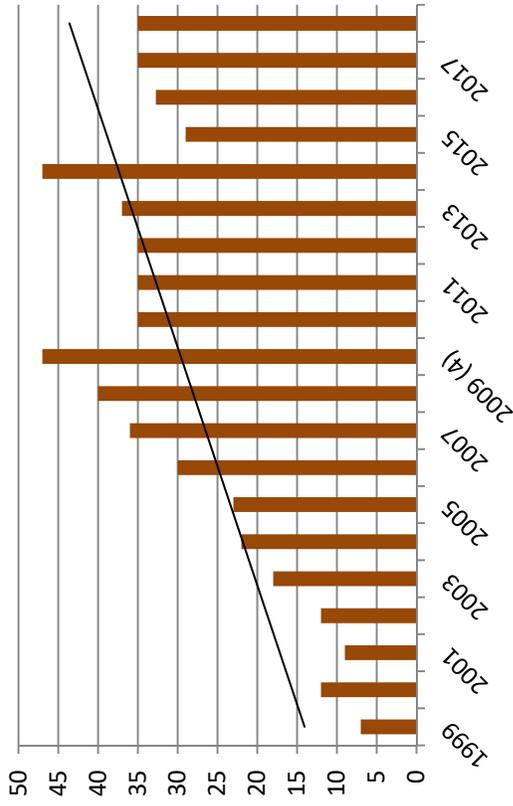
### Housing Costs



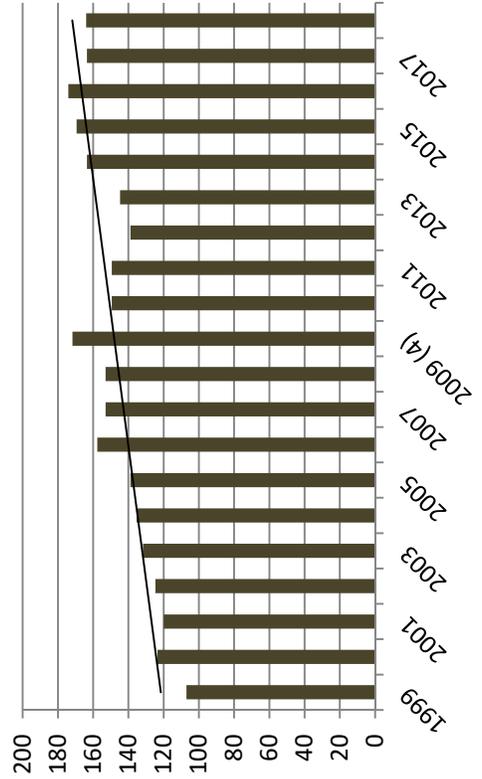
### Cumulative Transportation



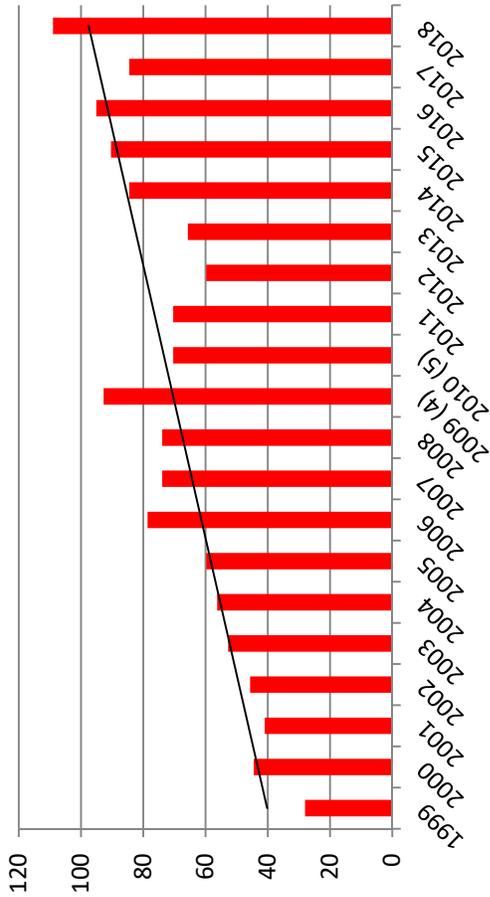
### Average Daily Prisoners Shipped



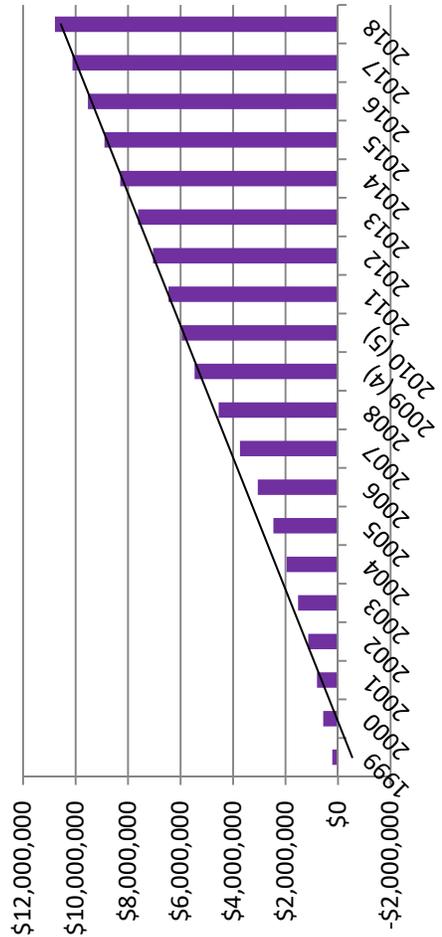
### Jail Beds Needed



### Number Over Bed Capacity



### Total Cumulative Cost



## Emergency Management Division

There were some big changes in the realm of Emergency Management within the County during 2018. First, the county's emergency management functions were transitioned from a stand-alone county department to a division of the Sheriff's Office. Second, the newly created Emergency Management Division became fully staffed in November. Due to the inconsistent representation and support provided to the County's emergency management responsibilities over several years, the scope and breadth of rebuilding the emergency management functions and capabilities in Portage County are both large and complex. With renewed support and an understanding of the importance of disaster preparedness/management, the Emergency Management Division is well on its way to becoming a highly functional resource for not only the county, but also the municipalities and citizens of Portage County. Moving forward the goal of the staff have two primary objectives:

- Rebuild the County's disaster management capability to provide professional coordination when a disaster strikes.
- Support local disaster preparedness, resilience and coordination.

There are many steps to achieving the goal of success in emergency management in Portage County:

1. Staffing - Experienced and knowledgeable staff were specifically recruited from a nationwide pool of candidates.
2. Communication - Restoring and building open lines of communication will require significant time to improve awareness of the office and build closer working relationships with all stakeholders.
3. Relationships - A large part of the Emergency Management Division's ongoing efforts will be assisting those local municipalities that might need assistance whether it be for response assistance, recovery efforts, building mitigation strategies, and enhancing resilience and disaster preparedness within our community.

Since their arrival, the Emergency Management Division staff have been busy interacting with neighboring counties and our regional emergency management counterparts. They have coordinated and written after action reviews of incidents that involved multiple agencies to improve future response coordination and identify best practices. Staff has conducted and participated in exercises with partners within and outside the county to test capabilities and plans. There is still A GREAT DEAL of work that needs to occur which is expected to be a multi-year rebuilding process. A road map of *successful and well-planned* development is forecasted and is dependent upon outside factors such as partnerships with municipal governments, non-government organizations, private businesses and individual community members.

The Coordinator and Deputy Coordinator of the Emergency Management Division are now here and committed to building a resilient and sustainable disaster preparedness future for Portage County.

## **Records Division**

### **Staff**

The Records Division consists of five full-time civilian employees. Included in this count are three full-time Law Enforcement Records Specialists, one full-time Lead Law Enforcement Records Specialist and a full-time Administrative Services Manager. These employees play a vital role in the financial, human resources, personnel and records management functions of the Sheriff's Office.

### **Duties**

The Law Enforcement Records Specialists are responsible for a wide range of duties, including but not limited to:

- Managing the Sheriff's Sale process from receipt of Notification of Foreclosure Sale through Bid Process and receipt of Sheriff's Deed and Report of Sale and filing with Clerk of Courts.
- Completing background check requests from the public, military and law enforcement agencies, strictly adhering to all Wisconsin Open Records Law standards and departmental policy.
- Handling docketing and processing of all criminal and civil process.
- Preparing records and legal documents in the collection of civil and criminal process.
- Extracting data from the Records Management System (RMS) and preparing statistical data for the office, as needed.
- Processing Guardian ad Litem requests.
- Reviewing and approving incident reports for patrol, detectives, and corrections.
- Preparing State/County reports for the office, as needed.
- Maintaining crash and incident reports and civil process records on a daily basis, insuring accurate classification and coding of reports in compliance with State and National standards.
- Assisting in the maintenance of data in criminal cases and preparation of files for trial.
- Maintaining Tri-Tech Records Management System (RMS).
- Maintaining Federal ACISS database (must attend classes and be certified to perform this work).
- Extracting data for traffic statistics required by the Traffic Safety Committee from the Records Management System (RMS).
- Performing the duties of Incident Based Reporting (IBR) Coordinator. Analyzing, classifying, and entering all information gathered by detectives and patrol officers related to incidents occurring within the County. Updating disposition information and preparing monthly report. Must have strong knowledge of State Statutes and their applications.
- Receiving, reviewing, preparing, and recording documents related to civil process service. Acting as primary point of contact with parties requesting service of process. Preparing Certificate of Service. Monitoring and insuring return of documents.
- Managing and maintaining all requests for 911 calls, non-emergency calls and radio traffic for all of Portage County, including calls for the Stevens Point Police Department and Plover Police Department
- Maintaining and entering parking tickets; suspending and refusing registration through the Department of Transportation. Processing payments for current and suspended parking tickets.
- Processing discovery materials for Portage County District Attorney's Office in a timely manner.
- Receiving, evaluating, and fulfilling records requests, or providing legal justification for record request denials.

- Ensuring cases are closed in court before releasing information and redacting all juvenile, mental health, and medical information from released documents and complies with Wisconsin Public Records Law and the Federal Driver Privacy Protection Act (DPPA).
- Compiling documentation for Medical Examiner.
- Serving in a supporting role for Emergency Management and Emergency Medical Services.
- Serving as Notary Public.
- Interacting with the following departments: Medical Examiner, District Attorney, Clerk of Courts, County Clerk, Health & Human Services, Information Technology, Purchasing, Human Resources, Corporation Counsel, Probation and Parole, Highway, and the Aging & Disability Resource Center, as well as other law enforcement agencies, including the Stevens Point Police Department and the Village of Plover Police Department.
- Coordinating registration and follow-up for public outreach activities, such as basic handgun safety courses, concealed carry weapon (CCW) courses, citizen's academy classes, and several fundraisers for the K-9 program and others.

These staff members also handle reception duties by assisting visitors to the administrative offices and jail and assisting walk-in customers with requests for reports and collecting and receipting fees.

The Records Division is also responsible for the financial transactions of the Sheriff's Office. The Administrative Services Manager oversees inmate commissary and billing accounts using Stellar Services software; she safeguards inmate monies by managing a separate checking account for deposits and disbursements. Staff are also responsible for the processing of all monies received into the Sheriff's Office and collecting outstanding monies due to the Sheriff's Office through invoicing and collection monitoring.

Other duties include preparation of the Sheriff's Office payroll, preparation of procurement card payments, processing payments to vendors through the voucher program, processing fleet fuel records, and providing audit materials as requested.

### **Administrative Services Manager**

The Administrative Services Manager oversees the administrative work of the Sheriff's Office and supervises both the Lead Law Enforcement Records Specialist and the Law Enforcement Records Specialists. This position is responsible for oversight and backup for all financial requirements of the department and acts as a liaison between the Sheriff's Office and other county departments. This position takes the lead in reviewing processes and procedures within the Records and bookkeeping areas of the Sheriff's Office and recommends changes and/or automation to achieve time and cost savings and/or gain efficiencies.

The Administrative Services Manager participates as a member of the Sheriff's Office management team and actively participates in the development of the budget and monitors budget activity. The Administrative Services Manager also administers Human Resources policies in compliance with union contracts and department guidelines, prepares job evaluations and job descriptions, and identifies training needs, in addition to processing all paperwork for new hires and terminated employees.

## **County Support**

The administrative staff also serves as recording secretary to the Portage County Public Safety/Emergency Management Committee, the Portage County Local Emergency Planning Committee and the Portage County Traffic Safety Commission by preparing the agendas, compiling meeting packets, taking and transcribing the minutes, and posting all relevant documents to the County's website.

Additionally the staff handle notifications for the members, set-up and reservation of appropriate meeting spaces, document distribution, and other tasks needed to conduct an efficient and effective meeting. All staff members are cross-trained to assist in supporting each other, and ensuring the mission is accomplished.

## **2018 Records Division Changes and Accomplishments**

2018 brought a number of changes to the Records Division. In February our tenured Administrative Services Manager retired and a replacement was hired. A well-structured training schedule along with detailed policies and procedures helped the new Administrative Services Manager adapt quickly to the new role and make the transition seamless.

In an effort to improve efficiencies within the Records Division and the entire Sheriff's Office, a number of initiatives were implemented throughout the year. Thanks to a collaboration with CarFax, we were able to provide the public with an easier way to access crash reports. All Portage County Sheriff's Office traffic crash reports are now available online for free at <http://www.crashdocs.org/>. Anyone may obtain a copy of any Portage County crash report that took place from July 20, 2017 to the present at no charge. Reports can be accessed by date, name of individual(s) involved, or our agency case number (i.e. report number).

Further efficiencies came from our "Go Green" initiative. First, the process of digitalizing reporting helped us reduce the use of paper and other media in our division. All the data is now securely stored on our server and is available at any time. Second, in September, the Sheriff's Office started using an outside vendor (IROW) for document destruction. These process improvements provided significant time savings for our staff.

Finally, in December we had 2 resignations in the Records Division: the Lead Law Enforcement Records Specialist and one of the Law Enforcement Records Specialists left from the Sheriff's Office. The Lead position was filled by an internal promotion of one of the Records Specialists. The two vacant positions were posted, interviews were conducted, and new employees were selected with start dates and training in 2019.

<b>CLASSIFICATION OF OFFENSES</b>	<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
Aggravated Assault	39	28	-28%
All Other Larceny (Theft outside of structure)	81	63	-22%
All Other	109	129	18%
Bail Jumping	286	209	-27%
Arson	1	1	0%
Animal Cruelty	2	1	-50%
Burglary/Breaking & Entering	47	46	-2%
Curfew/Loitering/Vagrancy	2	1	-50%
Destructive/Damage/Vandalism	98	78	-20%
Disorderly Conduct	108	85	-21%
Drug Equipment Violations	99	71	-28%
Drug/Narcotic Violations	166	120	-28%
Embezzlement	0	0	0%
False Pretense/Confidence Game	28	19	-32%
Family Offenses, Nonviolent	62	43	-31%
Forcible Fondling	14	12	-14%
Forcible Rape	7	5	-29%
Forgery/Counterfeiting	7	7	0%
Fraud Credit Card/ATM	27	17	-37%
Impersonation/Identity Theft	24	21	-13%
Incest	0	0	0%
Intimidation	2	2	0%
Kidnapping/Abduction	2	1	-50%
Liquor Law Violations	41	23	-44%
Motor Vehicle Theft	12	21	75%
Pocket Picking	1	0	-100%
Pornography/Obscene Material	5	6	20%
Robbery	1	0	-100%
Shoplifting	4	3	-25%
Simple Assault	36	44	22%
Statutory Rape	3	2	-33%
Stolen Property Offenses	1	0	-100%
Theft from Buildings	44	34	-23%
Theft from Motor Vehicle	20	25	25%
Theft of Motor Vehicle Parts	3	5	67%
Trespass of Real Property	28	25	-11%
Weapon Law Violations	12	9	-25%
Worthless Checks	1	1	0%
<b>STOLEN PROPERTY VALUES BY PREMISE TYPE</b>	<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
Residential	\$489,221	\$216,850	-56%
Non-residential	\$541,480	\$673,633	24%
<b>TOTAL</b>	<b>\$1,030,701</b>	<b>\$890,483</b>	<b>-14%</b>

<b>TYPE OF STOLEN/DAMAGED PROPERTY</b>	<b>DOLLAR VALUE STOLEN/DAMAGED - 2018</b>	<b>DOLLAR VALUE RECOVERED - 2018</b>
Alcoholic Beverages	\$235.58	\$0.00
Aircraft Parts/Accessories	\$0.00	\$0.00
Artistic Supplies/Accessories	\$1.00	\$0.00
Automobiles	\$110,272.00	\$46,702.00
Bicycles	\$3,209.90	\$1,500.00
Building Materials	\$486.00	\$0.00
Camping/Hunting/Fishing supplies	\$17,977.00	\$310.00
Chemicals	\$50.00	\$0.00
Clothing/Furs	\$2,006.80	\$2.00
Collections/Collectibles	\$4,520.00	\$0.00
Computer Hardware/Software	\$1,300.00	\$0.00
Consumable Goods	\$380,402.60	\$0.00
Credit/Debit Cards (\$0 value)	\$0.00	\$0.00
Crops	\$1,510.00	\$0.00
Documents/Personal or Business (\$0 value)	\$0.00	\$0.00
Drugs/Narcotics	\$338.50	\$40.00
Explosives/Ammunition	\$0.00	\$0.00
Farm Equipment	\$37,285.00	\$0.00
Firearm Accessories	\$449.99	\$0.00
Firearms	\$8,469.99	\$600.00
Fuel	\$655.59	\$78.51
Gambling Equipment	\$453.00	\$0.00
Heavy Construction/Industrial Equip.	\$0.00	\$0.00
Household Goods	\$2,442.00	\$50.00
Identity Documents (\$0 value)	\$0.00	\$0.00
Identity-Intangible (\$0 value)	\$0.00	\$0.00
Jewelry/Precious Metals	\$40,701.69	\$50.00
Law Enforcement Equipment	\$200.00	\$0.00
Lawn/Yard/Garden Equipment	\$2,392.00	\$418.00
Livestock	\$1,299.00	\$0.00
Logging Equipment	\$750.00	\$50.00
Merchandise	\$85.47	\$13.49
Metals, Non-Precious	\$1,350.00	\$0.00
Money/Cash	\$416,812.69	\$292.60
Musical Instruments	\$5,400.00	\$0.00
Negotiable Instruments	\$1,750.00	\$0.00
Non-negotiable Instruments (\$0 value)	\$0.00	\$0.00
Office-Type Equipment	\$301.00	\$0.00
Other (i.e. traffic signs, pallets, etc.)	\$6,830.21	\$500.00
Other Motor Vehicles	\$0.00	\$0.00
Pets	\$0.00	\$0.00
Photographic/Optical Equipment	\$175.00	\$0.00

TYPE OF STOLEN/DAMAGED PROPERTY		DOLLAR VALUE STOLEN/DAMAGED - 2018		DOLLAR VALUE RECOVERED - 2018
Portable Electronic Equipment		\$2,063.80		\$388.00
Purses/Handbags/Wallets		\$233.00		\$0.00
Radio/TV/Stereo Equipment		\$1,930.00		\$100.00
Recordings-Audio & Video		\$320.00		\$0.00
Recreational/Sports Equipment		\$5,300.00		\$4,800.00
Recreational Vehicles		\$5,000.00		\$0.00
Snowmobiles		\$0.00		\$0.00
Structures-Commercial/Business		\$70,040.00		\$0.00
Structures/Industrial/Manufacturing		\$25.00		\$0.00
Structures-Other		\$253.72		\$0.00
Structures-Other Dwelling		\$1,460.00		\$0.00
Structures-Single Occupancy Dwelling		\$4,453.00		\$0.00
Structures-Public/Community		\$100.00		\$0.00
Structures-Storage		\$310.00		\$0.00
Tools-Power & Hand		\$45,395.73		\$3,899.00
Trailers		\$4,638.49		\$0.00
Vehicle Parts/Accessories		\$6,370.83		\$160.00
Watercraft		\$1,100.00		\$0.00
Watercraft Equip/Parts/Accessories		\$0.00		\$0.00
Weapons - Other (Incl. BB/Pellet guns)		\$700.00		\$250.00
<b>TOTALS</b>		<b>\$1,199,806</b>		<b>\$60,204</b>
<b>Percent Recovered 2018:</b>	<b>5%</b>			
<b>Percent Recovered 2017:</b>	<b>7%</b>			
<b>CIVIL PROCESS</b>		<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
Civil Process Papers Received		752	799	6%
Number of Attempts		728	757	4%
Number of Papers Served		621	99	-84%
Foreclosure Sales		40	43	8%
<b>OPERATING WHILE INTOXICATED OFFENSES</b>		<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
1st Offense		71	72	1%
2nd Offense		23	20	-13%
3rd Offense		18	24	33%
4th Offense		10	9	-10%
5th+ Offense		19	7	-63%
Absolute Sobriety		2	1	-50%
Injury by Intoxicated Use of Vehicle		2	1	-50%
Injury by Use of Vehicle with BAC		0	0	0%
Homicide by Intoxicated Use of Vehicle		1	0	-100%
<b>TOTAL</b>		<b>146</b>	<b>134</b>	<b>-8%</b>
<b>TRAFFIC CRASHES</b>		<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
Reportable Crashes		712	698	-2%
Personal Injury Crashes		168	150	-11%

<b>TRAFFIC CRASHES</b>	<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
Property Damage Crashes	223	120	-46%
Fatal Crashes	4	13	225%
Hit and Run Crashes	37	44	19%
Number of Persons Injured	211	202	-4%
Number of Persons Killed	4	15	275%
Number of Crashes Involving Alcohol	31	35	13%
<b>CITATIONS</b>	<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
Criminal Traffic	195	131	-33%
Uniform Traffic Citations	2,927	3,443	18%
County/DNR Ordinance Citations	319	281	-12%
Parking Citations	98	59	-40%
Warnings	1,607	3,612	125%
<b>DISPATCH</b>	<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
Alarms	722	657	-9%
Ambulance Assist/Requests	4,151	4,177	1%
Animal Control Calls	1,173	1,358	16%
Disaster/Weather	461	608	32%
Trips	751	939	25%
Vacant Home Checks	426		-100%
Warrants	555	551	-1%
CAD/Calls for Service	61,588	61,920	1%
<b>INMATE DEBT COLLECTION EFFORTS</b>			
<b>TAX REFUND INTERCEPT PROGRAM (TRIP)</b>	<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
Amount Collected by TRIP	\$50,146	\$45,508	-9%
Total Dollar Amount Certified	\$397,977	\$206,478	-48%
<b>PROFESSIONAL PLACEMENT SERVICE (PPS)</b>	<b>2017</b>	<b>2018</b>	<b>% CHANGE</b>
# of Accounts Currently Listed	2,210	2,215	0%
Amount Collected by PPS	\$6,867	\$2,758	-60%
Dollar Amount Listed Remaining to be Collected	\$3,012,738	\$2,836,135	-6%
Sheriff's Office Collections	\$43,679	\$33,460	-23%
<b>PAYMENT PLANS</b>	<b>2017</b>	<b>2018</b>	<b>% Change</b>
# of Payment Plans	3	6	100%
Amount Collected from all active pmt plans	\$1,107	\$841	-24%

## Community Engagement

The Portage County Sheriff's Office has a rich tradition of participating in community activities, delivering safety education classes, and watching our employees spend untold hours of volunteer time while off-duty. Just some of these activities include:

- Special Olympics Summer Games
- Cops and Bobbers
- Boys and Girls Club Valet Parking
- Hunter Education Classes
- Cops Gone Wild
- Leadership Portage County
- Special Olympics Torch Run
- Snowmobile Safety Classes
- Law Enforcement Internships
- Civic Presentations
- Shop with a Cop
- Concealed Carry Weapon Classes
- Salvation Army Bell Ringing
- Never Forgotten Honor Flight
- Coffee with a Cop Program
- Basic Handgun Safety Classes
- Teen Leadership Program
- Guns and Hoses Softball Game

And the list goes on and on.



## On-line Presence

In an attempt to keep pace with technology and expand ways to inform and engage the public, the Sheriff's Office maintains its very popular on-line presence using the County's web site as well as the social media platform of Facebook.

### Web Site

The web site ([www.co.portage.wi.us/sheriff](http://www.co.portage.wi.us/sheriff)) continues to expand the information provided to the public, such as information about the Sheriff's Office, scheduled events, and self-service features all designed to make it easier for the public to handle routine matters on-line. The Sheriff's Office pages include information on:

- Operations Division
- Record Requests
- Jail and Juvenile Detention
- Records Division
- Communications Center
- Active Warrants
- Surrendering Firearms
- Classes and Events
- Crime Stoppers
- Animal Control
- Parking Tickets
- New Releases
- Project Lifesaver

In addition, the Sheriff's Office hosts pages for the Public Safety/Emergency Management Committee, the Traffic Safety Commission, and the Traffic Incident Management Committee, as well as other information of community interest. The platform allows for increased responsiveness, more current information, and the ability to customize content to meet the needs of the public.

### Facebook

The Sheriff's Office continues to use the increasingly popular social media platform Facebook ([www.Facebook.com/PortageCountySheriff](http://www.Facebook.com/PortageCountySheriff)) to reach an ever increasing population of on-line citizens. With posts that run a broad spectrum of topics, such as: Sheriff's Office news, traffic & weather alerts, safety tips, legal updates, construction alerts, classes & events, anti-drunk driving reminders, and the popular "Ask the Sheriff" segment where citizens can ask questions and have their answers posted for all to see.



At the end of 2018, the page had over 13,370 likes (up from over 11,500 in 2017), with over 13,370 people following the page (up over 11,500 in 2017). The volunteers who host and run the page utilize on-line analytics to see which posts most engage the public, and measure their reactions to them. This is all done in an attempt to give the followers the best and most useful experience possible.

### Twitter

For quick, short messages, the Sheriff's Office uses its fledgling Twitter Account started in late 2015 ([www.Twitter.com/PortageSheriff](http://www.Twitter.com/PortageSheriff)). While not as prolific as our Facebook account, Twitter allows for a quick picture and a short message, often times redirecting interested parties to the Facebook account or web site for detailed information. Now just over three years old, the account has garnered just shy of 320 followers, up from 200 in 2017.



## Recognizing Great Work

Several employees of the Sheriff's Office, as well as allied professionals and even some members of the public, were recognized with awards for noteworthy actions performed during 2017. We are pleased to share their accomplishments and acts with you.

### Life Saving Award

**Deputy Brad Mathwich**, on January 27, 2018, Deputy Brad Mathwich spontaneously responded to a medical call in the City of Stevens Point of a man complaining of chest pains. Upon his arrival, Deputy Mathwich found that the man was suicidal, and had inflicted horrendous life threatening injuries upon himself. Along with Stevens Point police officers, Deputy Mathwich utilized his knowledge and skills in treating severe trauma to apply lifesaving measures to the victim, and prevented him from bleeding out until paramedics could arrive, thus rescuing the man's life.

### EMS Association

The Portage County Emergency Medical Services (EMS) Association annually gives awards for excellence in the field of EMS. **Communications Technicians Susan Dimka and Michele Dorshorst** were the recipients of the 2018 Outstanding Dispatcher of the Year award. They were recognized for their many years of outstanding service in the Sheriff's Office Communications Center. Communications Technicians are often the first step in the delivery of emergency medical care through pre-hospital medical dispatch instructions. In 2018, Susan and Michele retired from long and successful careers at the Sheriff's Office, which isn't very common in their profession. Often, the job schedule or other job related stressors lead Communications Technicians to other careers long before retirement. The Sheriff's Office was very proud to see Susan and Michele recognized for their service by the Portage County EMS Association.

### Sheriff's Recognition Coin

Additionally, the Sheriff's Office has a successful Recognition Coin program, which honors members of the community who go above and beyond to assist their fellow citizen during times of trouble. We were honored to be able to recognize five citizens in 2018.

