



ILLINOIS DEPARTMENT OF CORRECTIONS
Office of Constituent Services
FY22 End of Year report

Under the Unified Code of Corrections; 730 ILCS 5/3-7-2(i)

January 1, 2023

JB Pritzker

Governor

Rob Jeffreys

Director

TABLE OF CONTENTS

	PAGE
<i>Narrative</i>	4
<i>Big Muddy Correctional Center</i>	5
<i>Centralia Correctional Center</i>	8
<i>Crossroads ATC</i>	11
<i>Danville Correctional Center</i>	12
<i>Decatur Correctional Center</i>	15
<i>Dixon Correctional Center</i>	17
<i>East Moline Correctional Center</i>	20
<i>Fox Valley ATC</i>	22
<i>Graham Correctional Center</i>	23
<i>Hill Correctional Center</i>	26
<i>Illinois River Correctional Center</i>	29
<i>Jacksonville Correctional Center</i>	32
<i>Joliet Treatment Center</i>	35
<i>Kewanee Life Skills Re-Entry Center</i>	37
<i>Lawrence Correctional Center</i>	38
<i>Lincoln Correctional Center</i>	40
<i>Logan Correctional Center</i>	42
<i>Menard Correctional Center</i>	44
<i>Murphysboro Re-Entry</i>	47
<i>No Facility</i>	48
<i>North Lawndale ATC</i>	53
<i>Parole</i>	54
<i>Peoria ATC</i>	56
<i>Pinckneyville Correctional Center</i>	57
<i>Pontiac Correctional Center</i>	60
<i>Robinson Correctional Center</i>	63
<i>Shawnee Correctional Center</i>	65
<i>Sheridan Correctional Center</i>	68
<i>Southwestern Correctional Center</i>	70
<i>Stateville Correctional Center</i>	71
<i>Taylorville Correctional Center</i>	75
<i>Vandalia Correctional Center</i>	77
<i>Vienna Correctional Center</i>	79
<i>Western Illinois Correctional Center</i>	81

This report is compiled to satisfy the requirements of the Unified Code of Corrections; 730 ILCS 5/3-7-2(i) (2) (Public Act 102-1082) effective June 10, 2022.

The Illinois Department of Corrections Constituent Services Office serves as a bridge between the Department and the community at large. The Family Liaison is a member of the Constituent Services Office and serves as a point of contact person for family members, friends and visitors with loved ones in the custody of the Illinois Department of Corrections to address questions or concerns. The Family Liaison works with staff within the Department to address the question or concern.

For the time period represented in this report, December 1, 2021, thru November 30, 2022, there were nearly 14,000 communications between the Illinois Department of Corrections Constituent Services Office/Family Liaison and constituents tracked by use of a spreadsheet all of which are in a closed status. In the absence of an electronic tracking system, a spreadsheet was the available tracking method.

The report shall include a summary of activities undertaken and completed as a result of submissions to the point of contact person. The Department of Corrections shall collect and report the following aggregated and disaggregated data for each institution and facility and describe:

- A. The work of the point of contact person.
- B. The general nature of suggestions, complaints, and other requests submitted to the point of contact person.
- C. The volume of emails, calls, letters, and other correspondence received by the point of contact person.
- D. The resolutions reached, or recommendations made as a result of the point of contact person's review.
- E. Whether, if an investigation is recommended, a report of the complaint was forwarded to the Chief Inspector of the Department or other Department employee, and the resolution of the complaint, and if the investigation has not concluded, a detailed status report on the complaint.
- F. Any recommendations that the point of contact person has relating to systemic issues in the Department of Corrections, and any other matters for consideration by the General Assembly and the Governor.

There were 26 investigations recommended during this reporting period. Of the 26 investigations, 6 are pending investigations, 14 investigations were not substantiated, 6 investigations were substantiated.

Recommendations: There are no recommendations for this reporting cycle.

Note: Stakeholders were able to utilize multiple communication channels to address both questions and concerns they may have had regarding family, friends, conditions, and other topics of concern. The data does not account for circumstances where multiple communication channels were utilized by the same constituent, at the same time, to address the same question or concern.

Note: Data may be skewed as there was no way to represent repetitive contacts, robocalls, or other forms of solicited repeat communications.

Note: On June 10, 2022, per Public Act 102-1082, the Department was required to report variables that had not historically been collected. The implementation and collection of this data is evolving and data reported is subject to change.

FACILITY	CONCERN RECEIVED BY			
	Email	Letter	Phone	TOTAL
NATURE OF CONCERN/REFERRED TO				
Big Muddy River Correctional Center	108	3	210	321
Adjustment Committee/Discipline	1		2	3
Constituent Services	1		1	2
Facility			1	1
Classification			1	1
Facility			1	1
Clemency	1		1	2
IDOC Governor's Office of Constituent Services	1			1
Prisoner Review Board			1	1
Commissary	5		12	17
Constituent Services	5		7	12
Facility			4	4
Warden			1	1
Communication	6		1	7
Constituent Services	4		1	5
Facility	1			1
IDOC Resources	1			1
Compassionate Release			4	4
Constituent Services			2	2
Facility			1	1
Prisoner Review Board			1	1
Conditions			1	1
Constituent Services			1	1
COVID	1		7	8
Constituent Services	1		7	7
Warden			1	1
Electronic Detention			1	1
Facility			1	1
Employment	2			2
Central Screening	1			1
Constituent Services	1			1
Grievances	6		9	15
Chief Inspector	1			1
Constituent Services	1		7	8
Facility	1		1	2
Legal Services	2			2
Office of Health Services			1	1
Warden	1			1
Medical	9		32	41
ADA Coordinator			1	1
Constituent Services	3		14	17
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
Mental Health			1	1
Office of Health Services	4		15	19
Warden	1			1
Money Issues	1			1
Facility	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Other/ General	12	1	37	50
Constituent Services	8		25	34
Facility	1		8	9
IDOC Governor's Office of Constituent Services	2			2
Mental Health			1	1
Reentry			1	1
Visitation Coordinator			1	1
Warden	1	1	1	3
Parole Concern	6		4	10
Constituent Services	2		2	4
Facility	2		1	3
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Interstate Compact	1			1
Programs/ Services	11		9	20
Constituent Services	5		3	8
Facility			4	4
IDOC Governor's Office of Constituent Services	4			4
IDOC Resources	1		1	2
Visitation Coordinator			1	1
Warden	1			1
Record Information	7		7	14
Constituent Services	2		6	8
Facility			1	1
IDOC Resources	1			1
Legal Services	1			1
Record Office	2			2
Warden	1			1
Safety Concerns			1	1
Chief of Investigations			1	1
Sentence Credit	15	1	30	46
Chief of Programs	1		2	3
Constituent Services	2		9	11
County			1	1
Facility	1		4	5
IDOC Governor's Office of Constituent Services		1		1
IDOC Resources	9		14	23
Warden	2			2
Staff Conduct	6	1	2	9
Constituent Services	1			1
IDOC Governor's Office of Constituent Services	2	1		3
PREA Coordinator			1	1
Warden	3		1	4
Technical Problems/ Website	2			2
Constituent Services	1			1
Warden	1			1
Transfers	6		27	33
Constituent Services	4		16	20
Facility			9	9
Reentry			1	1
Transfer Coordinator	2		1	3
Victim Services	1		2	3
Constituent Services	1		2	3

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Visitation	10		18	28
Constituent Services	2		12	14
Facility	2			2
Visitation Coordinator	5		6	11
Warden	1			1
Wellness Check			2	2
Constituent Services			1	1
Facility			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Centralia Correctional Center	182	2	271	455
Adjustment Committee/Discipline			1	1
Constituent Services			1	1
Classification	1			1
Constituent Services	1			1
Clemency	1		2	3
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	1			1
Prisoner Review Board			1	1
Commissary	10		10	20
Constituent Services	4		5	9
Facility	1			1
IDOC Governor's Office of Constituent Services	4			4
IDOC Resources			3	3
Visitation Coordinator			1	1
Warden	1		1	2
Communication	12		4	16
Constituent Services	5		2	7
Facility	2		1	3
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	3			3
Securus Technologies			1	1
Compassionate Release	1		1	2
Constituent Services	1		1	2
Conditions	8		6	14
Constituent Services	3		4	7
Facility			2	2
IDOC Governor's Office of Constituent Services	4			4
Warden	1			1
COVID	2		4	6
Constituent Services			1	1
IDOC Resources	2		2	4
Office of Health Services			1	1
Employment	1			1
Training Academy	1			1
Grievances	1		1	2
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	1			1
Medical	44		32	76
ADA Coordinator	1			1
Constituent Services	4		14	18
Facility			2	2
IDOC Governor's Office of Constituent Services	5			5
Legal Services			1	1
Office of Health Services	31		15	46
Warden	3			3
Mental Health			1	1
Mental Health			1	1
Money Issues	1		3	4
Constituent Services			1	1
Facility	1		1	2
IDOC Resources			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Other/ General	13		45	58
Constituent Services	6		39	45
Facility	3		2	5
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources			1	1
Mental Health			2	2
Warden	1		1	2
Parole Concern			2	2
Constituent Services			2	2
Programs/ Services	12		9	21
Constituent Services	3		6	9
Facility	3		2	5
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	2		1	3
Legal Services	1			1
Reentry	1			1
Warden	1			1
Property	1		4	5
Constituent Services			3	3
Facility	1		1	2
Record Information	6		8	14
Constituent Services	2		4	6
Facility	1		1	2
IDOC Governor's Office of Constituent Services	1			1
Record Office	1		3	4
Warden	1			1
Safety Concerns	2		2	4
Constituent Services	1			1
PREA Coordinator			1	1
Warden	1	1		2
Sentence Credit	23	1	68	92
Constituent Services	6		23	29
County			1	1
Facility	1		10	11
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	15		33	48
Warden		1	1	2
Staff Conduct	4			4
Constituent Services	3			3
IDOC Governor's Office of Constituent Services	1			1
Technical Problems/ Website	2			2
Constituent Services	2			2
Transfers	13	1	52	66
Constituent Services	6		29	35
Facility	2		14	16
IDOC Governor's Office of Constituent Services	1			1
Transfer Coordinator	4		9	13
Warden		1		1
Victim Services	1		1	2
Constituent Services			1	1
Victim Services	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Visitation	21		15	36
Constituent Services	4		6	10
Facility	2		1	3
IDOC Resources	6		3	9
Visitation Coordinator	6		4	10
Warden	3		1	4
Wellness Check	2			2
Chief Inspector	1			1
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Crossroad ATC	14		12	26
Other/ General			2	2
Constituent Services			2	2
Parole Concern	1			1
Facility	1			1
Programs/ Services	1			1
IDOC Resources	1			1
Property	1			1
Facility	1			1
Record Information	1		1	2
Constituent Services			1	1
Facility	1			1
Sentence Credit	9		8	17
Constituent Services	2		2	4
Facility	4		4	8
IDOC Resources	3		2	5
Visitation	1		1	2
Constituent Services			1	1
Visitation Coordinator	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Danville Correctional Center	174	3	271	448
Classification	1		1	2
Constituent Services			1	1
Transfer Coordinator	1			1
Clemency			2	2
Constituent Services			2	2
Commissary	13		43	56
Constituent Services	8		37	45
Facility			4	4
Visitation Coordinator			1	1
Warden	5		1	6
Communication	2		5	7
ADA Coordinator			1	1
Constituent Services	1			1
Facility	1		2	3
Global Tel Link			1	1
IDOC Resources			1	1
Compassionate Release	1		2	3
Constituent Services	1		2	3
Conditions	6		4	10
Constituent Services	2			2
Facility			3	3
Food Program Manager	1			1
IDOC Governor's Office of Constituent Services	2			2
Office of Health Services	1			1
Warden			1	1
COVID	6		6	12
Constituent Services			4	4
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	1		1	2
Office of Health Services	3			3
Visitation Coordinator			1	1
Electronic Detention			1	1
Facility			1	1
Employment	1			1
IDOC Resources	1			1
Grievances	1	1		2
IDOC Governor's Office of Constituent Services	1	1		2
Medical	23	1	35	59
Constituent Services	1		22	23
Director's Office	1			1
IDOC Governor's Office of Constituent Services	4			4
Office of Health Services	16	1	13	30
Warden	1			1
Other/ General	13		41	54
Chief Inspector	1			1
Chief of Administration			1	1
Chief of Investigations	1			1
Constituent Services	7		37	44
Facility	2		2	4
IDOC Governor's Office of Constituent Services	1			1
Legal Services			1	1
Public Information Officer	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Parole Concern	5		2	7
Constituent Services	1			1
Facility	1		1	2
IDOC Governor's Office of Constituent Services	2			2
Parole	1		1	2
Programs/ Services	20		13	33
Constituent Services	12		5	17
Facility	3		6	9
IDOC Resources	1			1
Legal Services	1			1
Warden	3		2	5
Property			4	4
Constituent Services			4	4
Record Information	9		1	10
Constituent Services	3		1	4
Facility	2			2
IDOC Governor's Office of Constituent Services	1			1
Record Office	3			3
Safety Concerns	3		5	8
Constituent Services	1		3	4
Facility			1	1
Warden	2		1	3
Sentence Credit	24	1	33	58
Chief of Programs	1			1
Constituent Services	4		8	12
County			2	2
Facility	1		10	11
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	14		13	27
Office of Health Services	1			1
Warden	1	1		2
Staff Conduct	8		5	13
Chief inspector	1			1
Chief of Investigations	1			1
Constituent Services	3		3	6
Facility			1	1
IDOC Governor's Office of Constituent Services	3			3
Warden			1	1
Transfers	21		47	68
Constituent Services	9		26	34
Facility	4		17	21
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	1		1	2
Office of Health Services			1	1
Transfer Coordinator	4		3	7
Warden	1			1
Victim Services			1	1
Constituent Services			1	1
Visitation	16		19	35
Constituent Services	2		12	14
Facility	2			2
IDOC Resources	2		2	4
Visitation Coordinator	9		4	13
Warden	1		1	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Wellness Check	1		1	2
Constituent Services	1		1	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Decatur Correctional Center	66	2	109	177
Clemency			1	1
Constituent Services			1	1
Commissary	2		5	7
Constituent Services	1		1	2
IDOC Resources	1		3	4
Warden			1	1
Communication	2		11	13
Constituent Services	1		7	8
Warden	1		4	5
Compassionate Release	5			5
IDOC Resources	5			5
Conditions	2			2
Constituent Services	1			1
Facility	1			1
COVID	2			2
Constituent Services	1			1
IDOC Resources	1			1
Electronic Detention	10		8	18
Constituent Services	6		5	11
Facility	3		1	4
IDOC Resources			2	2
Transfer Coordinator	1			1
Employment	3			3
Central Screening	1			1
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1			1
Medical			3	3
Constituent Services			2	2
Warden			1	1
Money Issues	3			3
Constituent Services	2			2
Facility	1			1
Other/ General	6		23	29
Chief of Women's Division	1			1
Constituent Services	3		21	24
Facility			2	2
IDOC Governor's Office of Constituent Services	1			1
Warden	1			1
Parole Concern	2		1	3
Interstate Compact	1			1
Parole	1		1	2
Programs/ Services	6		3	9
Constituent Services	4		2	6
Facility	1		1	2
Women's Division	1			1
Property	1		3	4
Constituent Services	1		1	2
Facility			2	2
Record Information	5		2	7
Constituent Services	2		2	4
Record Office	3			3
Recreational Opportunities			1	1
Constituent Services			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Safety Concerns			1	1
Constituent Services			1	1
Sentence Credit	8	2	34	44
Constituent Services	2	1	6	9
Facility		1	9	10
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	3		19	22
Warden	1			1
Staff Conduct	1			1
Constituent Services	1			1
Transfers	1		7	8
Constituent Services			4	4
Facility			2	2
Transfer Coordinator	1			1
Warden			1	1
Visitation	6		6	12
Constituent Services	1		4	5
Facility	1			1
Visitation Coordinator	2		1	3
Warden	2		1	3
Wellness Check	1			1
Constituent Services	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Dixon Correctional Center	228	5	350	583
Adjustment Committee/Discipline	1		1	2
Constituent Services	1		1	2
Classification		1	5	6
Constituent Services		1	3	4
Facility			2	2
Clemency	2		2	4
Constituent Services	1		1	2
Prisoner Review Board	1		1	2
Commissary	5		8	13
Constituent Services	4		4	8
Facility			3	3
Warden	1		1	2
Communication	18		17	35
Constituent Services	14		12	26
Facility	1		1	2
IDOC Resources	1		1	2
Mental Health			1	1
Warden	2		2	4
Compassionate Release	1			1
IDOC Governor's Office of Constituent Services	1			1
Conditions	21		23	44
Constituent Services	14		20	34
Facility	1		3	4
IDOC Governor's Office of Constituent Services	5			5
IDOC Resources	1			1
COVID	2		1	3
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	2			2
Electronic Detention			1	1
Constituent Services			1	1
Employment	5		1	6
Constituent Services	1		1	2
Human Resources	2			2
IDOC Resources	2			2
Family Concerns	1		3	4
Facility	1		2	3
Warden			1	1
Grievances			4	4
Constituent Services			2	2
Facility			1	1
Visitation Coordinator			1	1
Medical	23		22	45
ADA Coordinator			1	1
Constituent Services	3		10	13
Facility	2		1	3
IDOC Governor's Office of Constituent Services	6			6
Mental Health	2			2
Office of Health Services	7		9	16
Warden	3		1	4
Mental Health	1		2	3
IDOC Governor's Office of Constituent Services	1			1
Mental Health			2	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Money Issues	1		2	3
Constituent Services			2	2
Facility	1			1
Other/ General	31	1	59	91
Chief of Investigations	1			1
Constituent Services	18		44	62
County			1	1
Director's Office	1			1
Facility	1		9	10
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	1			1
Investigations			1	1
Office of Health Services			2	2
Programs and Services			1	1
Public Information Officer	1			1
Warden	6	1	1	8
Parole Concern	3		5	8
Constituent Services	1		2	3
IDOC Governor's Office of Constituent Services	1			1
Parole			2	2
Prisoner Review Board	1			1
Victim Services			1	1
Procurement	1			1
Procurement	1			1
Programs/ Services	9		14	23
Chief Chaplain	1			1
Constituent Services	5		10	15
Facility	1		3	4
IDOC Resources	1			1
Legal Services			1	1
Reentry	1			1
Property	4		5	9
Chief Inspector	1			1
Constituent Services	2		3	5
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Record Information	8		5	13
Constituent Services	1		1	2
IDOC Governor's Office of Constituent Services	1			1
Office of Health Services	1			1
Record Office	2			2
Warden			1	1
Recreational Opportunities	1		7	8
Constituent Services	1		5	6
Facility			1	1
IDOC Resources			1	1
Safety Concerns	6		6	12
Constituent Services	3		3	6
IDOC Governor's Office of Constituent Services	1			1
PREA Coordinator			1	1
Warden	2		2	4

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Sentence Credit	14		40	54
Chief of Programs	1			1
Constituent Services	4		9	13
Facility	1		12	13
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	6		15	21
Office of Health Services			1	1
Warden			3	3
Staff Conduct	6		14	20
Constituent Services	1		8	9
Director's Office	1			1
IDOC Governor's Office of Constituent Services	2			2
PREA Coordinator	1			1
Warden	1		6	7
Technical Problems/ Website	1			1
IDOC Governor's Office of Constituent Services	1			1
Transfers	26	3	66	95
Constituent Services	14	2	43	59
Facility		1	14	15
IDOC Governor's Office of Constituent Services	4			4
IDOC Resources	1		1	2
Office of Health Services	1			1
Transfer Coordinator	6		8	14
Victim Services	2		3	5
Constituent Services	2		2	4
Victim Services			1	1
Visitation	33		30	63
ADA Coordinator	2			2
Constituent Services	13		17	30
Facility	2		3	5
IDOC Resources	2		2	4
Visitation Coordinator	7		6	13
Warden	7		2	9
Wellness Check	2		4	6
Constituent Services			2	2
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
Warden	1		1	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
East Moline Correctional Center	99	3	143	245
Clemency	1			1
IDOC Governor's Office of Constituent Services	1			1
Commissary	2		5	7
Constituent Services			2	2
Facility			1	1
IDOC Resources			2	2
Warden	2			2
Communication	5		1	6
Constituent Services	4		1	5
Facility	1			1
Compassionate Release	3			3
Prisoner Review Board	3			3
Conditions	11	1	3	15
Constituent Services	3		1	4
Facility	1		1	2
IDOC Governor's Office of Constituent Services	1	1		2
Warden	6		1	7
COVID	3			3
Constituent Services	1			1
Facility	2			2
Electronic Detention	2		1	3
Facility			1	1
IDOC Governor's Office of Constituent Services	2			2
Employment	2			2
Facility	1			1
Human Resources	1			1
Grievances			1	1
Constituent Services			1	1
Medical	6		8	14
Constituent Services	1		5	6
IDOC Governor's Office of Constituent Services	1			1
Office of Health Services	4		3	7
Other/ General	8		21	29
Constituent Services	6		17	23
Facility			3	3
Legal Services			1	1
Public Information Officer	1			1
Training Academy	1			1
Parole Concern	3		5	8
Constituent Services	2		4	6
Parole	1			1
Victim Services			1	1
Programs/ Services	7	1	8	16
Constituent Services	2		5	7
Facility	4		3	7
IDOC Resources	1			1
Warden		1		1
Record Information	3		2	5
Constituent Services			1	1
Facility	2		1	3
FOIA	1			1
Safety Concerns	1			1
IDOC Resources	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Sentence Credit	21	1	47	69
Constituent Services	4		16	20
Facility	5		14	19
Grievance process			1	1
IDOC Resources	12		16	28
Warden		1		1
Staff Conduct	5		1	6
Facility			1	1
PREA Coordinator	1			1
Warden	4			4
Transfers	8		37	45
Constituent Services	3		24	27
Facility	2		10	12
IDOC Governor's Office of Constituent Services	1			1
Transfer Coordinator	2		3	5
Victim Services			1	1
Constituent Services			1	1
Visitation	8		2	10
Constituent Services	2		1	3
IDOC Resources	2			2
Visitation Coordinator	3		1	4
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Fox Valley ATC	3		6	9
Other/ General	1			1
Facility	1			1
Record Information			1	1
Constituent Services			1	1
Safety Concerns	2			2
Chief of Investigations	2			2
Sentence Credit			4	4
Constituent Services			3	3
Facility			1	1
Transfers			1	1
Constituent Services			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Graham Correctional Center	222	7	313	542
Adjustment Committee/Discipline			5	5
Constituent Services			5	5
Classification	2		1	3
Constituent Services	1			1
IDOC Resources	1			1
Transfer Coordinator			1	1
Clemency	3			3
Constituent Services	2			2
IDOC Governor's Office of Constituent Services	1			1
Commissary	13		12	25
Constituent Services	7		4	11
Facility	4		5	9
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1		3	4
Communication	14		8	22
Constituent Services	10		4	14
Facility	2		1	3
IDOC Resources	2		1	3
Securus Technologies			2	2
Compassionate Release	1		3	4
Constituent Services	1		1	2
Facility			1	1
IDOC Resources			1	1
Conditions	8		3	11
Chief of Programs	1			1
Constituent Services	4		3	7
Facility	1			1
IDOC Governor's Office of Constituent Services	1			1
Warden	1			1
COVID	5		3	8
Constituent Services	3		2	5
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1			1
Warden			1	1
Electronic Detention	3			3
Facility	1			1
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1			1
Employment	2			2
Human Resources	1			1
Office of Health Services	1			1
Family Concerns	4		2	6
Constituent Services			2	2
Facility	4			4
FOIA			1	1
FOIA			1	1
Grievances	3		1	4
Chief Inspector	1			1
Constituent Services	1		1	2
IDOC Resources	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Medical	33	1	28	62
Constituent Services	6		16	22
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources			1	1
Mental Health	1			1
Office of Health Services	22	1	8	31
Prisoner Review Board			1	1
Warden	1		2	3
Mental Health	1			1
Constituent Services	1			1
Money Issues			1	1
Facility			1	1
Other/ General	10		55	65
Constituent Services	8		49	57
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			3	3
Warden	1		2	3
Parole Concern	14		15	29
Constituent Services	8		11	19
Facility	3		3	6
IDOC Governor's Office of Constituent Services	1			1
Prisoner Review Board	2		1	3
Procurement	1			1
Constituent Services	1			1
Programs/ Services	18	2	23	43
Constituent Services	10	2	16	28
Facility	2		8	10
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources	1		1	2
Legal Services	1			1
Warden	1			1
Property	1		4	5
Constituent Services	1		1	2
Facility			2	2
Warden			1	1
Record Information	9		8	17
Constituent Services	4		4	8
County	2		1	3
Legal Services			1	1
Record Office	2		2	4
SVP Unit	1			1
Safety Concerns	2		2	4
Constituent Services			1	1
Facility			1	1
Legal Services	1			1
Warden	1			1
Sentence Credit	34	2	75	111
Constituent Services	12	1	29	42
County			2	2
Facility	4		16	20
IDOC Resources	15		26	41
Record Office			1	1
Warden	3	1	1	5

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Staff Conduct	5		1	6
Constituent Services	3		1	4
IDOC Governor's Office of Constituent Services	1			1
Warden	1			1
Technical Problems/ Website	2			2
Constituent Services	1			1
Visitation Coordinator	1			1
Transfers	6	2	44	52
Constituent Services	5		30	35
Facility		1	10	11
IDOC Resources			1	1
Transfer Coordinator	1		3	4
Warden		1		1
Victim Services	4		1	5
Constituent Services	1		1	2
Facility	2			2
Victim Services	1			1
Visitation	24		16	40
Constituent Services	11		12	23
Facility	2			2
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	3		1	4
Visitation Coordinator	7		2	9
Warden			1	1
Wellness Check			1	1
Constituent Services			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Hill Correctional Center	176	5	291	472
Adjustment Committee/Discipline	2			2
IDOC Governor's Office of Constituent Services	1			1
Warden	1			1
Classification	1		3	4
Constituent Services	1		1	2
Facility			1	1
IDOC Resources			1	1
Commissary	12	1	29	42
Constituent Services	6		19	25
Facility	4		4	8
IDOC Governor's Office of Constituent Services		1		1
IDOC Resources			4	4
Warden	1		3	4
Communication	14		14	28
Constituent Services	6		7	13
Facility	2		6	8
IDOC Governor's Office of Constituent Services	3			3
Global Tel Link			1	1
IDOC Resources	2			2
Warden	1			1
Compassionate Release			1	1
Constituent Services			1	1
Conditions	9		9	18
Constituent Services	1		3	4
Facility	3		1	4
Food Program Manager			1	1
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Warden	4		3	7
COVID	6		4	10
Constituent Services	2		2	4
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1		2	3
Office of Health Services	1			1
Warden	1			1
Electronic Detention	1			1
Constituent Services	1			1
Family Concerns	2		1	3
Facility	1		1	2
IDOC Resources	1			1
Grievances		1	1	2
Constituent Services			1	1
Warden		1		1
Medical	14	1	29	44
Constituent Services	4		16	20
Facility			2	2
Food Program Manager			1	1
IDOC Governor's Office of Constituent Services	1			1
Mental Health	1		1	2
Office of Health Services	8		4	12
Prisoner Review Board			2	2
Warden		1	2	3

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Mental Health	3		1	4
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	1			1
Mental Health	2			2
Money Issues	2		1	3
Constituent Services	2		1	3
Other/ General	11		60	71
Constituent Services	7		43	50
Facility	1		12	13
IDOC Governor's Office of Constituent Services	1			1
Global Tel Link	1			1
Office of Health Services			2	2
Public Information Officer	1			1
Warden			3	3
Parole Concern	1		2	3
Constituent Services	1		2	3
Programs/ Services	16		7	23
Chief of Programs	1			1
Constituent Services	4		6	10
Facility	7			7
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources			1	1
Volunteer Coordinator	1			1
Warden	1			1
Property	4		11	15
Constituent Services	3		8	11
Facility	1		3	4
Record Information	6		4	10
Constituent Services	1		1	2
Facility	3		1	4
IDOC Resources			2	2
Record Office	2			2
Recreational Opportunities			1	1
Facility			1	1
Safety Concerns	4		3	7
Constituent Services			2	2
IDOC Governor's Office of Constituent Services	1			1
Warden	3		1	4
Sentence Credit	9	1	28	38
Chief of Programs			1	1
Constituent Services			7	7
Facility	2		5	7
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	5		15	20
Warden		1		1
Staff Conduct	7		5	12
Constituent Services	2		4	6
IDOC Governor's Office of Constituent Services	3			3
Mental Health	1			1
PREA Coordinator	1			1
Warden			1	1
Technical Problems/ Website			1	1
Constituent Services			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Transfers	16		46	62
Constituent Services	11		25	36
Facility	2		12	14
IDOC Resources	1		2	3
Transfer Coordinator	2		7	9
Victim Services			1	1
Constituent Services			1	1
Visitation	35	1	27	63
Chief Inspector	1		1	2
Constituent Services	19		12	31
Facility		1	4	5
Global Tel Link			1	1
IDOC Resources	4		2	6
Litigation Coordinator	1			1
Visitation Coordinator	7		6	13
Warden	3		1	4
Wellness Check	1		2	3
Constituent Services	1		1	2
Warden			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Illinois River Correctional Center	213	7	308	528
Adjustment Committee/Discipline			1	1
Constituent Services			1	1
Clemency	2		3	5
Constituent Services			2	2
Facility			1	1
Legal Services	1			1
Prisoner Review Board	1			1
Commissary	2		5	7
Constituent Services	1		3	4
Facility			2	2
IDOC Resources	1			1
Communication	9		3	12
Constituent Services	5		2	7
Facility	1		1	2
Global Tel Link	1			1
Securus Technologies	1			1
Warden	1			1
Conditions	2		3	5
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	1			1
Warden	1		2	3
COVID	7		2	9
Constituent Services	3		2	5
IDOC Resources	2			2
Office of Health Services	2			2
Electronic Detention	2	1	7	10
Constituent Services	2		5	7
Facility			2	2
Prisoner Review Board		1		1
Employment	1			1
Central Screening	1			1
Grievances	4	1	2	7
Constituent Services	1		1	2
IDOC Governor's Office of Constituent Services	3	1		4
Transfer Coordinator			1	1
Medical	13		19	32
Constituent Services	2		8	10
County	1			1
IDOC Governor's Office of Constituent Services	4			4
Office of Health Services	5		11	16
Warden	1			1
Mental Health			1	1
Mental Health			1	1
Money Issues	2		3	5
Constituent Services			2	2
Facility	1		1	2
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Other/ General	24	1	58	83
Business Office	1			1
Constituent Services	9		44	53
Facility	4		12	16
IDOC Governor's Office of Constituent Services	4			4
PREA Coordinator			1	1
Prisoner Review Board		1		1
Warden	6		1	7
Parole Concern	4		5	9
Constituent Services			2	2
Facility	3		2	5
Interstate Compact	1			1
Prisoner Review Board			1	1
Programs/ Services	19		14	33
Chief of Programs	2			2
Constituent Services	10		10	20
Facility	1		3	4
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Warden	5			5
Property	1		4	5
Constituent Services	1		2	3
Facility			1	1
IDOC Resources			1	1
Record Information	5		7	12
Constituent Services			5	5
Facility	2		1	3
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Record Office	2			2
Safety Concerns	7		7	14
Constituent Services	2		3	5
Warden	5		4	9
Sentence Credit	39	4	71	114
Constituent Services	8	3	27	38
Facility	2		15	17
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources	23		29	52
Parole	1			1
Prisoner Review Board	1			1
Warden	1	1		2
Staff Conduct	4		3	7
Constituent Services			3	3
IDOC Governor's Office of Constituent Services	2			2
Warden	2			2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Transfers	27		68	95
Chief of Programs	1			1
Constituent Services	15		37	52
Facility			16	16
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources			2	2
PREA Coordinator			1	1
Prisoner Review Board			1	1
Transfer Coordinator	8		9	17
Visitation Coordinator			1	1
Warden	1		1	2
Victim Services			4	4
Constituent Services			3	3
Facility			1	1
Visitation	39		17	56
Constituent Services	19		11	30
Facility	2		1	3
FOIA	1			1
IDOC Resources	1		2	3
Visitation Coordinator	14		2	16
Warden	2		1	3

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Jacksonville Correctional Center	258	1	591	850
Clemency	2		2	4
Constituent Services	1		1	2
Prisoner Review Board			1	1
Warden	1			1
Commissary	14		33	47
Constituent Services	6		24	30
Facility			7	7
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Warden	7		1	8
Communication	7		4	11
Constituent Services	3		1	4
Facility			2	2
IDOC Resources	1		1	2
Securus Technologies	1			1
Warden	2			2
Compassionate Release	1			1
Prisoner Review Board	1			1
Conditions	4		4	8
Constituent Services	2		3	5
IDOC Governor's Office of Constituent Services	1			1
Jail and Detention Standards			1	1
Warden	1			1
COVID	7		4	11
Constituent Services	3		4	7
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	1			1
Warden	1			1
Electronic Detention	7		8	15
Constituent Services	4		5	9
Facility			3	3
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	1			1
Employment	1			1
IDOC Resources	1			1
Family Concerns	2		4	6
Constituent Services	1		4	5
Facility	1			1
Grievances			4	4
Constituent Services			2	2
Facility			1	1
Warden			1	1
Medical	16		21	37
Constituent Services	2		13	15
Office of Health Services	10		7	17
Record Office	1			1
Warden	3		1	4
Mental Health	1			1
Mental Health	1			1
Money Issues	1		1	2
Constituent Services			1	1
IDOC Resources	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Other/ General	13		78	91
Constituent Services	9		68	77
Facility	2		4	6
IDOC Resources			2	2
Office of Health Services			1	1
Sentence Credit	1			1
Transfer Coordinator			1	1
Warden	1		2	3
Parole Concern	3		5	8
Constituent Services	1		2	3
Facility			2	2
Parole			1	1
Warden	2			2
Programs/ Services	23		26	49
Board of Education			1	1
Chief of Programs	1			1
Constituent Services	14		21	35
Facility	4		4	8
Sex Offender Services Unit	2			2
Warden	2			2
Property			1	1
Warden			1	1
Record Information	9		3	12
Constituent Services	3		3	6
Facility	1			1
IDOC Resources	1			1
Record Office	3			3
Warden	1			1
Safety Concerns	1		1	2
Constituent Services	1			1
Warden			1	1
Sentence Credit	80		280	360
Chief of Programs	4		1	5
Chief Of Staff			3	3
Constituent Services	16		88	104
County			2	2
Facility	2		81	83
IDOC Resources	55		97	152
Office of Health Services			2	2
Programs and Services			1	1
Warden	3		5	8
Staff Conduct	4			4
IDOC Governor's Office of Constituent Services	1			1
Warden	3			3
Transfers	31		76	107
Constituent Services	18		45	63
Facility	5		24	29
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			2	2
Reentry	1			1
Transfer Coordinator	2		4	6
Warden	4		1	5
Victim Services	1	1	2	4
Constituent Services	1	1	1	3
Victim Services			1	1
Visitation	30		32	62
Constituent Services	9		12	21
Facility	2		4	6

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
IDOC Governor's Office of Constituent Services	1			1
Global Tel Link			2	2
IDOC Resources	2		2	4
Visitation Coordinator	11		8	19
Warden	5		4	9
Wellness Check			2	2
Constituent Services			1	1
Warden			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Joliet Treatment Center	39		42	81
Adjustment Committee/Discipline	1		1	2
IDOC Governor's Office of Constituent Services	1			1
Warden			1	1
Classification	1			1
Warden	1			1
Clemency	2			2
IDOC Governor's Office of Constituent Services	1			1
Prisoner Review Board	1			1
Commissary			1	1
IDOC Resources			1	1
Communication			1	1
Warden			1	1
Conditions	1		5	6
Constituent Services	1		2	3
Facility			2	2
Warden			1	1
COVID			1	1
Constituent Services			1	1
Electronic Detention	1			1
Constituent Services	1			1
Medical	3		5	8
Mental Health			1	1
Office of Health Services	3		3	6
Warden			1	1
Mental Health	1			1
IDOC Governor's Office of Constituent Services	1			1
Other/ General	4		10	14
Constituent Services	1		7	8
Facility	2		2	4
IDOC Governor's Office of Constituent Services	1			1
Reentry			1	1
Parole Concern			1	1
Facility			1	1
Programs/ Services	1		1	2
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	1			1
Property	1			1
IDOC Governor's Office of Constituent Services	1			1
Record Information	1			1
Facility	1			1
Safety Concerns			1	1
Constituent Services			1	1
Sentence Credit	1		5	6
Constituent Services			2	2
Facility			1	1
IDOC Resources	1		2	3
Staff Conduct	10		4	14
Chief of Investigations	1			1
Constituent Services	2		1	3
Facility			1	1
IDOC Governor's Office of Constituent Services	4			4
Warden	3		2	5
Transfers			3	3
Constituent Services			3	3
Visitation	8		3	11
Constituent Services	6		1	7
Facility			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Visitation Coordinator	2		1	3
Wellness Check	3			3
IDOC Governor's Office of Constituent Services	1			1
Warden	2			2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Kewanee Life Skills Re-Entry Center	32		33	65
Clemency			2	2
Constituent Services			1	1
Prisoner Review Board			1	1
Electronic Detention	1		1	2
Constituent Services			1	1
Facility	1			1
Other/ General	6		5	11
Chief of Investigations	1			1
Constituent Services	2		5	7
Facility	1			1
Investigations	1			1
Warden	1			1
Parole Concern	2		2	4
Constituent Services	1			1
Facility			1	1
Prisoner Review Board			1	1
Reentry	1			1
Programs/ Services	3		2	5
Constituent Services			2	2
Facility	1			1
Reentry	1			1
Warden	1			1
Record Information	5			5
Chief Inspector	1			1
Constituent Services	2			2
IDOC Resources	1			1
Record Office	1			1
Safety Concerns			1	1
Chief of Investigations			1	1
Sentence Credit	2		5	7
Facility	1		2	3
IDOC Resources	1		3	4
Staff Conduct	1			1
Warden	1			1
Transfers	8		5	13
Constituent Services	5		2	7
Facility	1		3	4
Reentry	1			1
Warden	1			1
Victim Services	1			1
Victim Services	1			1
Visitation	3		10	13
Constituent Services	1		7	8
Facility			2	2
Warden	2		1	3

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Lawrence Correctional Center	91	1	152	244
Adjustment Committee/Discipline	4			4
Constituent Services	1			1
Facility	2			2
Mental Health	1			1
Clemency	2			2
IDOC Governor's Office of Constituent Services	1			1
Prisoner Review Board	1			1
Commissary	3		3	6
Constituent Services	2		2	4
Facility	1			1
IDOC Resources			1	1
Communication	6		8	14
Constituent Services	2		8	10
IDOC Governor's Office of Constituent Services	1			1
Warden	3			3
Conditions	9		13	22
Constituent Services	6		9	15
Director's Office	1			1
Facility	1		2	3
Warden	1		2	3
COVID	3		3	6
Constituent Services	1		3	4
Warden	2			2
Family Concerns			1	1
Constituent Services			1	1
Grievances			1	1
Constituent Services			1	1
Medical	3		12	15
Chief Inspector			1	1
Constituent Services			6	6
IDOC Governor's Office of Constituent Services	1			1
Office of Health Services	2		5	7
Other/ General	8		42	50
Chief of Investigations	1			1
Constituent Services	4		34	38
Director's Office	1			1
Facility	1		4	5
Public Information Officer	1			1
Transfer Coordinator			1	1
Warden			3	3
Parole Concern	1		2	3
Constituent Services	1		1	2
Facility			1	1
Programs/ Services	11		4	15
Constituent Services	6		2	8
Facility	1		1	2
IDOC Governor's Office of Constituent Services	1			1
Warden	3		1	4
Property	5		6	11
Constituent Services	3		3	6
Facility	1		3	4
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Record Information	3			3
Constituent Services	1			1
IDOC Resources	1			1
Record Office	1			1
Safety Concerns	3		5	8
Constituent Services	1		4	5
Warden	2		1	3
Sentence Credit			3	3
Constituent Services			1	1
Facility			1	1
IDOC Resources			1	1
Staff Conduct	5	1	5	11
Chief of Investigations	1			1
Constituent Services			1	1
Facility			1	1
IDOC Governor's Office of Constituent Services	1	1		2
Warden	3		1	4
Transfers	11		24	35
Constituent Services	7		14	21
Facility	1		5	6
IDOC Resources			1	1
Transfer Coordinator	1		4	5
Warden	2			2
Victim Services	1		3	4
Constituent Services	1		1	2
Victim Services			2	2
Visitation	13		15	28
Constituent Services	4		9	13
Facility	2		1	3
IDOC Resources	1		2	3
Visitation Coordinator	6		1	7
Warden			2	2
Wellness Check			2	2
Warden			2	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Lincoln Correctional Center	145	1	369	515
Clemency			2	2
County			1	1
Prisoner Review Board			1	1
Commissary	1		1	2
Constituent Services	1		1	2
Communication	8		3	11
Constituent Services	2		2	4
Facility			1	1
IDOC Resources	3			3
Securus Technologies	1			1
Warden	2			2
Conditions			1	1
Constituent Services			1	1
COVID	3			3
Constituent Services	2			2
Office of Health Services	1			1
Electronic Detention	4		1	5
Constituent Services	1			1
Facility	2			2
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Employment	1			1
Human Resources	1			1
Family Concerns	1		2	3
Constituent Services	1		1	2
Reentry			1	1
Grievances	1			1
Warden	1			1
Medical	6		12	18
Constituent Services	2		2	4
Facility			1	1
Office of Health Services	4		9	13
Money Issues	3		2	5
Constituent Services	2		2	4
Facility	1			1
Other/ General	7		54	61
Constituent Services	5		51	56
Director's Office			1	1
Facility	1		1	2
IDOC Resources	1		1	2
Parole Concern	9		21	30
Chief Inspector	1			1
Constituent Services	1		8	9
Facility			9	9
IDOC Governor's Office of Constituent Services	1			1
Interstate Compact			1	1
Parole	4			4
Reentry	1			1
Sex Offender Services Unit			2	2
Warden	1		1	2
Programs/ Services	16		13	29
Constituent Services	8		7	15
Facility	7		6	13
Sex Offender Services Unit	1			1
Property			3	3
Constituent Services			2	2
Facility			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Record Information	5		14	19
Constituent Services	2		8	10
County			3	3
Facility	1		1	2
IDOC Resources	1			1
Record Office	1		2	3
Sentence Credit	66		204	270
Chief of Programs			1	1
Constituent Services	11		54	65
County	1		2	3
Facility	2		50	52
IDOC Governor's Office of Constituent Services	8			8
IDOC Resources	39		94	133
Warden	5		3	8
Staff Conduct	3		1	4
Chief of Investigations	1			1
Constituent Services	1			1
Warden	1		1	2
Transfers	1		16	17
Constituent Services	1		10	11
Facility			5	5
Parole			1	1
Victim Services			1	1
Constituent Services			1	1
Visitation	10	1	16	27
Constituent Services	5	1	9	15
Facility	2			2
IDOC Resources	1		1	2
Visitation Coordinator	2		1	3
Warden			5	5
Wellness Check			2	2
IDOC Resources			1	1
Warden			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Logan Correctional Center	114		144	258
Clemency	2			2
Constituent Services	1			1
Prisoner Review Board	1			1
Commissary	3		8	11
Constituent Services	2		6	8
Facility			1	1
IDOC Resources			1	1
Warden	1			1
Communication	6		3	9
Constituent Services	2		2	4
IDOC Resources	3		1	4
Warden	1			1
Compassionate Release	1			1
Constituent Services	1			1
Conditions	15		6	21
Constituent Services	9		4	13
Facility	1			1
IDOC Governor's Office of Constituent Services	2			2
Mental Health			1	1
Warden	3		1	4
COVID	2			2
Constituent Services	2			2
Electronic Detention	3		3	6
Constituent Services	3		2	5
Reentry			1	1
Employment	2			2
IDOC Resources	2			2
Family Concerns	1		1	2
Constituent Services			1	1
Facility	1			1
Grievances			1	1
Constituent Services			1	1
Medical	10		13	23
Constituent Services	1		7	8
Facility			1	1
IDOC Governor's Office of Constituent Services	2			2
Office of Health Services	7		5	12
Money Issues	1			1
IDOC Resources	1			1
Other/ General	12		34	46
Constituent Services	6		29	35
Facility	2		1	3
Public Information Officer	1			1
Record Office	1			1
Warden	2		3	5
Women's Division			1	1
Parole Concern	4		7	11
Constituent Services	1		2	3
Facility	2		4	6
Record Office			1	1
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Programs/ Services	5		2	7
Constituent Services	2		1	3
Facility	1		1	2
IDOC Governor's Office of Constituent Services	1			1
Record Office	1			1
Record Information	12			12
Constituent Services	5			5
Facility	2			2
IDOC Resources	1			1
Record Office	4			4
Recreational Opportunities	1			1
IDOC Resources	1			1
Safety Concerns	4		6	10
Chief of Investigations	1			1
Constituent Services			2	2
Facility			1	1
Warden	3		3	6
Sentence Credit	5		31	36
Constituent Services			8	8
County			1	1
Facility	1		12	13
IDOC Resources	4		10	14
Staff Conduct	3		1	4
Constituent Services	1		1	2
Warden	2			2
Technical Problems/ Website	1			1
Constituent Services	1			1
Transfers			1	1
Facility			1	1
Victim Services	3		3	6
Constituent Services	1		3	4
Victim Services	2			2
Visitation	17		24	41
Constituent Services	5		11	16
Facility			7	7
IDOC Governor's Office of Constituent Services	1			1
Legal Services			1	1
Visitation Coordinator	6		4	10
Warden	5		1	6
Wellness Check	1			1
Constituent Services	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Menard Correctional Center	411	4	426	841
Adjustment Committee/Discipline	9		3	12
Constituent Services	4		1	5
Facility	1		1	2
IDOC Governor's Office of Constituent Services	2			2
Warden	2		1	3
Classification	7		7	14
Constituent Services	6		4	10
County			2	2
Facility	1		1	2
Clemency	1		1	2
Constituent Services			1	1
Record Office	1			1
Commissary	7		22	29
Constituent Services	4		18	22
Facility			1	1
IDOC Resources	1		3	4
Legal Services	1			1
Warden	1			1
Communication	83		13	96
Chief Inspector	1			1
Chief Of Staff			1	1
Constituent Services	56		6	62
Facility	10		4	14
IDOC Governor's Office of Constituent Services	1			1
Global Tel Link			1	1
IDOC Resources	3			3
Office of Health Services	1			1
Visitation Coordinator			1	1
Warden	11			11
Compassionate Release	2		2	4
Constituent Services	1		1	2
Prisoner Review Board	1		1	2
Conditions	22		16	38
Constituent Services	13		9	22
Facility			1	1
Food Program Manager			1	1
IDOC Governor's Office of Constituent Services	6			6
PREA Coordinator			1	1
Warden	3		4	7
COVID	5		6	11
Constituent Services	3		3	6
IDOC Governor's Office of Constituent Services	2			2
Office of Health Services			2	2
Prisoner Review Board			1	1
Family Concerns			9	9
Chief of Investigations			1	1
Constituent Services			7	7
Facility			1	1
Grievances	13	2	11	26
Constituent Services	5		5	10
Facility	1		1	2
IDOC Governor's Office of Constituent Services		1		1
Warden	1	1		2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Medical	39	1	80	120
ADA Coordinator			3	3
Constituent Services	6		28	34
Director's Office	2			2
Facility			3	3
IDOC Governor's Office of Constituent Services	2			2
Mental Health	1		2	3
Office of Health Services	24		36	60
PREA Coordinator			2	2
Warden	4	1	6	11
Mental Health	1		1	2
Constituent Services	1			1
Facility			1	1
Money Issues	3	1	5	9
Constituent Services	2	1	5	8
Facility	1			1
Other/ General	28		69	97
ADA Coordinator			2	2
Chief Inspector	3			3
Chief of Investigations	1			1
Chief of Programs	1			1
Constituent Services	5		60	65
Facility	4		6	10
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources	3			3
Law Enforcement	1			1
Office of Health Services	1			1
Public Information Officer	1			1
Record Office	1			1
Victim Services	1			1
Warden	3		1	4
Parole Concern	4		5	9
Constituent Services	2		2	4
IDOC Governor's Office of Constituent Services	1			1
Interstate Compact			2	2
Parole	1		1	2
PREA			1	1
Constituent Services			1	1
Programs/ Services	8		3	11
Constituent Services	7		1	8
Facility			2	2
IDOC Governor's Office of Constituent Services	1			1
Property	6		2	8
Constituent Services			2	2
Facility	2			2
IDOC Resources	1			1
Warden	3			3
Record Information	21		4	25
Constituent Services	4		2	6
IDOC Resources	1		1	2
Prisoner Review Board	1			1
Record Office	12		1	13
Staff Development and Training	1			1
Transfer Coordinator	1			1
Warden	1			1
Recreational Opportunities	1		1	2
Constituent Services	1			1
Facility			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Safety Concerns	7		13	20
Chief Inspector	1			1
Constituent Services	2		9	11
Facility			1	1
Warden	4		3	7
Sentence Credit	11		14	25
Constituent Services	1		2	3
Facility			6	6
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	9		6	15
Staff Conduct	13		18	31
Chief Inspector	1		1	2
Constituent Services	6		9	15
Facility			1	1
IDOC Governor's Office of Constituent Services	3			3
PREA Coordinator			1	1
Warden	3		6	9
Technical Problems/ Website			1	1
Constituent Services			1	1
Transfers	29		76	105
Chief Inspector			1	1
Constituent Services	19		37	56
Facility	1		25	26
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	2		3	5
Office of Health Services	1		1	2
Prisoner Review Board			1	1
Transfer Coordinator	4		8	12
Warden	1			1
Victim Services	1		6	7
Constituent Services			3	3
Victim Services	1		3	4
Visitation	93		33	126
Chief Inspector	1		1	2
Constituent Services	39		15	54
Director's Office	3		1	4
Facility	3		1	4
IDOC Governor's Office of Constituent Services	1			1
Global Tel Link	2			2
IDOC Resources	10		4	14
Visitation Coordinator	20		5	25
Warden	14		6	20
Wellness Check	2		9	11
Constituent Services	1		6	7
Mental Health	1			1
Warden			3	3

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Murphysboro Re-Entry	7	1	8	16
Adjustment Committee/Discipline			1	1
Constituent Services			1	1
Classification			1	1
Constituent Services			1	1
Commissary	4		1	5
Constituent Services	3			3
Record Office	1			1
Warden			1	1
Communication			1	1
Warden			1	1
Mental Health	1			1
Mental Health	1			1
Other/ General		1		1
Warden		1		1
Sentence Credit	1		2	3
Constituent Services			1	1
Facility			1	1
IDOC Resources	1			1
Transfers			2	2
Constituent Services			1	1
Facility			1	1
Visitation	1			1
Visitation Coordinator	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
No Facility	1465	5	713	2183
Adjustment Committee/Discipline	1			1
IDOC Governor's Office of Constituent Services	1			1
Classification	2			2
Constituent Services	2			2
Clemency	8		1	9
Constituent Services	2		1	3
IDOC Governor's Office of Constituent Services	4			4
Prisoner Review Board	2			2
Commissary	20		19	39
Constituent Services	19		15	34
Facility	1		2	3
IDOC Resources			2	2
Communication	43		20	63
Chief Inspector	1			1
Chief of Programs	1			1
Chief Of Staff			1	1
Constituent Services	19		16	35
County	1			1
Facility	3		1	4
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	13		1	14
Legal Services			1	1
Publication Review	1			1
Securus Technologies	3			3
Compassionate Release	1			1
Prisoner Review Board	1			1
Conditions	35	2	5	42
Chief Inspector	1			1
Constituent Services	21		5	26
IDOC Governor's Office of Constituent Services	5	2		7
Jail and Detention Standards	6			6
Public Information Officer	1			1
Warden	1			1
COVID	9	1	6	16
Constituent Services	3		5	8
County	1			1
Human Resources	1			1
IDOC Resources	3			3
IDPH	1			1
Jail and Detention Standards		1		1
Office of Health Services			1	1
Electronic Detention	5			5
Constituent Services	3			3
IDOC Resources	1			1
Office of Health Services	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Employment	180		6	186
ADA Coordinator	1			1
Central Screening	31		1	32
Constituent Services	39		1	40
Facility	2			2
IDOC Governor's Office of Constituent Services	1			1
Human Resources	43		3	46
IDOC Resources	53		1	54
Illinois State Police	1			1
Office of Health Services	2			2
Programs and Services	1			1
Public Information Officer	2			2
Record Office	2			2
SERS	1			1
Training Academy	1			1
Family Concerns	6		10	16
Constituent Services	4		8	12
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1		1	2
Victim Services			1	1
FOIA	2			2
FOIA	2			2
Grievances			4	4
Constituent Services			3	3
Grievances			1	1
Medical	21	1	27	49
Chief of Programs	1			1
Constituent Services	6		20	26
County			1	1
IDOC Governor's Office of Constituent Services	3			3
IDHS			1	1
Jail and Detention Standards	2	1	3	6
Office of Health Services	9		2	11
Mental Health	1			1
IDOC Governor's Office of Constituent Services	1			1
Money Issues	7		2	9
Business Office	1			1
Chief of Administration	2			2
Constituent Services	2		2	4
IDOC Governor's Office of Constituent Services	1			1
Interstate Compact	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Other/ General	325		311	636
Chief Chaplain	1			1
Chief Inspector	3		1	4
Chief of Administration	1			1
Chief of IGA	1			1
Chief of Investigations	3			3
Chief of Legal Services	2			2
Chief of Operations	1		1	2
Chief of Programs			1	1
Constituent Services	185		286	471
County	5		3	8
Director's Office	1		1	2
Facility	16		6	22
FOIA	1			1
IDOC Governor's Office of Constituent Services	15			15
Global Tel Link	1			1
Human Resources	2		2	4
IDOC Resources	17		1	18
Illinois Correctional Industries	2			2
Illinois State Police	6		1	7
Jail and Detention Standards	7			7
Law Enforcement	4			4
Legal Services	6		3	9
Mental Health	6			6
Parole	2		2	4
Planning and Research	8			8
PREA Coordinator	1			1
Prisoner Review Board	1			1
Procurement	1			1
Programs and Services	1			1
Public Information Officer	9		1	10
Record Office	3			3
Reentry	5		2	7
SERS	1			1
Staff Wellness Response Team	1			1
Training Academy	2			2
Transfer Coordinator	3			3
Women's Division	1			1
Parole Concern	52		29	81
Constituent Services	24		20	44
County			1	1
Director's Office	2			2
Facility	3		1	4
IDOC Governor's Office of Constituent Services	2			2
Interstate Compact	3		2	5
Legal Services	1			1
Parole	10		4	14
Prisoner Review Board			1	1
Record Office	1			1
Reentry	5			5
Victim Services	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Procurement	17			17
Chief of Administration	1			1
Constituent Services	10			10
Facility	1			1
IDOC Resources	1			1
Office of Health Services	1			1
Procurement	3			3
Programs/ Services	106		25	131
Chief Chaplain	5			5
Chief of Administration	1			1
Chief of Programs	12		1	13
Constituent Services	34		18	52
County	1			1
Director's Office			1	1
Facility	5			5
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	6		1	7
Mental Health	1			1
OEAVS	2			2
Planning and Research	2			2
Programs and Services	4		2	6
Public Information Officer	2			2
Reentry	22		2	24
Staff Wellness Response Team	2			2
Transfer Coordinator	3			3
Volunteer Coordinator	2			2
Property	5		1	6
Constituent Services	3		1	4
Facility	2			2
Record Information	436		44	480
Academy	1			1
Board of Education	7			7
Constituent Services	75		34	109
County	2		3	5
Facility	3		1	4
FOIA	1			1
IDOC Governor's Office of Constituent Services	2			2
Human Resources	3			3
IDOC Resources	25		3	28
Illinois State Police	4			4
Law Enforcement	1			1
Legal Services	1			1
Litigation Coordinator	1			1
Parole	1			1
Planning and Research	9			9
PREA Coordinator	1			1
Public Information Officer	4			4
Record Office	295		3	298
Recreational Opportunities			2	2
Constituent Services			2	2
Safety Concerns	2		9	11
Chief Inspector	1			1
Constituent Services	1		8	9
Facility			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Sentence Credit	45		61	106
Constituent Services	10		40	50
County	3		1	4
Facility	5		4	9
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	24		14	38
Legal Services	1			1
Transfer Coordinator			1	1
Warden			1	1
Staff Conduct	7		2	9
Chief Inspector			1	1
Chief of Investigations	1			1
Constituent Services	3		1	4
IDOC Governor's Office of Constituent Services	3			3
Technical Problems/ Website	18		2	20
Constituent Services	9		1	10
DOIT	2			2
IDOC Resources	2		1	3
Illinois State Police	2			2
Public Information Officer	2			2
Warden	1			1
Transfers	29		43	72
Constituent Services	16		27	43
County	5		5	10
Facility			2	2
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources			4	4
Interstate Compact	1			1
Jail and Detention Standards	1			1
Prisoner Review Board			2	2
Transfer Coordinator	4		3	7
Victim Services	6		23	29
Constituent Services	1		10	11
IDOC Resources			2	2
Law Enforcement			1	1
Victim Services	5		10	15
Visitation	76	1	59	136
Constituent Services	27		41	68
County	1			1
Director's Office	1			1
Facility	9		2	11
IDOC Governor's Office of Constituent Services	2			2
Global Tel Link	1			1
Illinois Department of Juvenile Justice			1	1
IDOC Resources	10		9	19
Legal Services		1		1
Visitation Coordinator	25		5	30
Warden			1	1
Wellness Check			2	2
Constituent Services			2	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
North Lawndale ATC	21		30	51
Electronic Detention	1		1	2
Facility	1		1	2
Other/ General	3		2	5
Constituent Services	2		1	3
Facility			1	1
IDOC Resources	1			1
Parole Concern	1			1
Warden	1			1
Programs/ Services	1		2	3
Constituent Services	1		1	2
Facility			1	1
Record Information	2		3	5
Constituent Services	1		2	3
Facility			1	1
Record Office	1			1
Recreational Opportunities	1			1
Facility	1			1
Sentence Credit	11		20	31
Constituent Services	1		11	12
Facility	4		5	9
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	4		4	8
Warden	1			1
Staff Conduct	1		1	2
Constituent Services			1	1
Facility	1			1
Transfers			1	1
Constituent Services			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Parole	268		109	377
Clemency	2			2
Constituent Services	1			1
Prisoner Review Board	1			1
Communication			1	1
Constituent Services			1	1
Conditions			1	1
Prisoner Review Board			1	1
Electronic Detention			3	3
Constituent Services			1	1
Parole			2	2
Money Issues	1			1
Constituent Services	1			1
Other/ General	9		10	19
Constituent Services	5		7	12
Facility			1	1
Parole	3		2	5
Prisoner Review Board	1			1
Parole Concern	227		64	291
AMS	1		2	3
Chief of Parole	4		1	5
Constituent Services	66		35	101
Facility	7		4	11
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	1		1	2
Interstate Compact	4		1	5
Jail and Detention Standards	1			1
Law Enforcement	2		1	3
Parole	132		17	149
Prisoner Review Board	1		2	3
Record Office	4			4
Victim Services	2			2
Programs/ Services	2			2
Constituent Services	1			1
Reentry	1			1
Record Information	19		5	24
Constituent Services	4		4	8
Human Resources	1			1
IDOC Resources	2			2
Legal Services			1	1
Parole	4			4
Record Office	8			8
Sentence Credit	1		2	3
Constituent Services			1	1
Facility			1	1
IDOC Resources	1			1
Staff Conduct	1			1
Parole	1			1
Transfers	1		1	2
Constituent Services	1			1
Interstate Compact			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Victim Services	4		22	26
Constituent Services	1		16	17
Facility			1	1
Parole	2		1	3
Victim Services	1		4	5
Visitation	1			1
IDOC Resources	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Peoria ATC	22		21	43
Commissary			1	1
Constituent Services			1	1
Conditions	1		2	3
Constituent Services			2	2
IDOC Governor's Office of Constituent Services	1			1
Electronic Detention	2			2
Constituent Services	1			1
Facility	1			1
Family Concerns	1		1	2
Constituent Services			1	1
Warden	1			1
Other/ General	2		3	5
Constituent Services	2		3	5
Parole Concern	2		1	3
Constituent Services	1		1	2
Interstate Compact	1			1
Record Information	1			1
Constituent Services	1			1
Recreational Opportunities	1			1
Constituent Services	1			1
Sentence Credit	10		7	17
Constituent Services	1		2	3
Facility	4		3	7
IDOC Resources	4		2	6
Warden	1			1
Staff Conduct	1			1
IDOC Governor's Office of Constituent Services	1			1
Victim Services			6	6
Constituent Services			6	6
Visitation	1			1
IDOC Resources	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Pinckneyville Correctional Center	166	4	295	465
Adjustment Committee/Discipline	1		3	4
Constituent Services	1		1	2
Facility			1	1
Warden			1	1
Classification	2		1	3
Constituent Services	1			1
Facility	1		1	2
Clemency	1		2	3
IDOC Governor's Office of Constituent Services	1			1
Prisoner Review Board			2	2
Commissary	6	1	9	16
Constituent Services	4	1	4	9
Facility	1		2	3
IDOC Resources			2	2
Warden	1		1	2
Communication	6		7	13
Chief of Operations	1			1
Constituent Services	3		5	8
Facility	1		1	2
IDOC Resources	1		1	2
Compassionate Release			3	3
Constituent Services			1	1
Prisoner Review Board			2	2
Conditions	2		7	9
Constituent Services	2		6	8
Warden			1	1
COVID	4		1	5
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	2			2
Electronic Detention			1	1
Facility			1	1
Employment	1			1
IDOC Resources	1			1
Family Concerns	4		1	5
Constituent Services	1		1	2
IDOC Resources	3			3
Grievances	1		7	8
Constituent Services			3	3
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
Office of Health Services			1	1
Warden			2	2
Medical	33	1	41	75
ADA Coordinator	1		1	2
Constituent Services	1		17	18
Facility			2	2
IDOC Governor's Office of Constituent Services	4			4
IDOC Resources	1			1
Intergovernmental Affairs	1			1
Mental Health	1			1
Office of Health Services	20		20	40
Transfer Coordinator	1			1
Warden	3	1	1	5
Mental Health	1		1	2
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Money Issues	3		6	9
Constituent Services	2		3	5
Facility	1		2	3
IDOC Resources			1	1
Other/ General	15	1	52	68
Chief of Operations	1			1
Constituent Services	3		48	51
County			1	1
Facility	2	1		3
IDOC Governor's Office of Constituent Services	2			2
Global Tel Link	1			1
IDOC Resources	3			3
Investigations	1		1	2
Warden	2		2	4
Parole Concern	2		2	4
Constituent Services	1		2	3
Parole	1			1
Programs/ Services	7		9	16
Constituent Services	2		2	4
Facility	1		7	8
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	3			3
Property	2			2
Facility	1			1
IDOC Governor's Office of Constituent Services	1			1
Record Information	9		2	11
Constituent Services	1		1	2
Facility	1			1
FOIA	3			3
Prisoner Review Board	1			1
Record Office	3			3
Warden			1	1
Safety Concerns	8		6	14
Constituent Services	1		4	5
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Warden	6		1	7
Sentence Credit	16		30	46
Chief of Programs	1			1
Constituent Services	1		7	8
County	1			1
Facility	1		5	6
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	8		17	25
Innocence Project			1	1
Warden	2			2
Staff Conduct	4		8	12
Chief of Investigations	1		1	2
Constituent Services	2		3	5
Facility			1	1
Warden	1		3	4

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Transfers	17	1	80	98
Constituent Services	10		46	56
Facility	1		22	23
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1		1	2
Legal Services			1	1
Transfer Coordinator	4		9	13
Warden		1	1	2
Victim Services			1	1
Facility			1	1
Visitation	21		12	33
Constituent Services	5		10	15
Facility	4			4
IDOC Resources	6		1	7
Transfer Coordinator	1			1
Visitation Coordinator	4		1	5
Warden	1			1
Wellness Check			3	3
Facility			1	1
Warden			2	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Pontiac Correctional Center	211	1	246	458
Adjustment Committee/Discipline	2			2
IDOC Governor's Office of Constituent Services	1			1
Warden	1			1
Classification			2	2
Constituent Services			1	1
Facility			1	1
Clemency	1			1
IDOC Governor's Office of Constituent Services	1			1
Commissary	2		11	13
Constituent Services	2		6	8
Facility			4	4
Warden			1	1
Communication	16		11	27
Assistant Warden of Program			1	1
Constituent Services	6		4	10
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Securus Technologies			1	1
Warden	9		3	12
Compassionate Release	2			2
IDOC Governor's Office of Constituent Services	2			2
Conditions	27	1	9	37
Chief of Programs	1			1
Constituent Services	5		6	11
Facility	1		1	2
IDOC Governor's Office of Constituent Services	6			6
Mental Health			1	1
Warden	14	1	1	16
COVID	2		8	10
Constituent Services	1		7	8
IDOC Resources			1	1
Office of Health Services	1			1
Employment	7			7
Human Resources	5			5
IDOC Resources	1			1
Training Academy	1			1
Family Concerns			1	1
Constituent Services			1	1
Grievances	4		1	5
Constituent Services	1		1	2
IDOC Governor's Office of Constituent Services	2			2
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Medical	44		52	96
ADA Coordinator	1		2	3
Chief Inspector	1			1
Constituent Services	6		17	23
Director's Office	1			1
Facility			2	2
IDOC Governor's Office of Constituent Services	8			8
Legal Services	1			1
Mental Health			1	1
Office of Health Services	24		28	52
Transfer Coordinator			1	1
Warden	2		1	3
Money Issues			2	2
Constituent Services			1	1
IDOC Resources			1	1
Other/ General	27		47	74
Constituent Services	17		37	54
Deputy Director	1			1
Facility	1		6	7
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources	2			2
Prisoner Review Board			1	1
Public Information Officer	3			3
Warden			3	3
Parole Concern			1	1
Constituent Services			1	1
PREA	2			2
PREA Coordinator	2			2
Programs/ Services	4		1	5
Constituent Services	1			1
Facility	2		1	3
Warden	1			1
Property	9		21	30
Constituent Services	3		12	15
Facility	4		2	6
Warden	2		7	9
Record Information	6		1	7
Constituent Services			1	1
Facility	1			1
Record Office	5			5
Safety Concerns	8		5	13
Chief Inspector	1			1
Constituent Services	2		5	7
IDOC Governor's Office of Constituent Services	2			2
Investigations	1			1
Warden	2			2
Sentence Credit	4		6	10
Constituent Services	1		2	3
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	2		3	5

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Staff Conduct	8		6	14
Constituent Services	1		6	7
IDOC Governor's Office of Constituent Services	1			1
PREA Coordinator	1			1
Warden	5			5
Transfers	9		29	38
Constituent Services	7		19	26
Facility			5	5
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources			1	1
Office of Health Services			3	3
Warden			1	1
Visitation	27		25	52
Constituent Services	10		16	26
Facility	2		3	5
IDOC Governor's Office of Constituent Services	2			2
Global Tel Link	1			1
IDOC Resources	1			1
Visitation Coordinator	5		4	9
Warden	6		2	8
Wellness Check			7	7
Constituent Services			3	3
Mental Health			2	2
Warden			2	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Robinson Correctional Center	104	1	166	271
Classification	1		1	2
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
Commissary	6		5	11
Constituent Services	5		2	7
IDOC Resources	1			1
Office of Health Services			1	1
Warden			2	2
Communication	9		3	12
Constituent Services	6		2	8
IDOC Governor's Office of Constituent Services	1			1
Office of Health Services			1	1
Securus Technologies	1			1
Warden	1			1
Conditions	1		3	4
Constituent Services			3	3
Public Information Officer	1			1
COVID	2		5	7
Constituent Services			4	4
Director's Office	1			1
Warden	1		1	2
Electronic Detention	1		1	2
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			1	1
Family Concerns	1			1
Facility	1			1
Grievances	1		3	4
Constituent Services	1		3	4
Medical	3		9	12
Constituent Services	2		5	7
IDOC Governor's Office of Constituent Services	1			1
Office of Health Services			3	3
Prisoner Review Board			1	1
Other/ General	9		30	39
Constituent Services	6		27	33
Facility			3	3
IDOC Governor's Office of Constituent Services	1			1
Legal Services	1			1
Warden	1			1
Parole Concern	9		2	11
Constituent Services	3		2	5
Facility	5			5
Parole	1			1
Programs/ Services	7		6	13
Constituent Services	5		5	10
Facility	1		1	2
Warden	1			1
Property			3	3
Facility			2	2
Warden			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Record Information	4		4	8
Board of Education	1			1
Constituent Services			4	4
Facility	1			1
Record Office	2			2
Recreational Opportunities	1			1
Warden	1			1
Safety Concerns	2			2
Constituent Services	1			1
Warden	1			1
Sentence Credit	19		45	64
Assistant Director	1			1
Chief of Programs	1			1
Constituent Services	3		9	12
County	1		2	3
Director's Office			1	1
Facility	5		10	15
IDOC Resources	6		21	27
Office of Health Services			1	1
Warden	2		1	3
Staff Conduct	2		1	3
IDOC Governor's Office of Constituent Services	1			1
Warden	1		1	2
Technical Problems/ Website	1		1	2
Constituent Services	1		1	2
Transfers	14	1	33	48
Constituent Services	7	1	15	23
Facility	3		11	14
IDOC Resources	1		5	6
Transfer Coordinator	2		2	4
Warden	1			1
Victim Services	1		1	2
Facility	1			1
Victim Services			1	1
Visitation	10		10	20
Constituent Services	6		5	11
IDOC Resources	1		1	2
Visitation Coordinator	2		3	5
Warden	1		1	2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Shawnee Correctional Center	168		309	477
Adjustment Committee/Discipline	3		6	9
Constituent Services	2		2	4
Facility	1		4	5
Classification	1		2	3
Constituent Services	1			1
Facility			2	2
Clemency	5			5
Constituent Services	1			1
IDOC Governor's Office of Constituent Services	2			2
Prisoner Review Board	2			2
Commissary	7		10	17
Constituent Services	4		7	11
Facility			2	2
IDOC Resources			1	1
Warden	3			3
Communication	1		6	7
Constituent Services	1		5	6
Facility			1	1
Compassionate Release	1			1
Prisoner Review Board	1			1
Conditions	8		8	16
Constituent Services	3		3	6
Facility	2		1	3
IDOC Governor's Office of Constituent Services	2			2
Warden	1		4	5
COVID	3		2	5
Constituent Services	1		2	3
Office of Health Services	1			1
Warden	1			1
Electronic Detention			3	3
Constituent Services			2	2
Facility			1	1
Employment	1			1
IDOC Resources	1			1
Family Concerns	1		3	4
Constituent Services			1	1
Facility			1	1
IDOC Resources	1		1	2
Grievances	1		1	2
Constituent Services			1	1
Facility	1			1
Medical	15		34	49
Constituent Services	2		14	16
Facility			1	1
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources			1	1
Office of Health Services	10		18	28
Mental Health	1		1	2
IDOC Governor's Office of Constituent Services	1			1
Mental Health			1	1
Money Issues	3		2	5
Constituent Services	1		1	2
Facility	2		1	3

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Other/ General	13		58	71
ADA Coordinator			1	1
Chief Inspector			1	1
Constituent Services	7		50	57
Facility			4	4
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	1		1	2
Office of Health Services			1	1
Warden	3			3
Parole Concern	3		15	18
Constituent Services	2		10	12
Facility			4	4
Interstate Compact	1			1
Parole			1	1
Programs/ Services	6		11	17
Constituent Services	5		6	11
Facility	1		4	5
IDOC Resources			1	1
Property	2		5	7
Constituent Services	1		2	3
Facility	1		2	3
Office of Health Services			1	1
Record Information	13		6	19
Constituent Services	6		4	10
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1			1
Record Office	4		1	5
Warden	1			1
Safety Concerns	4		4	8
Constituent Services	1		3	4
Facility	1			1
Warden	2		1	3
Sentence Credit	28		51	79
Chief Inspector	1			1
Constituent Services	3		23	26
County	3			3
Facility			6	6
IDOC Resources	21		21	42
Warden			1	1
Staff Conduct	6		3	9
Chief of Investigations			2	2
Constituent Services	1			1
IDOC Governor's Office of Constituent Services	5			5
Warden			1	1
Technical Problems/ Website			1	1
Facility			1	1
Transfers	15		58	73
Constituent Services	8		39	47
Facility	1		13	14
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	2			2
Transfer Coordinator	2		6	8

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Victim Services			4	4
Constituent Services			1	1
Victim Services			3	3
Visitation	25		14	39
Constituent Services	9		10	19
Facility	1		2	3
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	4		1	5
Visitation Coordinator	6		1	7
Warden	4			4
Wellness Check	2		1	3
Constituent Services	1		1	2
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Sheridan Correctional Center	100	1	200	301
Classification			1	1
Facility			1	1
Clemency	1			1
Prisoner Review Board	1			1
Commissary	1		13	14
Constituent Services			11	11
Facility			1	1
IDOC Resources			1	1
Transfer Coordinator	1			1
Communication	7		8	15
Constituent Services	4		5	9
Facility			2	2
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources			1	1
Conditions	4		9	13
Constituent Services	2		6	8
Facility			3	3
Legal Services	1			1
COVID	5		10	15
Constituent Services	5		10	15
Employment	2			2
Human Resources	1			1
IDOC Resources	1			1
Family Concerns			2	2
Constituent Services			2	2
Grievances			1	1
Facility			1	1
Medical	4		18	22
Constituent Services	1		7	8
Legal Services	1			1
Mental Health			3	3
Office of Health Services	2		7	9
Warden			1	1
Money Issues	5			5
Constituent Services	5			5
Other/ General	4		36	40
Constituent Services	2		32	34
Facility	1		2	3
IDOC Resources			1	1
Visitation Coordinator	1			1
Warden			1	1
Parole Concern	6		6	12
Constituent Services	1		4	5
Facility	1		1	2
Interstate Compact	1		1	2
Parole	2			2
Prisoner Review Board	1			1
Programs/ Services	4	1	3	8
Constituent Services	1		2	3
Facility		1		1
IDOC Governor's Office of Constituent Services	2			2

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Property	2		1	3
Constituent Services	1			1
Facility	1			1
Warden			1	1
Record Information	6		1	7
Constituent Services			1	1
Record Office	5			5
Warden	1			1
Recreational Opportunities	1		1	2
Constituent Services			1	1
Warden	1			1
Safety Concerns	2		4	6
Constituent Services			2	2
Mental Health			1	1
Warden	2		1	3
Sentence Credit	19		56	75
Constituent Services	5		14	19
County			1	1
Facility	4		13	17
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources	7		28	35
Staff Conduct	1		1	2
Constituent Services			1	1
IDOC Governor's Office of Constituent Services	1			1
Transfers	4		14	18
Constituent Services	4		8	12
Facility			5	5
Transfer Coordinator			1	1
Victim Services			1	1
Constituent Services			1	1
Visitation	21		14	35
Constituent Services	11		11	22
Facility	2			2
IDOC Resources	1		1	2
Visitation Coordinator	3		1	4
Warden	4		1	5
Wellness Check	1			1
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Southwestern Illinois Correctional Center	36		151	187
Clemency	1			1
Facility	1			1
Communication	1		4	5
Constituent Services	1		3	4
Facility			1	1
COVID			3	3
Constituent Services			3	3
Electronic Detention			1	1
Constituent Services			1	1
Medical	2		3	5
Constituent Services			1	1
Office of Health Services	2		2	4
Other/ General	2		20	22
Constituent Services	1		15	16
Facility	1		3	4
IDOC Resources			1	1
Legal Services			1	1
Parole Concern	1		4	5
Constituent Services			1	1
Facility	1		1	2
IDOC Resources			1	1
Parole			1	1
Programs/ Services	3		4	7
Constituent Services	2		3	5
Facility			1	1
IDOC Resources	1			1
Record Information	1			1
Record Office	1			1
Safety Concerns			3	3
Constituent Services			3	3
Sentence Credit	13		94	107
Assistant Director	1		1	2
Chief of Programs			1	1
Constituent Services	2		23	25
Facility			20	20
IDOC Resources	10		48	58
Reentry			1	1
Staff Conduct	1			1
Facility	1			1
Transfers	4		8	12
Constituent Services	4		6	10
Facility			2	2
Victim Services	1			1
Victim Services	1			1
Visitation	5		7	12
Constituent Services	4		3	7
Facility			1	1
IDOC Resources			2	2
Visitation Coordinator	1		1	2
Wellness Check	1			1
Constituent Services	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Stateville Correctional Center	391	3	635	1029
Adjustment Committee/Discipline	1		3	4
Constituent Services	1		3	4
Classification	5		8	13
Constituent Services	2		7	9
Facility	2		1	3
IDOC Governor's Office of Constituent Services	1			1
Clemency	3		2	5
Constituent Services	2		2	4
Prisoner Review Board	1			1
Commissary	12		24	36
Constituent Services	4		16	20
Facility	3		3	6
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			4	4
Warden	2			2
Communication	26		9	35
Constituent Services	17		7	24
Facility	3		1	4
IDOC Resources	3		1	4
Legal Services	1			1
Securus Technologies	2			2
Conditions	26		34	60
Chief of Programs	1			1
Constituent Services	13		23	36
Facility			1	1
IDOC Governor's Office of Constituent Services	6			6
IDOC Resources	3		6	9
Office of Health Services			1	1
Warden	3		3	6
COVID	6		9	15
Constituent Services	2		6	8
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			2	2
Office of Health Services	1		1	2
Record Office	1			1
Warden	1			1
Electronic Detention			2	2
Facility			1	1
Record Office			1	1
Employment	7			7
Central Screening	1			1
Constituent Services	1			1
Human Resources	1			1
IDOC Resources	2			2
Public Information Officer	1			1
Training Academy	1			1
Family Concerns	1		5	6
Constituent Services	1		3	4
IDOC Resources			1	1
Warden			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Grievances			6	6
Constituent Services			2	2
Facility			2	2
Office of Health Services			1	1
Warden			1	1
Medical	36	1	69	106
ADA Coordinator	2		3	5
Constituent Services	7	1	22	30
Director's Office	1			1
Facility			1	1
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources			2	2
Office of Health Services	22		38	60
Transfer Coordinator			1	1
Warden	1		2	3
Mental Health			1	1
IDOC Resources			1	1
Money Issues	3		1	4
Constituent Services	2		1	3
Facility	1			1
Other/ General	35		97	132
Chief Inspector	1			1
Constituent Services	18		75	93
County	1		3	4
Facility	4		11	15
IDOC Governor's Office of Constituent Services	5			5
IDOC Resources	2		3	5
Legal Services			1	1
Office of Health Services	1		2	3
Training Academy	1			1
Transfer Coordinator			1	1
Warden	2		1	3
Parole Concern	39		35	74
Constituent Services	15		15	30
Facility	7		5	12
IDOC Governor's Office of Constituent Services	1			1
Legal Services	3			3
Office of Health Services	1		3	4
Parole	4		6	10
Prisoner Review Board	6		6	12
Victim Services	1			1
Warden	1			1
Programs/ Services	15	1	6	22
Constituent Services	7		3	10
Facility	3		2	5
IDOC Governor's Office of Constituent Services	2	1		3
IDOC Resources			1	1
OEAVS	1			1
Public Information Officer	1			1
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Property	6		7	13
Constituent Services	2		4	6
County			1	1
Facility	1		1	2
IDOC Governor's Office of Constituent Services	1			1
Warden	2		1	3
Record Information	27		33	60
Chief Inspector	1			1
Constituent Services	10		19	29
County			1	1
Facility	2		4	6
IDOC Resources	2		2	4
Record Office	9		6	15
Sentencing Court	1			1
Warden	1		1	2
Recreational Opportunities	1		2	3
Constituent Services	1		1	2
IDOC Resources			1	1
Safety Concerns	2		4	6
Constituent Services	1		3	4
Warden	1		1	2
Sentence Credit	25	1	77	103
Clinical Services			1	1
Constituent Services	4		17	21
County	3		1	4
Facility	4		17	21
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	13		38	51
Legal Services		1		1
Record Office			1	1
Warden			2	2
Staff Conduct	5		4	9
Constituent Services	4		2	6
Law Enforcement			1	1
Warden	1		1	2
Technical Problems/ Website	2		1	3
Constituent Services	2			2
Facility			1	1
Transfers	43		138	181
Constituent Services	23		84	107
Facility	9		25	34
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources			3	3
Office of Health Services	2		10	12
Prisoner Review Board	1			1
Transfer Coordinator	3		16	19
Warden	2			2
Victim Services	1		3	4
Constituent Services			3	3
Victim Services	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Visitation	60		47	107
ADA Coordinator			1	1
Chief Inspector	1			1
Constituent Services	28		23	51
Facility	5		3	8
IDOC Resources	6		2	8
Legal Services	1			1
Transfer Coordinator			1	1
Visitation Coordinator	15		12	27
Warden	4		5	9
Wellness Check	4		8	12
Constituent Services			4	4
Facility	2		1	3
Visitation Coordinator			1	1
Warden	2		2	4

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Taylorville Correctional Center	96	1	118	215
Adjustment Committee/Discipline	2			2
Constituent Services	2			2
Clemency	4	1	1	6
Constituent Services	1			1
IDOC Governor's Office of Constituent Services	1	1		2
IDOC Resources			1	1
Prisoner Review Board	2			2
Commissary	6		5	11
Constituent Services	5		3	8
IDOC Resources			2	2
Warden	1			1
Communication	2		1	3
Constituent Services	1			1
IDOC Resources	1			1
Warden			1	1
Conditions	4			4
Constituent Services	2			2
IDOC Governor's Office of Constituent Services	1			1
Office of Health Services	1			1
COVID	5		1	6
Constituent Services	3		1	4
IDOC Governor's Office of Constituent Services	1			1
Warden	1			1
Family Concerns			1	1
Facility			1	1
Grievances	5		1	6
Constituent Services	2			2
Facility	3		1	4
Medical	9		6	15
Constituent Services			3	3
Mental Health	1			1
Office of Health Services	7		2	9
Warden	1		1	2
Mental Health	1			1
Constituent Services	1			1
Other/ General	7		22	29
Constituent Services	5		20	25
Facility	1		2	3
Warden	1			1
Parole Concern	5		9	14
Constituent Services	1		4	5
Facility	1		5	6
Parole	3			3
Programs/ Services	12		16	28
Chief of Programs	1			1
Constituent Services	4		6	10
Facility	2		8	10
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1		1	2
Record Office	1			1
Warden	2		1	3
Property	1		1	2
Constituent Services			1	1
Facility	1			1
Record Information	10		4	14
Constituent Services	5		3	8
County			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Office of Health Services	1			1
Record Office	3			3
Victim Services	1			1
Sentence Credit	8		25	33
Constituent Services	4		8	12
Facility			3	3
IDOC Resources	1		13	14
Warden	3		1	4
Staff Conduct			2	2
Constituent Services			2	2
Transfers	7		6	13
Constituent Services	5		3	8
Facility	1		2	3
IDOC Governor's Office of Constituent Services	1			1
Record Office			1	1
Victim Services	2		7	9
Constituent Services	1		5	6
Facility			1	1
Victim Services	1		1	2
Visitation	6		9	15
Constituent Services	1		4	5
Facility			1	1
IDOC Resources	1		3	4
Visitation Coordinator	4		1	5
Wellness Check			1	1
Constituent Services			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Vandalia Correctional Center	91	2	216	309
Clemency			1	1
Constituent Services			1	1
Commissary	1			1
Facility	1			1
Communication	4			4
Constituent Services	1			1
Facility	2			2
IDOC Resources	1			1
Compassionate Release			1	1
Constituent Services			1	1
Conditions			2	2
Constituent Services			2	2
COVID	3		3	6
Constituent Services	2		3	5
IDOC Governor's Office of Constituent Services	1			1
Electronic Detention	1		2	3
Constituent Services			2	2
Facility	1			1
Employment	1			1
Constituent Services	1			1
Family Concerns	2			2
Facility	1			1
IDOC Resources	1			1
Medical	3		5	8
Constituent Services	1		2	3
Facility	1			1
IDOC Governor's Office of Constituent Services	1			1
Office of Health Services			3	3
Other/ General	5	1	29	35
Constituent Services	3	1	27	31
Facility			1	1
IDOC Resources			1	1
Public Information Officer	1			1
Warden	1			1
Parole Concern	1		5	6
Constituent Services			3	3
Facility	1		2	3
Programs/ Services	4		9	13
Constituent Services	3		7	10
Facility			1	1
IDOC Resources			1	1
Reentry	1			1
Record Information	8		1	9
Constituent Services	3		1	4
Facility	1			1
Record Office	4			4
Safety Concerns	1			1
Warden	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Sentence Credit	33		116	149
Chief Inspector			1	1
Constituent Services	6		34	40
Facility	1		26	27
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources	22		52	74
Programs and Services			1	1
Warden	1		2	3
Staff Conduct	7		1	8
Chief of Operations	1			1
Constituent Services	2			2
IDOC Governor's Office of Constituent Services	3			3
Warden	1		1	2
Transfers	6	1	29	36
Constituent Services	3		20	23
County			1	1
Facility	1	1	4	6
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources	1		3	4
Transfer Coordinator			1	1
Visitation	11		11	22
Constituent Services	5		5	10
Facility			3	3
IDOC Resources	2		2	4
Visitation Coordinator	4		1	5
Wellness Check			1	1
Constituent Services			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Vienna Correctional Center	70	1	133	204
Clemency	1			1
IDOC Governor's Office of Constituent Services	1			1
Commissary	3		8	11
Constituent Services	2		4	6
Facility			1	1
IDOC Resources	1		2	3
Warden			1	1
Communication	1		1	2
IDOC Resources	1			1
Securus Technologies			1	1
COVID	1			1
Constituent Services	1			1
Employment	1			1
IDOC Resources	1			1
Family Concerns			2	2
Constituent Services			1	1
IDOC Resources			1	1
Grievances	1			1
Constituent Services	1			1
Medical	1		2	3
Office of Health Services			2	2
Prisoner Review Board	1			1
Money Issues	1			1
Warden	1			1
Other/ General	3	1	21	25
Constituent Services	1	1	19	21
Facility	1		1	2
IDOC Resources			1	1
Warden	1			1
Parole Concern	7		7	14
Constituent Services	6		3	9
Facility			1	1
IDOC Governor's Office of Constituent Services	1			1
Parole			2	2
Prisoner Review Board			1	1
Programs/ Services	5		2	7
Constituent Services	4		1	5
Facility	1		1	2
Record Information	4		1	5
Constituent Services	1			1
Facility	1			1
Record Office	2		1	3
Sentence Credit	20		64	84
Constituent Services	2		21	23
County	1			1
Facility			12	12
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources	14		30	44
Parole			1	1
Technical Problems/ Website	1			1
IDOC Resources	1			1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Transfers	9		20	29
Constituent Services	2		13	15
Facility	2		5	7
IDOC Governor's Office of Constituent Services	1			1
IDOC Resources			2	2
Transfer Coordinator	4			4
Victim Services	3			3
Constituent Services	1			1
Victim Services	1			1
Warden	1			1
Visitation	8		4	12
Constituent Services	2		2	4
Facility			1	1
IDOC Resources	2		1	3
Visitation Coordinator	3			3
Warden	1			1
Wellness Check			1	1
Constituent Services			1	1

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Western Illinois Correctional Center	272	2	397	671
Adjustment Committee/Discipline	2		2	4
Constituent Services			1	1
Facility	1		1	2
Warden	1			1
Classification	1		7	8
Constituent Services	1		4	5
Facility			3	3
Clemency			2	2
Constituent Services			1	1
Prisoner Review Board			1	1
Commissary	10		8	18
Constituent Services	3		2	5
Facility	1		3	4
IDOC Resources	1		2	3
Office of Health Services			1	1
Warden	5			5
Communication	11		4	15
Constituent Services	4		3	7
Facility	1		1	2
IDOC Resources	3			3
Warden	3			3
Compassionate Release			3	3
Constituent Services			3	3
Conditions	9		3	12
Constituent Services	4		1	5
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources	1			1
Warden	1		2	3
COVID	16		3	19
Constituent Services	1		2	3
IDOC Governor's Office of Constituent Services	8			8
IDOC Resources	1			1
Office of Health Services	1			1
Record Office			1	1
Warden	5			5
Electronic Detention			1	1
Constituent Services			1	1
Employment	1			1
IDOC Resources	1			1
Family Concerns			1	1
IDOC Resources			1	1
Grievances			3	3
Chief of Investigations			1	1
Constituent Services			1	1
Office of Health Services			1	1
Medical	42		43	85
Constituent Services	6		15	21
Facility			1	1
IDOC Governor's Office of Constituent Services	3			3
IDOC Resources			1	1
Mental Health			1	1
Office of Health Services	30		25	55
Warden	3			3

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Mental Health			1	1
Office of Health Services			1	1
Money Issues	1			1
Warden	1			1
Other/ General	22		61	83
Board of Education	1			1
Constituent Services	6		47	53
Facility	3		11	14
IDOC Governor's Office of Constituent Services	4			4
IDOC Resources	2			2
Legal Services	2			2
Office of Health Services	1			1
PREA Coordinator			1	1
Record Office	1			1
Warden	2		2	4
Parole Concern			5	5
Constituent Services			2	2
Facility			1	1
Parole			2	2
Programs/ Services	6		11	17
ADA Coordinator			4	4
Constituent Services	6		6	12
Facility			1	1
Property	9	1	5	15
Constituent Services	2	1	2	5
Facility	1			1
IDOC Governor's Office of Constituent Services	4			4
Warden	2		3	5
Record Information	10		4	14
Constituent Services	3		2	5
County			1	1
Facility			1	1
IDOC Governor's Office of Constituent Services	4			4
Record Office	3			3
Safety Concerns	2		7	9
Chief of Programs			1	1
Constituent Services			1	1
Director's Office	1			1
Facility			1	1
PREA Coordinator			1	1
Warden	1		3	4
Sentence Credit	48		84	132
Chief Inspector	2			2
Chief of Programs	3			3
Constituent Services	7		28	35
County	1			1
Facility	4		12	16
IDOC Resources	27		39	66
OEAVS			2	2
Public Information Officer	1			1
Warden	3		3	6

NATURE OF CONCERN/REFERRED TO	Email	Letter	Phone	TOTAL
Staff Conduct	7		8	15
Constituent Services			3	3
IDOC Governor's Office of Constituent Services	4			4
PREA Coordinator	1		2	3
Warden	2		3	5
Transfers	29		94	123
Constituent Services	13		58	71
Facility	4		19	23
IDOC Governor's Office of Constituent Services	2			2
IDOC Resources	1		1	2
Parole			1	1
Transfer Coordinator	7		10	17
Warden	2		5	7
Victim Services	1			1
Constituent Services	1			1
Visitation	43	1	33	77
Constituent Services	13	1	14	28
Facility	6		1	7
IDOC Governor's Office of Constituent Services	1			1
Global Tel Link	1			1
IDOC Resources	3		5	8
Record Office	1			1
Visitation Coordinator	13		9	22
Warden	5		4	9
Wellness Check	2		4	6
Constituent Services			2	2
Facility			1	1
Warden	2		1	3
TOTAL	6063	66	7788	13917