



**ILLINOIS DEPARTMENT OF CORRECTIONS**  
**Office of Constituent Services**  
**FY23 End of Year report**

**Under the Unified Code of Corrections; 730 ILCS 5/3-7-2(i)**  
**(Public Act 102-1082)**

**January 1, 2024**

**JB Pritzker**

*Governor*

**Latoya Hughes**

*Acting Director*



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The Office of Constituent Services is a bridge between the Department and the community at large. This report was compiled in accordance with requirements outlined in 730 ILCS 5/3-7-2(i)(2) (Public Act 102-108) which went into effect June 10, 2022.

The reporting period for this General Assembly report is December 1, 2022, through November 30, 2023. During this reporting period, the Constituent Services Unit received approximately 13,124 concerns. These concerns were received via webmaster, email, phone, and letters. This report indicates the nature of the concerns received, and in addition to the requirements outlined in Public Act 102-108, includes subcategories to better track those concerns received. This report also details how those concerns were received, number of concerns received, and concerns received by facility.

The Constituent Services Unit is comprised of a Community Outreach Administrator, a Community Outreach Specialist (Family Liaison), and Administrative Assistant II. The Family Liaison serves as the focal point of contact between the public and staff within the agency to assist in addressing concerns raised. The Liaison contacts facilities and units within the Department notifying them of concerns received and requesting the concerns be reviewed and addressed. The Community Outreach Specialist works alongside the Liaison in developing communication processes between the Department, constituents, family, and friends. These positions together, with the assistance of the Administrative Assistant II, work diligently to forward every concern received by the Unit to the appropriate facilities and units in a timely manner.

Upon receipt of a concern, the Unit provides a response back to the constituent using the same method of communication that was initiated by the constituent, while also following up with the constituent for more information as necessary. Additionally, in responding to concerns, the Unit provides information tailored specifically to the issue raised. This information is derived from the knowledge this Unit has in the day-to-day operations of the Department as well as knowledge of its policy and procedures. Where the Unit is unable to disclose information due to HIPAA and/ or other confidentiality laws, generalized information, relative to the constituent's concern is provided to the constituent and the concern is forwarded to the appropriate facility and/ or units for review and handling.

Approximately forty-five (45) concerns received by the Unit were referred to the Department's Internal Affairs and Investigation unit for review. These concerns centered on the safety and security of individuals and staff, claims of excessive force, security threat groups, and staff conduct. Upon forwarding these concerns, the Unit received confirmation from Internal Affairs that these concerns were received and would be reviewed and handled pursuant to policy and procedure. Moreover, constituents were also informed that their concerns had been received and were forwarded to the appropriate unit for review and handling.

To continue to bridge the gap between the constituents and the Department, the Unit has made the following recommendations:

Modifications to the Sign-Up Genius website. These modifications would promote uniformity to how visitation is conducted at all facilities. These modifications would also allow for the facilities to use Sign Up Genius as a tool to assist with current staffing issues. The Unit has also made recommendations to improve the useability of the Department's website. This recommendation seeks to improve the functionality of the website for members of the public and centralizing helpful information for family and friends of those in custody. Further recommendations included posting an updated Frequently Asked Question list to the Department's website to include sentence credit calculations, which would assist in the high volume of concerns received related to earned discretionary sentence credit eligibility.

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster		
<b>Big Muddy River Correctional Center</b>	<b>27</b>	<b>3</b>	<b>158</b>	<b>75</b>	<b>263</b>	
<b>Adjustment Committee/Discipline</b>	<b>3</b>		<b>6</b>	<b>1</b>	<b>10</b>	
Non-Specified Subcategory	<b>3</b>		<b>6</b>	<b>1</b>	<b>10</b>	
Constituent Services	<b>2</b>		<b>2</b>		<b>4</b>	
Facility			<b>1</b>		<b>1</b>	
Warden			<b>1</b>		<b>1</b>	
IDOC Resources/Policy Information	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>	
<b>Classification</b>			<b>2</b>		<b>2</b>	
Non-Specified Subcategory			<b>2</b>		<b>2</b>	
Facility			<b>1</b>		<b>1</b>	
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>	
<b>Clemency</b>			<b>1</b>		<b>1</b>	
Non-Specified Subcategory			<b>1</b>		<b>1</b>	
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>	
<b>Commissary</b>			<b>2</b>	<b>1</b>	<b>3</b>	
Non-Specified Subcategory			<b>2</b>	<b>1</b>	<b>3</b>	
Facility			<b>1</b>		<b>1</b>	
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>	
<b>Communication</b>			<b>2</b>	<b>2</b>	<b>4</b>	
Information				<b>1</b>	<b>1</b>	
Facility				<b>1</b>	<b>1</b>	
Mail			<b>2</b>	<b>1</b>	<b>3</b>	
Constituent Services			<b>2</b>		<b>2</b>	
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>	
<b>Electronic Detention</b>			<b>1</b>		<b>1</b>	
Non-Specified Subcategory			<b>1</b>		<b>1</b>	
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>	
<b>Employment</b>				<b>2</b>	<b>2</b>	
Non-Specified Subcategory				<b>2</b>	<b>2</b>	
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>	
<b>Family Concerns</b>			<b>3</b>	<b>1</b>	<b>4</b>	
Non-Specified Subcategory			<b>3</b>	<b>1</b>	<b>4</b>	
Constituent Services			<b>1</b>		<b>1</b>	
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>	
<b>Grievances</b>		<b>2</b>	<b>1</b>		<b>3</b>	
Non-Specified Subcategory		<b>2</b>	<b>1</b>		<b>3</b>	
Constituent Services		<b>1</b>			<b>1</b>	
Office of Health Services			<b>1</b>		<b>1</b>	
IDOC Resources/Policy Information		<b>1</b>			<b>1</b>	
<b>Medical</b>	<b>1</b>		<b>10</b>	<b>5</b>	<b>16</b>	
Dental				<b>1</b>	<b>1</b>	
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>	
Medication			<b>2</b>	<b>1</b>	<b>3</b>	
Office of Health Services				<b>1</b>	<b>1</b>	

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			2		2
Other			3		3
Office of Health Services			3		3
Permits				1	1
Warden				1	1
Referral to Outside Provider			1	1	2
Office of Health Services				1	1
IDOC Resources/Policy Information			1		1
Treatment	1		3		4
Office of Health Services	1		3		4
Non-Specified Subcategory			1	1	2
Office of Health Services			1	1	2
<b>Money Issues</b>				1	1
Non-Specified Subcategory				1	1
Facility				1	1
<b>Other/ General</b>			5	9	14
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory			4	9	13
Constituent Services			1		1
Facility				1	1
IDOC Resources/Policy Information			3	8	11
<b>Parole Concern</b>			5	5	10
Other				1	1
Victim Services				1	1
Non-Specified Subcategory			5	4	9
AMS			1	2	3
Constituent Services			1		1
Facility			1		1
Prisoner Review Board				1	1
Record Office				1	1
IDOC Resources/Policy Information			2		2
<b>Property</b>			3	2	5
Non-Specified Subcategory			3	2	5
Facility			2		2
IDOC Resources/Policy Information			1	2	3
<b>Recreational Opportunities</b>	1		1	1	3
Non-Specified Subcategory	1		1	1	3
Constituent Services			1		1
Warden	1				1
IDOC Resources/Policy Information				1	1
<b>Safety Concerns</b>	1		1		2
Non-Specified Subcategory	1		1		2
Constituent Services			1		1
Warden	1				1
<b>Sentence Credit</b>	2	1	30	9	42

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Other			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	2	1	28	9	40
Constituent Services			4	2	6
Facility			1	1	2
Warden	1	1			2
IDOC Resources/Policy Information	1		23	6	30
<b>Staff Conduct</b>			2	4	6
Non-Specified Subcategory			2	4	6
Constituent Services			1		1
Warden				1	1
IDOC Resources/Policy Information			1	3	4
<b>Transfers</b>	7		26	1	34
Information			2		2
Transfer Coordinator			2		2
Other			2		2
IDOC Resources/Policy Information			2		2
Work Release / ATC	2		4		6
Facility			2		2
IDOC Resources/Policy Information	2		2		4
Non-Specified Subcategory	5		18	1	24
Constituent Services	2		5		7
Director's Office	1				1
Facility	1		2		3
Transfer Coordinator			3		3
IDOC Resources/Policy Information	1		8	1	10
<b>Victim Services</b>				1	1
Non-Specified Subcategory				1	1
Victim Services				1	1
<b>Visitation</b>	9		14	18	41
Denials/ Restrictions	4		6	3	13
Constituent Services			1		1
Warden	1		4		5
IDOC Resources/Policy Information	3		1	3	7
In Person			1		1
Warden			1		1
Information	2		1	6	9
Constituent Services			1		1
IDOC Resources/Policy Information	2			6	8
Mail				1	1
Warden				1	1
Mitigation Efforts	1		1		2
IDOC Resources/Policy Information	1		1		2
Other			1	1	2
Warden			1		1
Visitation Coordinator				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Privileges				1	1
IDOC Resources/Policy Information				1	1
Protocols	1		1	1	3
Facility			1		1
IDOC Resources/Policy Information	1			1	2
Sign-up Genius				1	1
Visitation Coordinator				1	1
Video			1	2	3
Constituent Services			1		1
IDOC Resources/Policy Information				2	2
Non-Specified Subcategory	1		2	2	5
Constituent Services			2		2
IDOC Resources/Policy Information	1			2	3
<b>Records Information</b>	<b>1</b>		<b>8</b>	<b>5</b>	<b>14</b>
Information			1		1
County			1		1
Other			1	2	3
Facility				1	1
Record Office			1		1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	1		6	3	10
Constituent Services			3		3
County			1		1
Facility			1		1
Record Office	1		1	3	5
<b>Programs/ Services</b>	<b>2</b>		<b>10</b>	<b>7</b>	<b>19</b>
Education				1	1
Facility				1	1
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		9	6	17
Chief of Programs	1				1
Facility			2	3	5
Warden	1			1	2
IDOC Resources/Policy Information			7	2	9
<b>Concern not noted</b>			<b>24</b>		<b>24</b>
Non-Specified Subcategory			24		24
Constituent Services			22		22
IDOC Resources/Policy Information			2		2
<b>Lockdown</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			1		1
Warden			1		1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Centralia Correctional Center</b>	<b>32</b>	<b>3</b>	<b>251</b>	<b>78</b>	<b>364</b>
<b>Adjustment Committee/Discipline</b>	<b>1</b>		<b>4</b>	<b>2</b>	<b>7</b>
Non-Specified Subcategory	<b>1</b>		<b>4</b>	<b>2</b>	<b>7</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>3</b>	<b>2</b>	<b>6</b>
<b>Classification</b>			<b>1</b>	<b>2</b>	<b>3</b>
Non-Specified Subcategory			<b>1</b>	<b>2</b>	<b>3</b>
IDOC Resources/Policy Information			<b>1</b>	<b>2</b>	<b>3</b>
<b>Commissary</b>	<b>2</b>		<b>2</b>		<b>4</b>
Clothing	<b>1</b>		<b>1</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
Warden	<b>1</b>				<b>1</b>
Prices	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>			<b>5</b>	<b>2</b>	<b>7</b>
Mail			<b>1</b>	<b>2</b>	<b>3</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>
Phone			<b>3</b>		<b>3</b>
Constituent Services			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Protocols			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
<b>Compassionate Release</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Prisoner Review Board			<b>2</b>		<b>2</b>
<b>Conditions</b>	<b>4</b>		<b>11</b>	<b>4</b>	<b>19</b>
Temperature	<b>1</b>		<b>6</b>	<b>4</b>	<b>11</b>
Constituent Services			<b>2</b>		<b>2</b>
Warden	<b>1</b>			<b>2</b>	<b>3</b>
IDOC Resources/Policy Information			<b>4</b>	<b>2</b>	<b>6</b>
Water	<b>2</b>		<b>2</b>		<b>4</b>
Constituent Services	<b>1</b>		<b>1</b>		<b>2</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>3</b>		<b>4</b>
Constituent Services	<b>1</b>				<b>1</b>
Warden			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Electronic Detention</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Employment</b>				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory				1	1
Constituent Services				1	1
<b>Family Concerns</b>			10	5	15
Legal Services			1		1
IDOC Resources/Policy Information			1		1
Other			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory			7	5	12
Constituent Services			3		3
County			1		1
Facility			1	1	2
Record Office				1	1
Warden			1		1
IDOC Resources/Policy Information			1	3	4
<b>Grievances</b>	3		8	1	12
Non-Specified Subcategory	3		8	1	12
Constituent Services	2		3		5
Facility			1		1
Warden	1				1
IDOC Resources/Policy Information			4	1	5
<b>Medical</b>	9		17	3	29
Dental			1		1
Office of Health Services			1		1
Level of Care	1		1		2
Office of Health Services	1				1
IDOC Resources/Policy Information			1		1
Medical Supplies	2		1		3
Office of Health Services	2		1		3
Medication			1		1
Office of Health Services			1		1
Other			2	1	3
Office of Health Services				1	1
Warden			1		1
IDOC Resources/Policy Information			1		1
Permits			2		2
Constituent Services			1		1
Office of Health Services			1		1
Protocols			1		1
Warden			1		1
Referral to Outside Provider	1		1		2
Office of Health Services	1		1		2
Staffing	2				2
Office of Health Services	2				2
Treatment	2		6	2	10
Constituent Services			2		2
Office of Health Services	2		3	2	7

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		1		2
IDOC Resources/Policy Information	1		1		2
<b>Mental Health</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Other/ General</b>	1	1	5	1	8
Other				1	1
Constituent Services				1	1
Non-Specified Subcategory	1	1	5		7
Constituent Services	1	1	1		3
Facility			2		2
IDOC Resources/Policy Information			2		2
<b>Parole Concern</b>			3	4	7
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			2	4	6
AMS			1		1
Constituent Services			1		1
Illinois State Police				2	2
Prisoner Review Board				1	1
Record Office				1	1
<b>Property</b>			2	1	3
Other			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			1	1	2
Facility			1		1
IDOC Resources/Policy Information				1	1
<b>Recreational Opportunities</b>		1			1
Non-Specified Subcategory		1			1
Constituent Services		1			1
<b>Safety Concerns</b>			3	1	4
Non-Specified Subcategory			3	1	4
PREA Coordinator			1		1
Warden			1	1	2
IDOC Resources/Policy Information			1		1
<b>Sentence Credit</b>	5		74	8	87
Information			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	5		72	8	85
Constituent Services	1		10		11
Facility	1		8		9
Sex Offender Services Unit	1				1
IDOC Resources/Policy Information	2		54	8	64
<b>Staff Conduct</b>			4	2	6
Non-Specified Subcategory			4	2	6

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services			1		1
Warden			1	2	3
IDOC Resources/Policy Information			2		2
<b>Technical Problems/Website</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Transfers</b>	<b>3</b>	<b>1</b>	<b>43</b>	<b>7</b>	<b>54</b>
Information			1		1
Transfer Coordinator			1		1
Work Release / ATC	1		13	3	17
Constituent Services			2		2
Facility			2	1	3
Transfer Coordinator			1		1
IDOC Resources/Policy Information	1		8	2	11
Non-Specified Subcategory	2	1	29	4	36
Constituent Services			4		4
Facility			6		6
Transfer Coordinator			4	1	5
IDOC Resources/Policy Information	2	1	15	3	21
<b>Victim Services</b>			1		1
Non-Specified Subcategory			1		1
Victim Services			1		1
<b>Visitation</b>	<b>1</b>		<b>13</b>	<b>24</b>	<b>38</b>
Denials/ Restrictions			1	4	5
Warden				1	1
IDOC Resources/Policy Information			1	2	3
Visitation Coordinator				1	1
In Person			1		1
IDOC Resources/Policy Information			1		1
Information	1		6	10	17
Constituent Services			4		4
Facility			1		1
Warden	1				1
IDOC Resources/Policy Information			1	8	9
Visitation Coordinator				2	2
Mitigation Efforts			1		1
IDOC Resources/Policy Information			1		1
Other			2	2	4
ADA Coordinator			1		1
Constituent Services			1	1	2
IDOC Resources/Policy Information				1	1
Protocols			1		1
Office of Health Services			1		1
Video				6	6
Facility				1	1
IDOC Resources/Policy Information				2	2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Visitation Coordinator				3	3
Non-Specified Subcategory			1	2	3
Constituent Services				1	1
Warden				1	1
IDOC Resources/Policy Information			1		1
<b>Records Information</b>	1		7	5	13
Sentence Calculation / Release Date			2		2
County			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		5	5	11
Constituent Services			3		3
Facility				1	1
Record Office				2	2
Warden	1			1	2
IDOC Resources/Policy Information			2	1	3
<b>Programs/ Services</b>	2		7	3	12
Information	1		2		3
IDOC Resources/Policy Information	1		2		3
Non-Specified Subcategory	1		5	3	9
Constituent Services			1	1	2
Facility			2		2
IDOC Resources/Policy Information	1		2	2	5
<b>Concern not noted</b>			27		27
Non-Specified Subcategory			27		27
Constituent Services			22		22
IDOC Resources/Policy Information			5		5

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Clayton Work Camp</b>			<b>9</b>	<b>1</b>	<b>10</b>
<b>Conditions</b>			<b>1</b>		<b>1</b>
Temperature			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Employment</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Other/ General</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Sentence Credit</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Transfers</b>			<b>2</b>		<b>2</b>
Work Release / ATC			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Programs/ Services</b>			<b>3</b>		<b>3</b>
Non-Specified Subcategory			<b>3</b>		<b>3</b>
Facility			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Crossroad ATC</b>	<b>1</b>		<b>7</b>	<b>4</b>	<b>12</b>
<b>Adjustment Committee/Discipline</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Electronic Detention</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
<b>Money Issues</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Facility				<b>1</b>	<b>1</b>
<b>Sentence Credit</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>8</b>
Other			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>3</b>	<b>3</b>	<b>7</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility	<b>1</b>		<b>1</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>	<b>3</b>	<b>4</b>
<b>Transfers</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Danville Correctional Center</b>	<b>46</b>	<b>4</b>	<b>296</b>	<b>109</b>	<b>455</b>
<b>Adjustment Committee/Discipline</b>	<b>2</b>		<b>8</b>	<b>3</b>	<b>13</b>
Non-Specified Subcategory	<b>2</b>		<b>8</b>	<b>3</b>	<b>13</b>
Constituent Services			<b>4</b>		<b>4</b>
Facility			<b>1</b>		<b>1</b>
Warden	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>3</b>	<b>5</b>
<b>Classification</b>			<b>6</b>		<b>6</b>
Non-Specified Subcategory			<b>6</b>		<b>6</b>
Constituent Services			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>4</b>		<b>4</b>
<b>Commissary</b>			<b>5</b>	<b>1</b>	<b>6</b>
Art Supplies				<b>1</b>	<b>1</b>
Facility				<b>1</b>	<b>1</b>
Fans			<b>2</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>3</b>		<b>3</b>
Facility			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>	<b>1</b>		<b>11</b>	<b>8</b>	<b>20</b>
Electronic Messaging			<b>3</b>		<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
GTL Technical Issue			<b>1</b>		<b>1</b>
GTL Helpdesk			<b>1</b>		<b>1</b>
Information				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Mail	<b>1</b>		<b>5</b>	<b>7</b>	<b>13</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>4</b>	<b>6</b>	<b>11</b>
Phone			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Conditions</b>	<b>1</b>		<b>6</b>		<b>7</b>
Temperature	<b>1</b>		<b>4</b>		<b>5</b>
Constituent Services			<b>2</b>		<b>2</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Electronic Detention</b>			<b>2</b>		<b>2</b>



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory			2		2
Constituent Services			2		2
<b>Employment</b>				3	3
Non-Specified Subcategory				3	3
Central Screening				1	1
Human Resources				1	1
IDOC Resources/Policy Information				1	1
<b>Family Concerns</b>	2		16	8	26
Other			1		1
Facility			1		1
Non-Specified Subcategory	2		15	8	25
Constituent Services			5		5
Facility	1		2	1	4
Investigations				1	1
Office of Health Services	1				1
Warden			1		1
IDOC Resources/Policy Information			7	6	13
<b>Grievances</b>			11		11
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			10		10
Constituent Services			1		1
Warden			1		1
IDOC Resources/Policy Information			7		7
Administrative Review Board			1		1
<b>Medical</b>	7		39	9	55
Dental			4	1	5
Office of Health Services			3	1	4
IDOC Resources/Policy Information			1		1
Information			1		1
IDOC Resources/Policy Information			1		1
Level of Care	1		4	1	6
Constituent Services			1		1
Office of Health Services	1		1	1	3
IDOC Resources/Policy Information			2		2
Medical Supplies			4		4
ADA Coordinator			2		2
Office of Health Services			1		1
IDOC Resources/Policy Information			1		1
Medication	1		5	1	7
Facility			1		1
Office of Health Services			2	1	3
Warden	1		1		2
IDOC Resources/Policy Information			1		1
Optical	3		5		8
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Office of Health Services	2		4		6
IDOC Resources/Policy Information	1				1
Other			1		1
Constituent Services			1		1
Referral to Outside Provider			2	1	3
Office of Health Services			2	1	3
Sick Call Request			2		2
Constituent Services			1		1
Office of Health Services			1		1
Treatment	2		9	4	15
Constituent Services			5	1	6
Facility			1		1
Office of Health Services	2		3	3	8
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
Office of Health Services				1	1
IDOC Resources/Policy Information			1		1
<b>Mental Health</b>			1		1
Non-Specified Subcategory			1		1
Office of Health Services			1		1
<b>Money Issues</b>	1		1	1	3
Other				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	1		1		2
Facility	1		1		2
<b>Other/ General</b>		1	9	5	15
Legal Services			1		1
Legal Services			1		1
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory		1	7	5	13
Constituent Services			4	1	5
IDOC Resources/Policy Information		1	3	4	8
<b>Parole Concern</b>			2	3	5
Non-Specified Subcategory			2	3	5
Facility			1	1	2
Parole				1	1
IDOC Resources/Policy Information				1	1
Reentry Manager			1		1
<b>Property</b>	1	3		4	8
Non-Specified Subcategory	1	3		4	8
Constituent Services		1			1
Facility		1			1
Warden	1				1
IDOC Resources/Policy Information		1		4	5
<b>Safety Concerns</b>	1		3	1	5

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory	1		3	1	5
Investigations	1				1
Warden			2	1	3
IDOC Resources/Policy Information			1		1
<b>Sentence Credit</b>	<b>3</b>		<b>46</b>	<b>14</b>	<b>63</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Other			3		3
Chief of Programs			1		1
Constituent Services			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	3		42	14	59
Chief Inspector			1		1
Chief of Programs				1	1
Constituent Services			7		7
Director's Office			1		1
Facility	1		1		2
Facility			1		1
IDOC Resources/Policy Information	2		31	13	46
<b>Staff Conduct</b>	<b>1</b>		<b>11</b>	<b>4</b>	<b>16</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Other			1		1
Warden			1		1
Non-Specified Subcategory	1		9	4	14
Chief Inspector			1		1
Constituent Services			4		4
Warden	1		2	3	6
IDOC Resources/Policy Information			2	1	3
<b>Transfers</b>	<b>7</b>		<b>46</b>	<b>9</b>	<b>62</b>
Other			2		2
Office of Health Services			1		1
Transfer Coordinator			1		1
Phone			1		1
Transfer Coordinator			1		1
Work Release / ATC	5		5	6	16
Constituent Services	1				1
Facility	1		1	2	4
IDOC Resources/Policy Information	3		4	4	11
Non-Specified Subcategory	2		38	3	43
Chief Inspector			1		1
Constituent Services			2		2
Facility			6		6
Transfer Coordinator			4		4
IDOC Resources/Policy Information	2		25	3	30
<b>Victim Services</b>			<b>4</b>		<b>4</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory			4		4
Victim Services			4		4
<b>Visitation</b>	<b>16</b>		<b>31</b>	<b>26</b>	<b>73</b>
Denials/ Restrictions	2		5	5	12
Facility	1				1
Warden				1	1
Warden			2	1	3
IDOC Resources/Policy Information	1		2	3	6
Visitation Coordinator			1		1
GTL Technical Issue			1		1
IDOC Resources/Policy Information			1		1
In Person	4		5	1	10
Chief Chaplain			1		1
Chief Inspector	1		1		2
Constituent Services	2		1		3
Facility	1				1
Warden			1	1	2
IDOC Resources/Policy Information			1		1
Information	2		6	10	18
Constituent Services			1		1
Warden	2				2
IDOC Resources/Policy Information			4	8	12
Visitation Coordinator			1	2	3
Mitigation Efforts	1		2	1	4
IDOC Resources/Policy Information	1		2	1	4
Other	1		6	2	9
Constituent Services			2		2
Facility	1		1		2
IDOC Resources/Policy Information			3	2	5
Protocols	3		1		4
Chief Inspector	1				1
Facility			1		1
Warden	2				2
Sign-up Genius	1		1	4	6
IDOC Resources/Policy Information	1		1	1	3
Visitation Coordinator				3	3
Video	1		3	3	7
Constituent Services			1		1
Warden	1		1		2
IDOC Resources/Policy Information				1	1
Visitation Coordinator			1		1
GTL Helpdesk				2	2
Non-Specified Subcategory	1		1		2
Constituent Services			1		1
Warden	1				1
<b>Wellness Check</b>			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Information			1		1
Warden			1		1
<b>Records Information</b>	1		2	7	10
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		1	7	9
Record Office	1		1	4	6
IDOC Resources/Policy Information				3	3
<b>Programs/ Services</b>	2		14	1	17
Information			2		2
Constituent Services			1		1
IDOC Resources/Policy Information			1		1
Reentry			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		11	1	14
Constituent Services			1		1
Facility				1	1
Warden	1		2		3
IDOC Resources/Policy Information	1		8		9
<b>Concern not noted</b>			18		18
Non-Specified Subcategory			18		18
Constituent Services			17		17
IDOC Resources/Policy Information			1		1
<b>Lockdown</b>			2	1	3
Non-Specified Subcategory			2	1	3
IDOC Resources/Policy Information			2	1	3
<b>Staffing Concerns</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Dietary</b>				1	1
Food Items				1	1
Warden				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Decatur Correctional Center</b>	<b>13</b>		<b>113</b>	<b>45</b>	<b>171</b>
<b>Adjustment Committee/Discipline</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
<b>Communication</b>				<b>4</b>	<b>4</b>
Information				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Mail				<b>3</b>	<b>3</b>
Constituent Services				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Conditions</b>			<b>1</b>		<b>1</b>
Protocols			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
<b>COVID</b>			<b>2</b>	<b>1</b>	<b>3</b>
Mitigation Efforts				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Protocols			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Electronic Detention</b>	<b>3</b>		<b>27</b>	<b>5</b>	<b>35</b>
Information			<b>1</b>		<b>1</b>
Public Information Officer			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>3</b>		<b>26</b>	<b>5</b>	<b>34</b>
AMS				<b>2</b>	<b>2</b>
Chief of Programs			<b>1</b>		<b>1</b>
Constituent Services			<b>4</b>		<b>4</b>
Facility	<b>2</b>		<b>9</b>	<b>1</b>	<b>12</b>
Parole			<b>3</b>		<b>3</b>
Transfer Coordinator			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>8</b>	<b>2</b>	<b>11</b>
<b>Employment</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Family Concerns</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>6</b>
Non-Specified Subcategory	<b>1</b>		<b>3</b>	<b>2</b>	<b>6</b>
Chief of Programs			<b>1</b>		<b>1</b>
Constituent Services	<b>1</b>				<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>2</b>	<b>3</b>
<b>Grievances</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
<b>Medical</b>			<b>3</b>	<b>3</b>	<b>6</b>
Dental				<b>1</b>	<b>1</b>
Office of Health Services				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Medication			1		1
Office of Health Services			1		1
Mitigation Efforts			1		1
IDOC Resources/Policy Information			1		1
Referral to Outside Provider				1	1
Office of Health Services				1	1
Treatment				1	1
Office of Health Services				1	1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Money Issues</b>				2	2
Non-Specified Subcategory				2	2
IDOC Resources/Policy Information				2	2
<b>Other/ General</b>			1	4	5
Other				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory			1	3	4
Constituent Services			1		1
IDOC Resources/Policy Information				3	3
<b>Parole Concern</b>			3	3	6
Information			1		1
Facility			1		1
Non-Specified Subcategory			2	3	5
AMS			2		2
Facility				2	2
IDOC Resources/Policy Information				1	1
<b>Property</b>				1	1
Other				1	1
IDOC Resources/Policy Information				1	1
<b>Sentence Credit</b>	5		41	6	52
Sentence Calculation / Release Date			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	5		39	6	50
Chief of Programs	1				1
Constituent Services	1		11		12
County			1		1
Facility			3		3
IDOC Resources/Policy Information	3		24	6	33
<b>Transfers</b>			11	2	13
Work Release / ATC			10	1	11
Constituent Services			5		5
Transfer Coordinator			1		1
IDOC Resources/Policy Information			4	1	5
Non-Specified Subcategory			1	1	2
IDOC Resources/Policy Information			1	1	2
<b>Visitation</b>	1		6	4	11

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Denials/ Restrictions			2		2
Warden			1		1
IDOC Resources/Policy Information			1		1
GTL Technical Issue			1		1
Constituent Services			1		1
Information	1		3	2	6
Facility	1				1
IDOC Resources/Policy Information			3	2	5
Mitigation Efforts				1	1
IDOC Resources/Policy Information				1	1
Video				1	1
IDOC Resources/Policy Information				1	1
<b>Records Information</b>	1		5	5	11
Non-Specified Subcategory	1		5	5	11
Constituent Services			1	1	2
Record Office				2	2
IDOC Resources/Policy Information	1		4	2	7
<b>Programs/ Services</b>	1		2	2	5
Non-Specified Subcategory	1		2	2	5
IDOC Resources/Policy Information	1		2	2	5
<b>Concern not noted</b>			7		7
Non-Specified Subcategory			7		7
Constituent Services			7		7



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Dixon Correctional Center</b>	<b>65</b>	<b>2</b>	<b>227</b>	<b>79</b>	<b>373</b>
<b>Adjustment Committee/Discipline</b>	<b>1</b>		<b>7</b>		<b>8</b>
Clothing			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>6</b>		<b>7</b>
Facility			<b>1</b>		<b>1</b>
Office of Health Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>4</b>		<b>5</b>
<b>Classification</b>				<b>3</b>	<b>3</b>
Non-Specified Subcategory				<b>3</b>	<b>3</b>
IDOC Resources/Policy Information				<b>3</b>	<b>3</b>
<b>Clemency</b>			<b>6</b>	<b>1</b>	<b>7</b>
Non-Specified Subcategory			<b>6</b>	<b>1</b>	<b>7</b>
Constituent Services			<b>1</b>		<b>1</b>
Prisoner Review Board			<b>3</b>	<b>1</b>	<b>4</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Commissary</b>	<b>3</b>	<b>1</b>	<b>6</b>		<b>10</b>
Art Supplies	<b>1</b>	<b>1</b>			<b>2</b>
Constituent Services		<b>1</b>			<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Hygiene	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>6</b>		<b>7</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>3</b>		<b>4</b>
<b>Communication</b>	<b>5</b>		<b>6</b>	<b>4</b>	<b>15</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Mail	<b>1</b>		<b>3</b>	<b>1</b>	<b>5</b>
Chief Inspector			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>	<b>1</b>	<b>2</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Phone	<b>4</b>		<b>2</b>	<b>1</b>	<b>7</b>
Constituent Services	<b>2</b>				<b>2</b>
Facility			<b>1</b>	<b>1</b>	<b>2</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>2</b>				<b>2</b>
Non-Specified Subcategory				<b>2</b>	<b>2</b>
Warden				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Conditions</b>	<b>2</b>		<b>5</b>	<b>1</b>	<b>8</b>
Cell			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Water	<b>1</b>				<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility	1				1
Non-Specified Subcategory	1		4	1	6
Constituent Services	1				1
IDOC Resources/Policy Information			4	1	5
<b>Electronic Detention</b>			2		2
Non-Specified Subcategory			2		2
Facility			1		1
IDOC Resources/Policy Information			1		1
<b>Employment</b>				2	2
Non-Specified Subcategory				2	2
Human Resources				1	1
IDOC Resources/Policy Information				1	1
<b>Family Concerns</b>			6	4	10
Non-Specified Subcategory			6	4	10
Constituent Services			3	1	4
Facility			1		1
IDOC Resources/Policy Information			2	3	5
<b>Grievances</b>			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Medical</b>	10	1	19	6	36
Dental			1		1
Facility			1		1
Information			3	1	4
Constituent Services			1		1
Facility			1		1
Office of Health Services			1		1
IDOC Resources/Policy Information				1	1
Level of Care	2				2
Office of Health Services	2				2
Medical Supplies			2		2
Constituent Services			1		1
Facility			1		1
Medication			2		2
Office of Health Services			2		2
Other	1		4	2	7
Constituent Services			3		3
Office of Health Services				2	2
IDOC Resources/Policy Information	1		1		2
Permits	1				1
Constituent Services	1				1
Protocols			1		1
IDOC Resources/Policy Information			1		1
Referral to Outside Provider				1	1
Office of Health Services				1	1
Treatment	3	1	5	2	11

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility			1		1
Office of Health Services	3	1	3	2	9
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	3		1		4
Constituent Services			1		1
Office of Health Services	2				2
IDOC Resources/Policy Information	1				1
<b>Mental Health</b>	1		3		4
Medication	1				1
Mental Health	1				1
Other			1		1
Warden			1		1
Non-Specified Subcategory			2		2
Constituent Services			1		1
Warden			1		1
<b>Money Issues</b>			1	1	2
Non-Specified Subcategory			1	1	2
Facility			1		1
IDOC Resources/Policy Information				1	1
<b>Other/ General</b>	2		15	9	26
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		14	9	25
Constituent Services			4	2	6
Warden				2	2
IDOC Resources/Policy Information	2		10	5	17
<b>Parole Concern</b>			10	3	13
Non-Specified Subcategory			10	3	13
AMS				2	2
Constituent Services			4		4
Facility			1		1
Parole				1	1
Warden			1		1
IDOC Resources/Policy Information			3		3
Reentry Manager			1		1
<b>Procurement</b>			2		2
Non-Specified Subcategory			2		2
Constituent Services			1		1
IDOC Resources/Policy Information			1		1
<b>Property</b>	1		5	3	9
Non-Specified Subcategory	1		5	3	9
Constituent Services			2		2
IDOC Resources/Policy Information	1		3	3	7
<b>Recreational Opportunities</b>	1		6	5	12
Other				1	1
IDOC Resources/Policy Information				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Yard			2	1	3
Warden				1	1
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	1		4	3	8
Constituent Services	1				1
Warden			2		2
IDOC Resources/Policy Information			2	3	5
<b>Safety Concerns</b>	<b>4</b>		<b>9</b>		<b>13</b>
Non-Specified Subcategory	4		9		13
Constituent Services			4		4
PREA Coordinator			1		1
Warden	4		4		8
<b>Sentence Credit</b>			<b>21</b>	<b>2</b>	<b>23</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			20	2	22
Constituent Services			2		2
Facility			2		2
IDOC Resources/Policy Information			16	2	18
<b>Staff Conduct</b>	<b>6</b>		<b>11</b>	<b>2</b>	<b>19</b>
Protocols			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	6		10	2	18
Constituent Services	1		1	1	3
PREA Coordinator			1		1
Record Office			1		1
Warden	4		2		6
IDOC Resources/Policy Information	1		5	1	7
<b>Transfers</b>	<b>8</b>		<b>30</b>	<b>9</b>	<b>47</b>
Information			1		1
Transfer Coordinator			1		1
Sex offender Concerns			2		2
Facility			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC	4		7	4	15
Constituent Services			2	1	3
Facility	4			1	5
Transfer Coordinator			2		2
IDOC Resources/Policy Information			3	2	5
Non-Specified Subcategory	4		20	5	29
Constituent Services	1		9	1	11
Facility	1		1		2
Office of Health Services			1		1
Transfer Coordinator			2		2
Warden	1		2		3
IDOC Resources/Policy Information	1		5	4	10

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Visitation</b>	<b>8</b>		<b>13</b>	<b>9</b>	<b>30</b>
Denials/ Restrictions	2		3	2	7
Constituent Services			1		1
Warden	2				2
IDOC Resources/Policy Information			1	2	3
Visitation Coordinator			1		1
In Person			1		1
IDOC Resources/Policy Information			1		1
Information			3	3	6
IDOC Resources/Policy Information			3	3	6
Mitigation Efforts	1				1
ADA Coordinator	1				1
Other	1		4	1	6
Constituent Services			2		2
Facility				1	1
Warden	1				1
IDOC Resources/Policy Information			2		2
Protocols	3		1	1	5
Facility	2				2
IDOC Resources/Policy Information			1	1	2
Visitation Coordinator	1				1
Sign-up Genius			1		1
IDOC Resources/Policy Information			1		1
Staffing				1	1
Facility				1	1
Video	1			1	2
Facility				1	1
Warden	1				1
<b>Wellness Check</b>			<b>1</b>	<b>1</b>	<b>2</b>
Information			1		1
Facility			1		1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Records Information</b>	<b>2</b>		<b>1</b>	<b>10</b>	<b>13</b>
Information				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	2		1	9	12
Board of Education				1	1
Record Office	2			5	7
IDOC Resources/Policy Information			1	3	4
<b>Programs/ Services</b>	<b>2</b>		<b>5</b>	<b>3</b>	<b>10</b>
Information				1	1
IDOC Resources/Policy Information				1	1
Other				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	2		5	1	8

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services			2		2
Facility			1	1	2
IDOC Resources/Policy Information	2		2		4
<b>Concern not noted</b>			19		19
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory			18		18
Constituent Services			15		15
IDOC Resources/Policy Information			3		3
<b>Lockdown</b>	8		13	1	22
Protocols	1				1
Constituent Services	1				1
Staffing			3		3
Constituent Services			1		1
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	7		10	1	18
Constituent Services	2		2	1	5
IDOC Resources/Policy Information	5		8		13
<b>Staffing Concerns</b>	1		3		4
Non-Specified Subcategory	1		3		4
Warden	1				1
IDOC Resources/Policy Information			3		3
<b>Dietary</b>			1		1
Food Items			1		1
IDOC Resources/Policy Information			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Dixon Springs Structured Impact Program</b>			1	1	2
<b>Transfers</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Records Information</b>				1	1
Non-Specified Subcategory				1	1
Record Office				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>East Moline Correctional Center</b>	<b>26</b>	<b>1</b>	<b>148</b>	<b>63</b>	<b>238</b>
<b>Adjustment Committee/Discipline</b>	<b>3</b>		<b>2</b>		<b>5</b>
Non-Specified Subcategory	<b>3</b>		<b>2</b>		<b>5</b>
IDOC Resources/Policy Information	<b>3</b>		<b>2</b>		<b>5</b>
<b>Classification</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
<b>Clemency</b>			<b>1</b>		<b>1</b>
Other			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Commissary</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>	<b>2</b>		<b>7</b>	<b>4</b>	<b>13</b>
Electronic Messaging	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Information			<b>1</b>	<b>1</b>	<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Phone	<b>1</b>		<b>6</b>	<b>3</b>	<b>10</b>
Constituent Services			<b>3</b>		<b>3</b>
Facility			<b>1</b>		<b>1</b>
SECURUS				<b>1</b>	<b>1</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>2</b>	<b>2</b>	<b>4</b>
<b>Conditions</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>8</b>
Water			<b>2</b>	<b>2</b>	<b>4</b>
Warden				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
<b>Electronic Detention</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Family Concerns</b>			<b>4</b>	<b>8</b>	<b>12</b>
Non-Specified Subcategory			<b>4</b>	<b>8</b>	<b>12</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information			<b>3</b>	<b>6</b>	<b>9</b>
<b>Grievances</b>			<b>4</b>		<b>4</b>
Sentence Calculation / Release Date			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>3</b>		<b>3</b>
Parole			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Medical</b>	<b>1</b>		<b>5</b>	<b>8</b>	<b>14</b>
Dental			1		1
Office of Health Services			1		1
Medical Supplies				3	3
Office of Health Services				3	3
Medication			1		1
Office of Health Services			1		1
Optical			1		1
Office of Health Services			1		1
Referral to Outside Provider			1		1
Facility			1		1
Treatment	1			2	3
Office of Health Services	1				1
Warden				2	2
Non-Specified Subcategory			1	3	4
Constituent Services			1		1
Office of Health Services				3	3
<b>Money Issues</b>				1	1
Non-Specified Subcategory				1	1
Facility				1	1
<b>Other/ General</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>5</b>
Non-Specified Subcategory	2		2	1	5
Warden	1			1	2
IDOC Resources/Policy Information	1		2		3
<b>Parole Concern</b>	<b>3</b>		<b>1</b>	<b>5</b>	<b>9</b>
Non-Specified Subcategory	3		1	5	9
AMS			1	2	3
IDOC Resources/Policy Information	3			3	6
<b>Safety Concerns</b>			<b>3</b>	<b>1</b>	<b>4</b>
Other				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory			3		3
Constituent Services			1		1
Warden			1		1
IDOC Resources/Policy Information			1		1
<b>Sentence Credit</b>	<b>3</b>	<b>1</b>	<b>48</b>	<b>10</b>	<b>62</b>
Information			2		2
IDOC Resources/Policy Information			2		2
Other			1		1
IDOC Resources/Policy Information			1		1
Sentence Calculation / Release Date	1		1	1	3
IDOC Resources/Policy Information	1		1	1	3
Non-Specified Subcategory	2	1	44	9	56
Constituent Services	1		6		7
Facility			3	1	4
Warden		1			1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information	1		35	8	44
<b>Staff Conduct</b>	3		4		7
Non-Specified Subcategory	3		4		7
Chief Inspector			1		1
Constituent Services			2		2
Facility			1		1
Warden	1				1
IDOC Resources/Policy Information	2				2
<b>Transfers</b>	4		30	7	41
Sex offender Concerns			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC	1		17	5	23
Chief of Programs				1	1
Constituent Services			1		1
Facility			4	1	5
IDOC Resources/Policy Information	1		12	3	16
Non-Specified Subcategory	3		12	2	17
Constituent Services			3		3
Facility	1		1		2
Transfer Coordinator			2		2
IDOC Resources/Policy Information	2		6	2	10
<b>Victim Services</b>			6		6
Non-Specified Subcategory			6		6
Constituent Services			3		3
Victim Services			1		1
IDOC Resources/Policy Information			2		2
<b>Visitation</b>	3		5	12	20
Denials/ Restrictions			3	3	6
Warden			2		2
IDOC Resources/Policy Information			1	3	4
Information				4	4
IDOC Resources/Policy Information				2	2
Visitation Coordinator				2	2
Mitigation Efforts	1				1
Legal Services	1				1
Other			1	1	2
Constituent Services				1	1
IDOC Resources/Policy Information			1		1
Protocols	1		1	1	3
IDOC Resources/Policy Information	1		1	1	3
Video	1			2	3
Warden				1	1
IDOC Resources/Policy Information	1				1
Visitation Coordinator				1	1
Non-Specified Subcategory				1	1
Visitation Coordinator				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Wellness Check</b>			1		1
Non-Specified Subcategory			1		1
Warden			1		1
<b>Records Information</b>			4	2	6
Sentence Calculation / Release Date			2		2
Constituent Services			1		1
Record Office			1		1
Non-Specified Subcategory			2	2	4
IDOC Resources/Policy Information			2	2	4
<b>Programs/ Services</b>			2	1	3
Sex offender Concerns			1		1
Facility			1		1
Non-Specified Subcategory			1	1	2
Constituent Services			1		1
Warden				1	1
<b>Concern not noted</b>			13		13
Non-Specified Subcategory			13		13
Constituent Services			13		13

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Fox Valley ATC</b>	<b>8</b>		<b>11</b>	<b>9</b>	<b>28</b>
<b>Adjustment Committee/Discipline</b>			<b>1</b>	<b>1</b>	<b>2</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Communication</b>	<b>4</b>				<b>4</b>
Information	<b>2</b>				<b>2</b>
Constituent Services	<b>1</b>				<b>1</b>
Facility	<b>1</b>				<b>1</b>
Mail	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
Chief of Women's Division	<b>1</b>				<b>1</b>
<b>Conditions</b>	<b>1</b>				<b>1</b>
Temperature	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
<b>Electronic Detention</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Family Concerns</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Other/ General</b>			<b>1</b>	<b>1</b>	<b>2</b>
Non-Specified Subcategory			<b>1</b>	<b>1</b>	<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Parole Concern</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Parole				<b>1</b>	<b>1</b>
<b>Safety Concerns</b>				<b>1</b>	<b>1</b>
Other				<b>1</b>	<b>1</b>
Facility				<b>1</b>	<b>1</b>
<b>Sentence Credit</b>	<b>3</b>		<b>5</b>	<b>3</b>	<b>11</b>
Other	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>2</b>		<b>5</b>	<b>3</b>	<b>10</b>
Constituent Services			<b>3</b>		<b>3</b>
Facility			<b>1</b>	<b>1</b>	<b>2</b>
Warden	<b>1</b>		<b>1</b>		<b>2</b>
IDOC Resources/Policy Information	<b>1</b>			<b>2</b>	<b>3</b>
<b>Visitation</b>			<b>1</b>		<b>1</b>
Denials/ Restrictions			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
<b>Records Information</b>			<b>1</b>		<b>1</b>
Information			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility			1		1
<b>Concern not noted</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Lockdown</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>General Inquiry</b>	<b>224</b>	<b>1</b>	<b>952</b>	<b>946</b>	<b>2123</b>
<b>Adjustment Committee/Discipline</b>	<b>1</b>		<b>4</b>		<b>5</b>
Non-Specified Subcategory	<b>1</b>		<b>4</b>		<b>5</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>3</b>		<b>4</b>
<b>Classification</b>	<b>2</b>		<b>1</b>	<b>4</b>	<b>7</b>
Non-Specified Subcategory	<b>2</b>		<b>1</b>	<b>4</b>	<b>7</b>
Facility	<b>1</b>				<b>1</b>
Transfer Coordinator				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>3</b>	<b>5</b>
<b>Clemency</b>	<b>2</b>		<b>2</b>	<b>5</b>	<b>9</b>
Non-Specified Subcategory	<b>2</b>		<b>2</b>	<b>5</b>	<b>9</b>
Constituent Services			<b>1</b>		<b>1</b>
Innocence Project	<b>1</b>				<b>1</b>
Prisoner Review Board	<b>1</b>		<b>1</b>	<b>4</b>	<b>6</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Commissary</b>	<b>1</b>		<b>5</b>	<b>3</b>	<b>9</b>
Art Supplies				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Care Packages			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Mail				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>3</b>	<b>1</b>	<b>5</b>
<b>Communication</b>	<b>11</b>		<b>10</b>	<b>31</b>	<b>52</b>
Electronic Messaging	<b>1</b>			<b>2</b>	<b>3</b>
Chief Inspector	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
GTL Helpdesk				<b>1</b>	<b>1</b>
Information	<b>1</b>		<b>1</b>	<b>8</b>	<b>10</b>
Constituent Services			<b>1</b>	<b>1</b>	<b>2</b>
Public Information Officer				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information	<b>1</b>			<b>6</b>	<b>7</b>
Legal Services			<b>1</b>		<b>1</b>
Legal Services			<b>1</b>		<b>1</b>
Mail	<b>4</b>		<b>3</b>	<b>13</b>	<b>20</b>
Constituent Services	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information	<b>3</b>		<b>1</b>	<b>13</b>	<b>17</b>
Other			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Phone	<b>4</b>		<b>2</b>	<b>8</b>	<b>14</b>
Constituent Services	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
SECURUS	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>2</b>			<b>7</b>	<b>9</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory	1		2		3
Constituent Services	1		1		2
IDOC Resources/Policy Information			1		1
<b>Compassionate Release</b>			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Conditions</b>	2		16	4	22
Clothing	1				1
Constituent Services	1				1
Information			1		1
IDOC Resources/Policy Information			1		1
Temperature			10	1	11
Constituent Services			9		9
IDOC Resources/Policy Information			1	1	2
Water			2		2
Constituent Services			2		2
Non-Specified Subcategory	1		3	3	7
Constituent Services	1		1	1	3
IDOC Resources/Policy Information			2	2	4
<b>COVID</b>	1		3		4
Mitigation Efforts	1		2		3
IDOC Resources/Policy Information	1		2		3
Other			1		1
IDOC Resources/Policy Information			1		1
<b>Electronic Detention</b>			2	1	3
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
IDOC Resources/Policy Information			1	1	2
<b>Employment</b>	9		6	133	148
Information			1	6	7
Central Screening				2	2
Facility			1		1
IDOC Resources/Policy Information				4	4
Legal Services				1	1
Legal Services				1	1
Other	1			2	3
IDOC Resources/Policy Information	1			2	3
Reentry			1		1
Reentry Manager			1		1
Verification				3	3
IDOC Resources/Policy Information				2	2
Personnel				1	1
Non-Specified Subcategory	8		4	121	133
Central Screening	2			20	22
Constituent Services			1	2	3
Director's Office			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility				1	1
Human Resources	1			6	7
Jail and Detention Standards				1	1
Public Information Officer	1			1	2
Record Office				1	1
Training Academy				2	2
IDOC Resources/Policy Information	4		1	85	90
Reentry Manager			1		1
Department of Juvenile Justice				1	1
State Retirement System				1	1
<b>Family Concerns</b>	<b>6</b>		<b>24</b>	<b>13</b>	<b>43</b>
Other			1		1
Department of Children & Family Services			1		1
Non-Specified Subcategory	6		23	13	42
Chief of Operations			1		1
Constituent Services	3		11	2	16
County			1		1
Facility	1		2	1	4
Parole			1		1
IDOC Resources/Policy Information	1		7	10	18
Department of Children & Family Services	1				1
<b>FOIA</b>				<b>2</b>	<b>2</b>
Archive Search				1	1
FOIA				1	1
Non-Specified Subcategory				1	1
FOIA				1	1
<b>Grievances</b>			<b>5</b>		<b>5</b>
Non-Specified Subcategory			5		5
Constituent Services			3		3
IDOC Resources/Policy Information			2		2
<b>Medical</b>	<b>9</b>		<b>31</b>	<b>11</b>	<b>51</b>
Dental			1	1	2
County			1		1
IDOC Resources/Policy Information				1	1
Information	2		4	3	9
Constituent Services	2		4		6
Director's Office				1	1
Office of Health Services				1	1
IDOC Resources/Policy Information				1	1
Level of Care			4		4
Constituent Services			3		3
IDOC Resources/Policy Information			1		1
Medical Supplies			2	2	4
Constituent Services			2		2
Office of Health Services				1	1
IDOC Resources/Policy Information				1	1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Medication	1		6		7
Constituent Services	1		6		7
Optical			1		1
Constituent Services			1		1
Other	2		1		3
Chief Inspector	1				1
Constituent Services			1		1
Office of Health Services	1				1
Staffing			1		1
IDOC Resources/Policy Information			1		1
Treatment			6	2	8
Constituent Services			4		4
Office of Health Services				1	1
IDOC Resources/Policy Information			2	1	3
Non-Specified Subcategory	4		5	3	12
Constituent Services	4		4		8
Office of Health Services				1	1
IDOC Resources/Policy Information			1	1	2
Reentry Manager				1	1
<b>Mental Health</b>	<b>1</b>		<b>1</b>		<b>2</b>
Non-Specified Subcategory	1		1		2
Constituent Services	1				1
County			1		1
<b>Money Issues</b>	<b>4</b>		<b>6</b>	<b>8</b>	<b>18</b>
Information				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	4		6	7	17
Constituent Services	2		4		6
County	2				2
Facility				1	1
IDOC Resources/Policy Information			2	5	7
Chief Financial Officer				1	1
<b>Other/ General</b>	<b>49</b>		<b>113</b>	<b>123</b>	<b>285</b>
Information	1		2	7	10
Constituent Services			1		1
Facility				1	1
Planning and Research				2	2
PREA Coordinator				1	1
IDOC Resources/Policy Information	1		1	3	5
Legal Services				2	2
Legal Services				2	2
Other	2		9	11	22
Chief Inspector				1	1
Constituent Services	1		6	4	11
County			1		1
IDOC Resources/Policy Information	1		1	6	8

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Bureau of Prisons			1		1
Sex offender Concerns	1		1		2
Illinois State Police	1		1		2
Non-Specified Subcategory	45		101	103	249
AMS				2	2
Board of Education				1	1
Chief of Operations				1	1
Chief of Programs			2		2
Constituent Services	10		57	3	70
County			2	1	3
Director's Office	2		1	2	5
Facility				1	1
FOIA				1	1
Investigations				2	2
Jail and Detention Standards			1	2	3
Law Enforcement	13			7	20
Legal Services	3		1		4
Planning and Research				5	5
Prisoner Review Board				1	1
Procurement	1		1		2
Public Information Officer	1		1		2
Record Office			2	3	5
Transfer Coordinator			1		1
Victim Services			2		2
IDOC Resources/Policy Information	14		28	71	113
Governor's Office			1		1
Chief of Investigations			1		1
Department of Human Services	1				1
<b>Parole Concern</b>	<b>5</b>		<b>37</b>	<b>38</b>	<b>80</b>
Information	1		1	2	4
Constituent Services	1			1	2
Record Office				1	1
IDOC Resources/Policy Information			1		1
Other			1	5	6
AMS				2	2
Constituent Services				1	1
Prisoner Review Board				1	1
IDOC Resources/Policy Information				1	1
Reentry Manager			1		1
Sentence Calculation / Release Date			1		1
Legal Services			1		1
Non-Specified Subcategory	4		34	31	69
AMS	1		1	9	11
Constituent Services	1		9		10
Interstate Compact			1	3	4
Law Enforcement				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Legal Services				1	1
Parole			4	12	16
Planning and Research	1				1
Prisoner Review Board				2	2
Public Information Officer			1		1
Record Office				1	1
IDOC Resources/Policy Information	1		16	2	19
Reentry Manager			2		2
<b>Procurement</b>	<b>3</b>			<b>10</b>	<b>13</b>
Information				1	1
Chief Administrative Officer				1	1
Other				2	2
Procurement				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	3			7	10
IDOC Resources/Policy Information	3			6	9
Chief Administrative Officer				1	1
<b>Property</b>	<b>2</b>		<b>7</b>	<b>5</b>	<b>14</b>
Other			1		1
Warden			1		1
Non-Specified Subcategory	2		6	5	13
Chief Chaplain				1	1
Constituent Services			4		4
County				1	1
Facility				1	1
IDOC Resources/Policy Information	2		1	1	4
GTL Helpdesk				1	1
No Response			1		1
<b>Recreational Opportunities</b>			<b>4</b>	<b>1</b>	<b>5</b>
Sex offender Concerns				1	1
Illinois State Police				1	1
Non-Specified Subcategory			4		4
Constituent Services			4		4
<b>Safety Concerns</b>	<b>2</b>		<b>6</b>	<b>4</b>	<b>12</b>
Information			1	1	2
Chief of Operations				1	1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		5	3	10
Chief Inspector			1	1	2
Constituent Services	2		2	1	5
Jail and Detention Standards			1		1
IDOC Resources/Policy Information			1	1	2
<b>Sentence Credit</b>	<b>16</b>		<b>117</b>	<b>32</b>	<b>165</b>
Information	1		1		2
IDOC Resources/Policy Information	1		1		2
Other			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services			1		1
Phone			2		2
Transfer Coordinator			2		2
Non-Specified Subcategory	15		113	32	160
Chief of Programs			1		1
Constituent Services	3		54	1	58
County			1		1
Legal Services			1		1
Planning and Research	1				1
Prisoner Review Board				1	1
Record Office				1	1
Transfer Coordinator			1		1
Warden	1				1
IDOC Resources/Policy Information	9		55	29	93
Chief of Women's Division	1				1
<b>Staff Conduct</b>	<b>1</b>		<b>7</b>	<b>3</b>	<b>11</b>
Other			1	1	2
Constituent Services			1		1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	1		6	2	9
Chief Inspector				1	1
Constituent Services			5		5
County	1				1
IDOC Resources/Policy Information			1	1	2
<b>Technical Problems/Website</b>	<b>3</b>			<b>8</b>	<b>11</b>
Information	1				1
Reentry Manager	1				1
Other				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	2			7	9
Constituent Services	2				2
Public Information Officer				3	3
IDOC Resources/Policy Information				2	2
Department of Innovation & Technology				2	2
<b>Transfers</b>	<b>4</b>		<b>49</b>	<b>9</b>	<b>62</b>
Information			2		2
Constituent Services			2		2
Other			2		2
Constituent Services			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC	3		14	2	19
Constituent Services	2		8		10
IDOC Resources/Policy Information	1		6	2	9
Non-Specified Subcategory	1		31	7	39
Constituent Services			17		17
Facility				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Transfer Coordinator			1		1
IDOC Resources/Policy Information	1		12	6	19
Bureau of Prisons			1		1
<b>Victim Services</b>	<b>5</b>		<b>24</b>	<b>10</b>	<b>39</b>
Other				2	2
Victim Services				2	2
Non-Specified Subcategory	5		24	8	37
Constituent Services			4	1	5
Victim Services	5		18	6	29
IDOC Resources/Policy Information			2	1	3
<b>Visitation</b>	<b>27</b>	<b>1</b>	<b>49</b>	<b>40</b>	<b>117</b>
Denials/ Restrictions			4	4	8
Legal Services				1	1
Warden			2		2
IDOC Resources/Policy Information			2	2	4
Visitation Coordinator				1	1
GTL Technical Issue	2		1	2	5
Constituent Services	1				1
IDOC Resources/Policy Information				2	2
Visitation Coordinator	1		1		2
In Person	1		1		2
Chief of Operations	1				1
Constituent Services			1		1
Information	7		18	20	45
Constituent Services			6		6
Facility				1	1
Warden	2				2
IDOC Resources/Policy Information	4		12	18	34
Visitation Coordinator	1			1	2
Mitigation Efforts	3	1	10	2	16
Constituent Services		1	2		3
IDOC Resources/Policy Information	3		8	2	13
Other	1		1	2	4
Constituent Services			1		1
IDOC Resources/Policy Information				2	2
Visitation Coordinator	1				1
Protocols	1		2		3
Constituent Services			1		1
IDOC Resources/Policy Information	1		1		2
Sign-up Genius	3		1		4
Chief Inspector	1				1
Constituent Services	1				1
IDOC Resources/Policy Information			1		1
Visitation Coordinator	1				1
Video	2		7	9	18
Constituent Services	2		2		4

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Warden			1		1
IDOC Resources/Policy Information			4	8	12
Visitation Coordinator				1	1
Non-Specified Subcategory	7		4	1	12
Constituent Services	3		4		7
IDOC Resources/Policy Information	4			1	5
<b>Wellness Check</b>	<b>1</b>		<b>1</b>		<b>2</b>
Non-Specified Subcategory	1		1		2
Constituent Services	1		1		2
<b>Records Information</b>	<b>41</b>		<b>82</b>	<b>360</b>	<b>483</b>
Archive Search			1	9	10
Constituent Services				1	1
Public Information Officer				1	1
Record Office				7	7
IDOC Resources/Policy Information			1		1
Information	1		8	19	28
Constituent Services			3		3
Parole			1		1
Record Office	1		2	16	19
IDOC Resources/Policy Information			2	3	5
Other	1		2	4	7
Constituent Services				1	1
Record Office	1		1	2	4
IDOC Resources/Policy Information			1	1	2
Phone			1		1
Constituent Services			1		1
Sentence Calculation / Release Date	1				1
IDOC Resources/Policy Information	1				1
Verification				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	<b>38</b>		<b>70</b>	<b>327</b>	<b>435</b>
Board of Education			1	4	5
Chief Inspector			1		1
Constituent Services	2		21	1	24
County	1			4	5
County	1		1		2
Director's Office	2				2
Facility			3	7	10
FOIA	1			1	2
Human Resources				1	1
Illinois State Police	1			1	2
Law Enforcement				1	1
Legal Services	1				1
Planning and Research				3	3
Public Information Officer			1	3	4
Record Office	<b>18</b>		<b>20</b>	<b>249</b>	<b>287</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Training Academy				1	1
Transfer Coordinator			1		1
Warden			1		1
IDOC Resources/Policy Information	10		17	47	74
Reentry Manager				1	1
School District				3	3
Department of Juvenile Justice	1		1		2
Department of Human Services			1		1
Secretary of State			1		1
<b>Programs/ Services</b>	<b>11</b>		<b>25</b>	<b>83</b>	<b>119</b>
Information			1	2	3
Constituent Services			1		1
Public Information Officer				1	1
Reentry Manager				1	1
Other				1	1
Reentry Manager				1	1
Reentry	1		5	6	12
Constituent Services			1		1
Law Enforcement			1		1
IDOC Resources/Policy Information	1		1		2
Reentry Manager			2	6	8
Sex offender Concerns				1	1
Illinois State Police				1	1
Non-Specified Subcategory	10		19	73	102
Chief Chaplain			1	1	2
Chief of Programs	3		3	8	14
Constituent Services	2		3	2	7
Facility				3	3
Illinois State Police				2	2
Procurement				1	1
Public Information Officer				1	1
Sex Offender Services Unit				1	1
IDOC Resources/Policy Information	1		8	48	57
Reentry Manager	4		4	4	12
School District				1	1
Chief of Women's Division				1	1
<b>Concern not noted</b>	<b>4</b>		<b>311</b>	<b>2</b>	<b>317</b>
Archive Search			1		1
Constituent Services			1		1
Other			9		9
Constituent Services			9		9
Phone			1		1
Constituent Services			1		1
Non-Specified Subcategory	4		300	2	306
Constituent Services	2		262		264
Director's Office			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility			1		1
Legal Services			1		1
IDOC Resources/Policy Information	2		35	2	39
<b>Lockdown</b>	1		1	1	3
Staffing	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory			1	1	2
Constituent Services			1		1
IDOC Resources/Policy Information				1	1
<b>Staffing Concerns</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Dietary</b>			1	2	3
Non-Specified Subcategory			1	2	3
Planning and Research				1	1
IDOC Resources/Policy Information			1	1	2



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Graham Correctional Center</b>	<b>65</b>	<b>1</b>	<b>402</b>	<b>155</b>	<b>623</b>
<b>Adjustment Committee/Discipline</b>			<b>7</b>	<b>1</b>	<b>8</b>
Non-Specified Subcategory			<b>7</b>	<b>1</b>	<b>8</b>
Facility			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>5</b>	<b>1</b>	<b>6</b>
<b>Classification</b>			<b>3</b>	<b>3</b>	<b>6</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>2</b>	<b>3</b>	<b>5</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>3</b>	<b>4</b>
<b>Clemency</b>	<b>1</b>		<b>4</b>		<b>5</b>
Phone			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
Sentence Calculation / Release Date			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>1</b>		<b>2</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>		<b>2</b>
<b>Commissary</b>	<b>1</b>		<b>4</b>	<b>2</b>	<b>7</b>
Care Packages			<b>1</b>	<b>1</b>	<b>2</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
Clothing				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>3</b>		<b>4</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>2</b>		<b>3</b>
<b>Communication</b>	<b>3</b>		<b>6</b>	<b>9</b>	<b>18</b>
Electronic Messaging	<b>1</b>		<b>1</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Information	<b>2</b>		<b>1</b>	<b>3</b>	<b>6</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>2</b>			<b>3</b>	<b>5</b>
Mail			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Phone			<b>2</b>	<b>6</b>	<b>8</b>
Constituent Services			<b>1</b>	<b>1</b>	<b>2</b>
Facility			<b>1</b>	<b>1</b>	<b>2</b>
IDOC Resources/Policy Information				<b>4</b>	<b>4</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Compassionate Release</b>			<b>1</b>	<b>1</b>	<b>2</b>
Information			<b>1</b>		<b>1</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Prisoner Review Board				1	1
<b>Conditions</b>	<b>3</b>		<b>15</b>	<b>3</b>	<b>21</b>
Other			1		1
Warden			1		1
Temperature			5	2	7
Constituent Services			3		3
Facility			1		1
IDOC Resources/Policy Information			1	2	3
Water	3		8		11
Constituent Services			1		1
Warden	2				2
IDOC Resources/Policy Information	1		7		8
Non-Specified Subcategory			1	1	2
IDOC Resources/Policy Information			1	1	2
<b>COVID</b>			2		2
Mitigation Efforts			2		2
IDOC Resources/Policy Information			2		2
<b>Electronic Detention</b>			1	1	2
Non-Specified Subcategory			1	1	2
Constituent Services			1		1
IDOC Resources/Policy Information				1	1
<b>Family Concerns</b>	<b>2</b>		<b>9</b>	<b>4</b>	<b>15</b>
Non-Specified Subcategory	2		9	4	15
Constituent Services	1		1		2
Facility			2	1	3
IDOC Resources/Policy Information	1		6	3	10
<b>Grievances</b>			5	1	6
Non-Specified Subcategory			5	1	6
Facility			2		2
IDOC Resources/Policy Information			2	1	3
Administrative Review Board			1		1
<b>Medical</b>	<b>7</b>		<b>57</b>	<b>24</b>	<b>88</b>
Dental			1		1
Office of Health Services			1		1
Information	2		7		9
Constituent Services	1				1
Facility			2		2
Office of Health Services	1		3		4
IDOC Resources/Policy Information			2		2
Level of Care	1		6	3	10
Constituent Services			1		1
Office of Health Services	1		2	3	6
Warden			1		1
IDOC Resources/Policy Information			2		2
Medical Supplies			6		6
Constituent Services			2		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Office of Health Services			1		1
Warden			2		2
IDOC Resources/Policy Information			1		1
Medication	1		5	1	7
Constituent Services			2		2
Office of Health Services	1		2	1	4
IDOC Resources/Policy Information			1		1
Other			6	1	7
Constituent Services			4		4
Office of Health Services			1	1	2
IDOC Resources/Policy Information			1		1
Permits			4	1	5
ADA Coordinator			1		1
Constituent Services			1		1
Office of Health Services			2	1	3
Referral to Outside Provider			2	1	3
Office of Health Services				1	1
IDOC Resources/Policy Information			2		2
Treatment	1		13	11	25
Constituent Services			5		5
Facility			1		1
Office of Health Services	1		5	11	17
IDOC Resources/Policy Information			2		2
Diet			6		6
Constituent Services			1		1
Facility			1		1
Office of Health Services			3		3
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		1	6	9
Constituent Services			1	1	2
Office of Health Services	2			5	7
<b>Mental Health</b>	2		3		5
Non-Specified Subcategory	2		3		5
Mental Health	2		1		3
Office of Health Services			2		2
<b>Money Issues</b>	1		1	1	3
Non-Specified Subcategory	1		1	1	3
Facility	1		1		2
IDOC Resources/Policy Information				1	1
<b>Other/ General</b>	6		21	6	33
Information				1	1
Constituent Services				1	1
Other			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	6		19	5	30
Constituent Services			8		8

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Office of Health Services			1		1
Public Information Officer				1	1
Warden	2			1	3
IDOC Resources/Policy Information	4		10	3	17
<b>Parole Concern</b>	2		23	14	39
Non-Specified Subcategory	2		23	14	39
AMS			1	8	9
Chief Inspector			1		1
Constituent Services			6		6
Facility			3	1	4
Parole			3	3	6
Prisoner Review Board	1		2		3
IDOC Resources/Policy Information	1		7	2	10
<b>Property</b>			5	4	9
Other			1		1
Warden			1		1
Non-Specified Subcategory			4	4	8
Constituent Services			1		1
Facility			2		2
IDOC Resources/Policy Information			1	4	5
<b>Recreational Opportunities</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Safety Concerns</b>	3		2		5
Non-Specified Subcategory	3		2		5
Constituent Services			1		1
IDOC Resources/Policy Information	2		1		3
Chief of Investigations	1				1
<b>Sentence Credit</b>	6		85	15	106
Information			5	1	6
Constituent Services			1		1
IDOC Resources/Policy Information			4	1	5
Phone			1		1
IDOC Resources/Policy Information			1		1
Sentence Calculation / Release Date			1		1
IDOC Resources/Policy Information			1		1
Sex offender Concerns				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	6		78	13	97
Chief of Programs			2		2
Constituent Services	1		10	1	12
Facility			4		4
IDOC Resources/Policy Information	5		62	12	79
<b>Staff Conduct</b>	2		2	5	9
Other	1				1
Warden	1				1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Sentence Calculation / Release Date				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	1		2	4	7
Chief Inspector			1		1
Constituent Services			1		1
PREA Coordinator				1	1
Warden				2	2
IDOC Resources/Policy Information	1			1	2
<b>Transfers</b>	<b>3</b>	<b>1</b>	<b>52</b>	<b>6</b>	<b>62</b>
Information			2	1	3
Transfer Coordinator				1	1
IDOC Resources/Policy Information			2		2
Mitigation Efforts			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC			10		10
Constituent Services			4		4
Transfer Coordinator			1		1
IDOC Resources/Policy Information			5		5
Non-Specified Subcategory	3	1	39	5	48
Constituent Services	1	1	9		11
Facility			7		7
Transfer Coordinator			6		6
IDOC Resources/Policy Information	2		17	5	24
<b>Victim Services</b>				6	6
Non-Specified Subcategory				6	6
Victim Services				4	4
IDOC Resources/Policy Information				2	2
<b>Visitation</b>	<b>8</b>		<b>22</b>	<b>27</b>	<b>57</b>
Denials/ Restrictions	4		7	11	22
Constituent Services			2		2
Facility				1	1
Warden	3		3	3	9
IDOC Resources/Policy Information			2	6	8
Visitation Coordinator	1			1	2
GTL Technical Issue			1		1
GTL Helpdesk			1		1
Information	2		3	10	15
Constituent Services			1		1
Warden	1			1	2
IDOC Resources/Policy Information	1		1	8	10
Visitation Coordinator			1	1	2
Mitigation Efforts			1		1
IDOC Resources/Policy Information			1		1
Other			3	1	4
IDOC Resources/Policy Information			3	1	4
Privileges				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information				1	1
Protocols	2		4	1	7
Constituent Services	1				1
IDOC Resources/Policy Information	1		4	1	6
Sign-up Genius				1	1
IDOC Resources/Policy Information				1	1
Video			1	2	3
Warden			1	1	2
Visitation Coordinator				1	1
Non-Specified Subcategory			2		2
IDOC Resources/Policy Information			1		1
Visitation Coordinator			1		1
<b>Wellness Check</b>	2		5	2	9
Non-Specified Subcategory	2		5	2	9
Constituent Services			2	1	3
Warden	2		1		3
IDOC Resources/Policy Information			2	1	3
<b>Records Information</b>	4		9	10	23
Legal Services			1		1
Legal Services			1		1
Other			1		1
Constituent Services			1		1
Sentence Calculation / Release Date			1		1
Constituent Services			1		1
Non-Specified Subcategory	4		6	10	20
Constituent Services	1		2	1	4
Facility				2	2
Legal Services			1		1
Record Office				4	4
Warden	2				2
IDOC Resources/Policy Information	1		3	3	7
<b>Programs/ Services</b>	8		4	4	16
Information	1			1	2
Constituent Services	1				1
IDOC Resources/Policy Information				1	1
Jobs/Assignments				1	1
IDOC Resources/Policy Information				1	1
Other			1		1
Facility			1		1
Reentry				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	7		3	1	11
Constituent Services			1		1
Facility	2				2
Warden	2				2
IDOC Resources/Policy Information	3		2	1	6

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Concern not noted</b>	<b>1</b>		<b>34</b>		<b>35</b>
Non-Specified Subcategory	<b>1</b>		<b>34</b>		<b>35</b>
Constituent Services	<b>1</b>		<b>32</b>		<b>33</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Lockdown</b>			<b>14</b>	<b>5</b>	<b>19</b>
Staffing			<b>2</b>	<b>1</b>	<b>3</b>
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory			<b>12</b>	<b>4</b>	<b>16</b>
Constituent Services			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>10</b>	<b>4</b>	<b>14</b>
<b>Dietary</b>			<b>6</b>		<b>6</b>
Food Items			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>4</b>		<b>4</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Graham R &amp; C</b>			<b>2</b>	<b>1</b>	<b>3</b>
<b>Classification</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
<b>Transfers</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Concern not noted</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Hill Correctional Center</b>	<b>57</b>	<b>1</b>	<b>241</b>	<b>109</b>	<b>408</b>
<b>Adjustment Committee/Discipline</b>			<b>5</b>	<b>2</b>	<b>7</b>
Protocols				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Water			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>4</b>	<b>1</b>	<b>5</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
<b>Classification</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>5</b>
Non-Specified Subcategory	<b>3</b>		<b>1</b>	<b>1</b>	<b>5</b>
Constituent Services	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>2</b>		<b>1</b>	<b>1</b>	<b>4</b>
<b>Commissary</b>	<b>1</b>		<b>5</b>	<b>1</b>	<b>7</b>
Fans			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>
Warden	<b>1</b>		<b>3</b>		<b>4</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
<b>Communication</b>	<b>3</b>		<b>7</b>	<b>3</b>	<b>13</b>
Electronic Messaging			<b>3</b>		<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
Warden			<b>2</b>		<b>2</b>
Information			<b>1</b>	<b>1</b>	<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Mail			<b>2</b>	<b>2</b>	<b>4</b>
Warden			<b>1</b>	<b>1</b>	<b>2</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
Phone	<b>3</b>		<b>1</b>		<b>4</b>
Constituent Services	<b>1</b>				<b>1</b>
Warden	<b>2</b>				<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Compassionate Release</b>	<b>1</b>		<b>1</b>		<b>2</b>
Non-Specified Subcategory	<b>1</b>		<b>1</b>		<b>2</b>
Prisoner Review Board	<b>1</b>		<b>1</b>		<b>2</b>
<b>Conditions</b>	<b>3</b>		<b>13</b>	<b>4</b>	<b>20</b>
Cell			<b>3</b>		<b>3</b>
Warden			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Protocols			<b>3</b>		<b>3</b>
Mental Health			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Temperature				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	3		7	3	13
ADA Coordinator			1		1
Constituent Services	1		4		5
Warden	2		1		3
IDOC Resources/Policy Information			1	3	4
<b>COVID</b>				2	2
Mitigation Efforts				2	2
IDOC Resources/Policy Information				2	2
<b>Electronic Detention</b>			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Employment</b>				5	5
Non-Specified Subcategory				5	5
Warden				2	2
IDOC Resources/Policy Information				3	3
<b>Family Concerns</b>	3		6	4	13
Non-Specified Subcategory	3		6	4	13
Constituent Services	1		3		4
Facility			1	1	2
IDOC Resources/Policy Information	2		2	3	7
<b>Grievances</b>			6		6
Non-Specified Subcategory			6		6
Constituent Services			1		1
Facility			2		2
Warden			1		1
IDOC Resources/Policy Information			2		2
<b>Medical</b>	2		25	4	31
Dental			1		1
IDOC Resources/Policy Information			1		1
Information			2		2
Facility			1		1
IDOC Resources/Policy Information			1		1
Level of Care			2		2
Constituent Services			1		1
Office of Health Services			1		1
Medication			1	1	2
Office of Health Services			1	1	2
Other			5		5
Constituent Services			2		2
IDOC Resources/Policy Information			3		3
Permits	1		7		8
Facility			1		1
Office of Health Services	1		2		3
Warden			2		2
IDOC Resources/Policy Information			2		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Referral to Outside Provider				1	1
Office of Health Services				1	1
Sick Call Request			1		1
Constituent Services			1		1
Treatment	1		2	2	5
Office of Health Services	1			2	3
IDOC Resources/Policy Information			2		2
Diet			1		1
Office of Health Services			1		1
Non-Specified Subcategory			3		3
Constituent Services			2		2
IDOC Resources/Policy Information			1		1
<b>Mental Health</b>			2		2
Treatment			1		1
Constituent Services			1		1
Non-Specified Subcategory			1		1
Mental Health			1		1
<b>Money Issues</b>			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Other/ General</b>	1		8	7	16
Other	1		1		2
Constituent Services	1		1		2
Trust Fund			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			6	7	13
ADA Coordinator			1	1	2
Constituent Services			2	1	3
Facility				1	1
Warden				1	1
IDOC Resources/Policy Information			3	2	5
GTL Helpdesk				1	1
<b>Parole Concern</b>			2		2
Non-Specified Subcategory			2		2
Constituent Services			1		1
Warden			1		1
<b>Property</b>			3		3
Non-Specified Subcategory			3		3
IDOC Resources/Policy Information			3		3
<b>Safety Concerns</b>	1		5	2	8
PREA			1		1
PREA Coordinator			1		1
Non-Specified Subcategory	1		4	2	7
Investigations				1	1
PREA Coordinator			1		1
Warden	1		1		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			2	1	3
<b>Sentence Credit</b>	1		28	9	38
Information			3		3
IDOC Resources/Policy Information			3		3
Mitigation Efforts				1	1
IDOC Resources/Policy Information				1	1
Sentence Calculation / Release Date			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	1		23	8	32
Constituent Services	1		3	1	5
Facility			1		1
IDOC Resources/Policy Information			19	7	26
<b>Staff Conduct</b>	1		7	7	15
Other			1		1
Warden			1		1
Non-Specified Subcategory	1		6	7	14
Constituent Services			3		3
PREA Coordinator				1	1
Warden			1	6	7
IDOC Resources/Policy Information	1		2		3
<b>Transfers</b>	9	1	40	9	59
Information	1		1		2
Chief of Staff	1				1
Transfer Coordinator			1		1
Phone			2		2
Transfer Coordinator			2		2
Protocols			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC		1	2	1	4
Facility			1		1
Warden		1			1
IDOC Resources/Policy Information			1	1	2
Non-Specified Subcategory	8		34	8	50
Constituent Services	1		4		5
Facility	1		3		4
Transfer Coordinator			6	1	7
IDOC Resources/Policy Information	6		21	7	34
<b>Victim Services</b>			1		1
Non-Specified Subcategory			1		1
Victim Services			1		1
<b>Visitation</b>	14		29	30	73
Denials/ Restrictions	5		9	7	21
Constituent Services			1	2	3
Facility	1		1	1	3
Warden	3		1	1	5
IDOC Resources/Policy Information	1		5	3	9

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Visitation Coordinator			1		1
GTL Technical Issue				1	1
IDOC Resources/Policy Information				1	1
Information	1		9	8	18
Constituent Services			3		3
Warden			1	1	2
Warden			1		1
IDOC Resources/Policy Information			4	6	10
Visitation Coordinator	1			1	2
Mitigation Efforts	4		3	1	8
IDOC Resources/Policy Information	4		3		7
Visitation Coordinator				1	1
Other	1		5	5	11
Facility			1		1
IDOC Resources/Policy Information			4	3	7
Visitation Coordinator	1			2	3
Protocols			1	1	2
IDOC Resources/Policy Information			1	1	2
Sign-up Genius	2				2
Warden	1				1
IDOC Resources/Policy Information	1				1
Video	1			7	8
Warden	1				1
IDOC Resources/Policy Information				4	4
Visitation Coordinator				3	3
Non-Specified Subcategory			2		2
Constituent Services			1		1
IDOC Resources/Policy Information			1		1
<b>Wellness Check</b>	1		3		4
Other			1		1
Warden			1		1
Non-Specified Subcategory	1		2		3
Warden	1				1
IDOC Resources/Policy Information			2		2
<b>Records Information</b>			2	4	6
Sentence Calculation / Release Date			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			1	4	5
Facility			1	1	2
Record Office				2	2
IDOC Resources/Policy Information				1	1
<b>Programs/ Services</b>	5		6	4	15
Jobs/Assignments			1		1
IDOC Resources/Policy Information			1		1
Legal Services			1		1
IDOC Resources/Policy Information			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory	5		4	4	13
Chief of Programs				1	1
Constituent Services				2	2
Facility	2		2	1	5
IDOC Resources/Policy Information	3		2		5
<b>Concern not noted</b>			14		14
Non-Specified Subcategory			14		14
Chief Chaplain			1		1
Constituent Services			12		12
Legal Services			1		1
<b>Lockdown</b>	7		14	10	31
Staffing	1		2	3	6
Facility				1	1
IDOC Resources/Policy Information	1		2	2	5
Non-Specified Subcategory	6		12	7	25
Chief Inspector			1		1
Constituent Services			1	2	3
Warden	1		1		2
IDOC Resources/Policy Information	5		8	5	18
Visitation Coordinator			1		1
<b>Staffing Concerns</b>	1		4	1	6
Non-Specified Subcategory	1		4	1	6
IDOC Resources/Policy Information	1		4	1	6
<b>Dietary</b>			2		2
Food Items			2		2
Office of Health Services			2		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Illinois River Correctional Center</b>	<b>67</b>	<b>4</b>	<b>473</b>	<b>109</b>	<b>653</b>
<b>Adjustment Committee/Discipline</b>	<b>5</b>		<b>17</b>		<b>22</b>
Other	<b>1</b>		<b>1</b>		<b>2</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>		<b>2</b>
<b>Non-Specified Subcategory</b>	<b>4</b>		<b>16</b>		<b>20</b>
Constituent Services	<b>1</b>		<b>3</b>		<b>4</b>
Facility			<b>1</b>		<b>1</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>2</b>		<b>12</b>		<b>14</b>
<b>Communication</b>	<b>3</b>		<b>6</b>	<b>5</b>	<b>14</b>
Electronic Messaging				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>
Information			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Mail	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>
Constituent Services			<b>2</b>		<b>2</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
Phone	<b>2</b>			<b>2</b>	<b>4</b>
SECURUS				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information	<b>2</b>				<b>2</b>
<b>Conditions</b>	<b>1</b>		<b>6</b>	<b>1</b>	<b>8</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Protocols			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Temperature	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>
Constituent Services			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
<b>COVID</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
<b>Electronic Detention</b>	<b>3</b>		<b>3</b>		<b>6</b>
Non-Specified Subcategory	<b>3</b>		<b>3</b>		<b>6</b>
Facility	<b>1</b>		<b>2</b>		<b>3</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>		<b>2</b>
<b>Employment</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Family Concerns</b>	<b>1</b>		<b>21</b>	<b>6</b>	<b>28</b>
Non-Specified Subcategory	<b>1</b>		<b>21</b>	<b>6</b>	<b>28</b>
Constituent Services	<b>1</b>		<b>5</b>		<b>6</b>
Facility			<b>3</b>		<b>3</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Warden			3		3
IDOC Resources/Policy Information			9	6	15
Department of Children & Family Services			1		1
<b>Grievances</b>			6		6
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			5		5
Constituent Services			1		1
Facility			1		1
IDOC Resources/Policy Information			2		2
Administrative Review Board			1		1
<b>Medical</b>	1		26	1	28
Information			1		1
IDOC Resources/Policy Information			1		1
Level of Care			3		3
Office of Health Services			3		3
Medication			8		8
Facility			1		1
Office of Health Services			5		5
IDOC Resources/Policy Information			2		2
Other			1		1
Constituent Services			1		1
Permits			3		3
Constituent Services			1		1
Office of Health Services			2		2
Protocols			1		1
Warden			1		1
Referral to Outside Provider			1		1
Office of Health Services			1		1
Treatment			8		8
Constituent Services			1		1
Office of Health Services			7		7
Non-Specified Subcategory	1			1	2
Office of Health Services	1			1	2
<b>Mental Health</b>	2		2		4
Medication			1		1
Office of Health Services			1		1
Treatment	1		1		2
Mental Health	1				1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1				1
Mental Health	1				1
<b>Other/ General</b>	3		13	3	19
Non-Specified Subcategory	3		13	3	19
Constituent Services	1		6		7
Facility			1		1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information	2		6	3	11
<b>Parole Concern</b>	1		7	6	14
Non-Specified Subcategory	1		7	6	14
AMS			2	1	3
Constituent Services			1		1
Facility	1		1		2
Parole				2	2
Prisoner Review Board				1	1
IDOC Resources/Policy Information			3	2	5
<b>Property</b>			5	4	9
Non-Specified Subcategory			5	4	9
Constituent Services			1		1
Facility			1		1
Warden				1	1
IDOC Resources/Policy Information			3	3	6
<b>Safety Concerns</b>	1		4		5
Non-Specified Subcategory	1		4		5
Constituent Services	1				1
Facility			1		1
Law Enforcement			1		1
Warden			2		2
<b>Sentence Credit</b>	9	1	130	19	159
Information	1		7		8
Constituent Services			1		1
IDOC Resources/Policy Information	1		6		7
Other	4		2		6
Constituent Services	4				4
IDOC Resources/Policy Information			2		2
Sentence Calculation / Release Date			1		1
Constituent Services			1		1
Non-Specified Subcategory	4	1	120	19	144
Constituent Services			19		19
County				1	1
Facility	1		9		10
Legal Services			1		1
Warden			2		2
IDOC Resources/Policy Information	3	1	89	18	111
<b>Staff Conduct</b>		1	4	1	6
Non-Specified Subcategory		1	4	1	6
Investigations				1	1
Warden		1	1		2
IDOC Resources/Policy Information			3		3
<b>Technical Problems/Website</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Transfers</b>	5	2	96	15	118

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Information			8		8
Transfer Coordinator			6		6
IDOC Resources/Policy Information			2		2
Other			1	1	2
IDOC Resources/Policy Information			1	1	2
Reentry			2		2
IDOC Resources/Policy Information			2		2
Work Release / ATC		1	18	2	21
Constituent Services			1		1
Facility			6		6
Warden		1	1		2
IDOC Resources/Policy Information			10	2	12
Non-Specified Subcategory	5	1	67	12	85
Constituent Services			5	1	6
Facility	3		11		14
Transfer Coordinator			11	1	12
Warden	1	1	4		6
IDOC Resources/Policy Information	1		36	10	47
<b>Victim Services</b>			4	1	5
Non-Specified Subcategory			4	1	5
Constituent Services			1		1
Victim Services			3		3
Warden				1	1
<b>Visitation</b>	24		28	31	83
Denials/ Restrictions	9		14	8	31
Chief Inspector	1		1		2
Constituent Services	2		1		3
Facility	2		2	2	6
Warden	4		3		7
IDOC Resources/Policy Information			5	5	10
Visitation Coordinator			2	1	3
GTL Technical Issue				2	2
IDOC Resources/Policy Information				1	1
Visitation Coordinator				1	1
Information	3		4	7	14
Constituent Services	1				1
Facility	2				2
Warden			1		1
IDOC Resources/Policy Information			2	6	8
Visitation Coordinator			1	1	2
Mitigation Efforts	1			3	4
IDOC Resources/Policy Information	1			3	4
Other	4		3	4	11
Constituent Services	1				1
IDOC Resources/Policy Information	3		3	3	9
Visitation Coordinator				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Protocols	1		3	2	6
Constituent Services	1		1		2
Warden			1		1
IDOC Resources/Policy Information			1	2	3
Sign-up Genius			1	1	2
Warden			1		1
Visitation Coordinator				1	1
Video	5		2	4	11
Facility				1	1
SECURUS				1	1
Warden	1				1
IDOC Resources/Policy Information			2	1	3
Visitation Coordinator	2			1	3
GTL Helpdesk	2				2
Non-Specified Subcategory	1		1		2
Constituent Services	1		1		2
<b>Wellness Check</b>	<b>1</b>		<b>5</b>		<b>6</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		4		5
Constituent Services			1		1
Warden			2		2
IDOC Resources/Policy Information	1		1		2
<b>Records Information</b>	<b>2</b>		<b>15</b>	<b>3</b>	<b>20</b>
Sentence Calculation / Release Date			4		4
IDOC Resources/Policy Information			4		4
Non-Specified Subcategory	2		11	3	16
Constituent Services			3		3
County			2		2
Facility	1		2		3
Record Office			2	2	4
IDOC Resources/Policy Information	1		2	1	4
<b>Programs/ Services</b>	<b>3</b>		<b>15</b>	<b>11</b>	<b>29</b>
Other				2	2
Facility				1	1
IDOC Resources/Policy Information				1	1
Sex offender Concerns			1		1
Facility			1		1
Non-Specified Subcategory	3		14	9	26
Constituent Services			5		5
Facility			3	2	5
Warden	2			1	3
IDOC Resources/Policy Information	1		6	6	13
<b>Concern not noted</b>	<b>1</b>		<b>51</b>		<b>52</b>
Non-Specified Subcategory	1		51		52
Constituent Services	1		47		48

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			4		4
<b>Lockdown</b>			2	1	3
Non-Specified Subcategory			2	1	3
IDOC Resources/Policy Information			2	1	3
<b>Staffing Concerns</b>			3		3
Non-Specified Subcategory			3		3
Facility			1		1
IDOC Resources/Policy Information			2		2
<b>Dietary</b>	1		2		3
Food Items			2		2
Constituent Services			1		1
Warden			1		1
Non-Specified Subcategory	1				1
Warden	1				1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Jacksonville Correctional Center</b>	<b>50</b>		<b>263</b>	<b>79</b>	<b>392</b>
<b>Adjustment Committee/Discipline</b>			<b>3</b>		<b>3</b>
Other			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Classification</b>	<b>1</b>		<b>1</b>		<b>2</b>
Non-Specified Subcategory	<b>1</b>		<b>1</b>		<b>2</b>
Constituent Services	<b>1</b>		<b>1</b>		<b>2</b>
<b>Clemency</b>			<b>1</b>		<b>1</b>
Sex offender Concerns			<b>1</b>		<b>1</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
<b>Commissary</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>
Non-Specified Subcategory	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>
Office of Health Services			<b>1</b>		<b>1</b>
Warden	<b>1</b>		<b>3</b>	<b>1</b>	<b>5</b>
<b>Communication</b>			<b>2</b>	<b>6</b>	<b>8</b>
Information				<b>2</b>	<b>2</b>
Facility				<b>1</b>	<b>1</b>
SECURUS				<b>1</b>	<b>1</b>
Mail				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>
Phone			<b>2</b>	<b>2</b>	<b>4</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>2</b>	<b>3</b>
<b>Compassionate Release</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Conditions</b>	<b>2</b>		<b>3</b>	<b>3</b>	<b>8</b>
Temperature	<b>2</b>		<b>3</b>	<b>3</b>	<b>8</b>
Warden	<b>1</b>		<b>1</b>		<b>2</b>
IDOC Resources/Policy Information	<b>1</b>		<b>2</b>	<b>3</b>	<b>6</b>
<b>Employment</b>				<b>4</b>	<b>4</b>
Non-Specified Subcategory				<b>4</b>	<b>4</b>
Warden				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>
<b>Family Concerns</b>	<b>3</b>		<b>7</b>	<b>6</b>	<b>16</b>
Non-Specified Subcategory	<b>3</b>		<b>7</b>	<b>6</b>	<b>16</b>
Constituent Services	<b>1</b>		<b>3</b>	<b>1</b>	<b>5</b>
Facility				<b>1</b>	<b>1</b>
Warden	<b>2</b>				<b>2</b>
IDOC Resources/Policy Information			<b>4</b>	<b>4</b>	<b>8</b>
<b>Grievances</b>			<b>1</b>		<b>1</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Medical</b>			<b>14</b>	<b>2</b>	<b>16</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Dental			2		2
Office of Health Services			1		1
Warden			1		1
Information			1		1
Office of Health Services			1		1
Medication			2		2
Office of Health Services			2		2
Optical			1		1
IDOC Resources/Policy Information			1		1
Other			1		1
Office of Health Services			1		1
Treatment			3	1	4
Constituent Services			1		1
Office of Health Services			1	1	2
Warden			1		1
Non-Specified Subcategory			4	1	5
Constituent Services			2		2
Office of Health Services			2	1	3
<b>Mental Health</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Money Issues</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Other/ General</b>	3		4	6	13
Non-Specified Subcategory	3		4	6	13
Constituent Services			1	1	2
Facility			1		1
Warden	1				1
IDOC Resources/Policy Information	2		2	5	9
<b>Parole Concern</b>			5	5	10
Residence Plan				1	1
Facility				1	1
Non-Specified Subcategory			5	4	9
AMS				1	1
Facility				1	1
IDOC Resources/Policy Information			5	2	7
<b>Property</b>	3		1		4
Non-Specified Subcategory	3		1		4
Warden	1				1
IDOC Resources/Policy Information	2		1		3
<b>Safety Concerns</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Sentence Credit</b>	25		123	25	173
Information	1		5		6

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility			1		1
IDOC Resources/Policy Information	1		4		5
Other	2		2	1	5
Director's Office	1				1
Warden	1				1
IDOC Resources/Policy Information			2	1	3
Phone			2		2
Facility			1		1
IDOC Resources/Policy Information			1		1
Sentence Calculation / Release Date			2		2
County			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	22		112	24	158
Chief of Programs			1		1
Constituent Services	1		18	1	20
County			1		1
Facility	1		12	1	14
Prisoner Review Board			1		1
Warden	3		1	1	5
IDOC Resources/Policy Information	17		76	21	114
Visitation Coordinator			1		1
Chief of Women's Division			1		1
<b>Staff Conduct</b>			3	1	4
Non-Specified Subcategory			3	1	4
Constituent Services			1		1
Warden			1	1	2
IDOC Resources/Policy Information			1		1
<b>Transfers</b>	2		33	1	36
Work Release / ATC	2		18	1	21
Constituent Services	1		2		3
Facility			2	1	3
Transfer Coordinator			2		2
IDOC Resources/Policy Information	1		12		13
Non-Specified Subcategory			15		15
Constituent Services			3		3
Facility			3		3
Transfer Coordinator			2		2
IDOC Resources/Policy Information			7		7
<b>Victim Services</b>				1	1
Non-Specified Subcategory				1	1
Victim Services				1	1
<b>Visitation</b>	2		11	7	20
Denials/ Restrictions	1		3	4	8
Director's Office				1	1
Facility				1	1
Warden	1		1	2	4

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			2		2
Information			2	2	4
IDOC Resources/Policy Information			2	1	3
Visitation Coordinator				1	1
Mitigation Efforts				1	1
IDOC Resources/Policy Information				1	1
Other			1		1
IDOC Resources/Policy Information			1		1
Protocols	1		3		4
Warden	1				1
IDOC Resources/Policy Information			3		3
Video			1		1
Visitation Coordinator			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Wellness Check</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Records Information</b>	5		7	5	17
Sentence Calculation / Release Date			4		4
Constituent Services			1		1
County			1		1
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	5		3	5	13
Chief of Programs	3				3
Constituent Services			1		1
Record Office				2	2
Warden	1				1
IDOC Resources/Policy Information	1		2	3	6
<b>Programs/ Services</b>	3		8	4	15
Non-Specified Subcategory	3		8	4	15
Chief of Programs	1				1
Constituent Services			1		1
Facility			2	1	3
IDOC Resources/Policy Information	2		5	3	10
<b>Concern not noted</b>			23		23
Other			3		3
Constituent Services			3		3
Non-Specified Subcategory			20		20
Constituent Services			18		18
IDOC Resources/Policy Information			2		2
<b>Lockdown</b>			2		2
Non-Specified Subcategory			2		2
IDOC Resources/Policy Information			2		2
<b>Dietary</b>			4		4
Food Items			3		3



<b>NATURE OF CONCERN/SUBCATEGORY/REFERRED TO</b>	<b>Email</b>	<b>Letter</b>	<b>Phone</b>	<b>Webmaster</b>	<b>TOTAL</b>
Constituent Services			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Other			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Joliet Treatment Center</b>	<b>5</b>		<b>24</b>	<b>11</b>	<b>40</b>
<b>Clemency</b>	<b>1</b>				<b>1</b>
Other	<b>1</b>				<b>1</b>
Prisoner Review Board	<b>1</b>				<b>1</b>
<b>Electronic Detention</b>	<b>1</b>				<b>1</b>
Information	<b>1</b>				<b>1</b>
Transfer Coordinator	<b>1</b>				<b>1</b>
<b>Employment</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Human Resources				<b>1</b>	<b>1</b>
<b>Family Concerns</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Mental Health</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
Office of Health Services	<b>1</b>				<b>1</b>
<b>Other/ General</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Safety Concerns</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Investigations			<b>1</b>		<b>1</b>
<b>Sentence Credit</b>	<b>1</b>			<b>1</b>	<b>2</b>
Sentence Calculation / Release Date				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
<b>Staff Conduct</b>			<b>3</b>		<b>3</b>
Non-Specified Subcategory			<b>3</b>		<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Transfers</b>			<b>3</b>	<b>1</b>	<b>4</b>
Other			<b>2</b>		<b>2</b>
Transfer Coordinator			<b>2</b>		<b>2</b>
Work Release / ATC			<b>1</b>	<b>1</b>	<b>2</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
<b>Victim Services</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Visitation</b>	<b>1</b>		<b>11</b>	<b>4</b>	<b>16</b>
Denials/ Restrictions			<b>7</b>	<b>1</b>	<b>8</b>
Constituent Services			<b>2</b>		<b>2</b>
Warden			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>3</b>	<b>1</b>	<b>4</b>
Other	<b>1</b>		<b>2</b>	<b>3</b>	<b>6</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services	1			1	2
Warden			1	1	2
IDOC Resources/Policy Information			1	1	2
Protocols			1		1
Constituent Services			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Records Information</b>				4	4
Non-Specified Subcategory				4	4
Facility				1	1
Record Office				2	2
IDOC Resources/Policy Information				1	1
<b>Concern not noted</b>			3		3
Non-Specified Subcategory			3		3
Constituent Services			3		3

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Kewanee Life Skills Re-Entry Center</b>	<b>3</b>		<b>27</b>	<b>8</b>	<b>38</b>
<b>Clemency</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
<b>Family Concerns</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
Constituent Services	<b>1</b>				<b>1</b>
<b>Other/ General</b>	<b>1</b>		<b>2</b>		<b>3</b>
Non-Specified Subcategory	<b>1</b>		<b>2</b>		<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
Law Enforcement			<b>1</b>		<b>1</b>
Warden	<b>1</b>				<b>1</b>
<b>Procurement</b>				<b>1</b>	<b>1</b>
Business Office				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Safety Concerns</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
<b>Sentence Credit</b>			<b>7</b>	<b>2</b>	<b>9</b>
Information			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>6</b>	<b>2</b>	<b>8</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>3</b>	<b>2</b>	<b>5</b>
<b>Transfers</b>			<b>9</b>	<b>3</b>	<b>12</b>
Work Release / ATC			<b>8</b>	<b>2</b>	<b>10</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility			<b>2</b>		<b>2</b>
Transfer Coordinator				<b>1</b>	<b>1</b>
Warden			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>3</b>	<b>1</b>	<b>4</b>
Non-Specified Subcategory			<b>1</b>	<b>1</b>	<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Victim Services</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Victim Services			<b>1</b>		<b>1</b>
<b>Visitation</b>	<b>1</b>		<b>5</b>	<b>2</b>	<b>8</b>
Denials/ Restrictions			<b>2</b>		<b>2</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Information			<b>1</b>	<b>2</b>	<b>3</b>
Facility				<b>1</b>	<b>1</b>
Warden				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Mitigation Efforts			1		1
IDOC Resources/Policy Information			1		1
Other	1		1		2
Constituent Services	1				1
IDOC Resources/Policy Information			1		1
<b>Records Information</b>			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Lawrence Correctional Center</b>	<b>69</b>		<b>151</b>	<b>59</b>	<b>279</b>
<b>Adjustment Committee/Discipline</b>	<b>4</b>		<b>19</b>	<b>2</b>	<b>25</b>
Other			<b>3</b>		<b>3</b>
Chief Inspector			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Protocols			<b>1</b>		<b>1</b>
Chief Inspector			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>4</b>		<b>15</b>	<b>2</b>	<b>21</b>
Chief Inspector			<b>1</b>		<b>1</b>
Constituent Services	<b>1</b>		<b>5</b>		<b>6</b>
Facility			<b>1</b>		<b>1</b>
Facility	<b>1</b>				<b>1</b>
Legal Services	<b>1</b>				<b>1</b>
Warden	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
IDOC Resources/Policy Information			<b>7</b>	<b>1</b>	<b>8</b>
<b>Classification</b>	<b>5</b>		<b>7</b>	<b>2</b>	<b>14</b>
Non-Specified Subcategory	<b>5</b>		<b>7</b>	<b>2</b>	<b>14</b>
Constituent Services	<b>1</b>				<b>1</b>
County			<b>2</b>		<b>2</b>
Facility	<b>1</b>				<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>3</b>		<b>4</b>	<b>2</b>	<b>9</b>
<b>Commissary</b>	<b>2</b>			<b>1</b>	<b>3</b>
Information	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>			<b>1</b>	<b>2</b>
IDOC Resources/Policy Information	<b>1</b>			<b>1</b>	<b>2</b>
<b>Communication</b>	<b>7</b>		<b>5</b>	<b>7</b>	<b>19</b>
Electronic Messaging				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Information	<b>2</b>			<b>3</b>	<b>5</b>
Facility	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>			<b>3</b>	<b>4</b>
Mail	<b>2</b>		<b>4</b>	<b>1</b>	<b>7</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>2</b>		<b>3</b>	<b>1</b>	<b>6</b>
Phone	<b>3</b>		<b>1</b>	<b>2</b>	<b>6</b>
Facility	<b>1</b>				<b>1</b>
SECURUS	<b>1</b>			<b>2</b>	<b>3</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Conditions</b>	<b>11</b>		<b>12</b>	<b>3</b>	<b>26</b>
Information				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Temperature	<b>10</b>		<b>5</b>	<b>1</b>	<b>16</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Warden	2				2
IDOC Resources/Policy Information	8		5	1	14
Water	1		7	1	9
Facility	1				1
Warden			1		1
IDOC Resources/Policy Information			6	1	7
<b>Electronic Detention</b>			1		1
Work Release / ATC			1		1
IDOC Resources/Policy Information			1		1
<b>Family Concerns</b>	2		2		4
Non-Specified Subcategory	2		2		4
Constituent Services	1		1		2
IDOC Resources/Policy Information	1		1		2
<b>Medical</b>	3		17	3	23
Information			1		1
Office of Health Services			1		1
Level of Care	1		1		2
Constituent Services	1				1
IDOC Resources/Policy Information			1		1
Medical Supplies	1				1
Office of Health Services	1				1
Optical			3		3
Constituent Services			1		1
Facility			1		1
Office of Health Services			1		1
Other			3		3
Constituent Services			3		3
Referral to Outside Provider	1		3		4
Constituent Services			1		1
Office of Health Services	1		2		3
Treatment			4	3	7
Constituent Services			1		1
Office of Health Services			3	1	4
IDOC Resources/Policy Information				2	2
Non-Specified Subcategory			2		2
Constituent Services			1		1
Office of Health Services			1		1
<b>Mental Health</b>			3	1	4
Non-Specified Subcategory			3	1	4
Constituent Services			1		1
Mental Health			1		1
Warden			1		1
IDOC Resources/Policy Information				1	1
<b>Money Issues</b>	1			1	2
Non-Specified Subcategory	1			1	2
Facility				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Warden	1				1
<b>Other/ General</b>	2		7	4	13
Other			2		2
Constituent Services			2		2
Non-Specified Subcategory	2		5	4	11
Constituent Services			2		2
Warden	2				2
IDOC Resources/Policy Information			2	3	5
Visitation Coordinator			1		1
Chief of Investigations				1	1
<b>Parole Concern</b>			1	2	3
Non-Specified Subcategory			1	2	3
Parole				1	1
Prisoner Review Board				1	1
IDOC Resources/Policy Information			1		1
<b>Property</b>			3	1	4
Other			1		1
Facility			1		1
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
Facility			1		1
Warden				1	1
<b>Safety Concerns</b>	3		5	1	9
Protocols	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory	2		5	1	8
Constituent Services	1		1		2
Warden			2	1	3
IDOC Resources/Policy Information	1		2		3
<b>Sentence Credit</b>	3		9	1	13
Non-Specified Subcategory	3		9	1	13
Constituent Services			4		4
Facility	2				2
IDOC Resources/Policy Information	1		5	1	7
<b>Staff Conduct</b>	2		3	1	6
Non-Specified Subcategory	2		3	1	6
Chief Inspector	1				1
Constituent Services			1		1
Investigations				1	1
PREA Coordinator			1		1
IDOC Resources/Policy Information	1		1		2
<b>Transfers</b>	4		21	8	33
Other			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	4		20	8	32
Chief Inspector			1		1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services	1		3		4
County			1		1
Facility	1		3	1	5
Transfer Coordinator	2		1		3
IDOC Resources/Policy Information			11	7	18
<b>Visitation</b>	<b>8</b>		<b>14</b>	<b>19</b>	<b>41</b>
Denials/ Restrictions			1	3	4
Constituent Services			1		1
IDOC Resources/Policy Information				3	3
GTL Technical Issue				1	1
IDOC Resources/Policy Information				1	1
In Person	1				1
Warden	1				1
Information	4		4	12	20
Constituent Services			1		1
Facility			2		2
Visitation Coordinator				1	1
Warden	2			3	5
IDOC Resources/Policy Information	2		1	6	9
Visitation Coordinator				2	2
Mitigation Efforts	1				1
IDOC Resources/Policy Information	1				1
Other			3		3
Facility			1		1
Warden			1		1
IDOC Resources/Policy Information			1		1
Protocols			3		3
IDOC Resources/Policy Information			2		2
Visitation Coordinator			1		1
Sign-up Genius			1		1
IDOC Resources/Policy Information			1		1
Video	1		1	3	5
Warden				1	1
IDOC Resources/Policy Information			1		1
Visitation Coordinator	1			2	3
Non-Specified Subcategory	1		1		2
IDOC Resources/Policy Information	1		1		2
<b>Wellness Check</b>	<b>1</b>		<b>2</b>		<b>3</b>
Non-Specified Subcategory	1		2		3
Warden	1		2		3
<b>Records Information</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>4</b>
Non-Specified Subcategory	2		1	1	4
Facility	2				2
Record Office				1	1
IDOC Resources/Policy Information			1		1
<b>Programs/ Services</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>6</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory	3		2	1	6
Constituent Services	1				1
Warden	1				1
IDOC Resources/Policy Information	1		2	1	4
<b>Concern not noted</b>			17		17
Phone			2		2
Constituent Services			2		2
Non-Specified Subcategory			15		15
Constituent Services			13		13
IDOC Resources/Policy Information			2		2
<b>Lockdown</b>	6				6
Non-Specified Subcategory	6				6
Constituent Services	2				2
Warden	2				2
IDOC Resources/Policy Information	2				2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Lincoln Correctional Center</b>	<b>19</b>	<b>1</b>	<b>246</b>	<b>75</b>	<b>341</b>
<b>Adjustment Committee/Discipline</b>	<b>1</b>			<b>1</b>	<b>2</b>
Information	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Communication</b>			<b>1</b>	<b>2</b>	<b>3</b>
Information				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Mail			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Phone				<b>1</b>	<b>1</b>
Facility				<b>1</b>	<b>1</b>
<b>Conditions</b>			<b>1</b>		<b>1</b>
Temperature			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>COVID</b>			<b>2</b>		<b>2</b>
Mitigation Efforts			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Electronic Detention</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>4</b>
Non-Specified Subcategory	<b>2</b>		<b>1</b>	<b>1</b>	<b>4</b>
Transfer Coordinator	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
<b>Family Concerns</b>			<b>2</b>	<b>3</b>	<b>5</b>
Non-Specified Subcategory			<b>2</b>	<b>3</b>	<b>5</b>
Facility				<b>2</b>	<b>2</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
<b>Grievances</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
<b>Medical</b>			<b>11</b>	<b>1</b>	<b>12</b>
Level of Care			<b>2</b>		<b>2</b>
Office of Health Services			<b>2</b>		<b>2</b>
Medication			<b>4</b>		<b>4</b>
Office of Health Services			<b>3</b>		<b>3</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Optical				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Treatment			<b>5</b>		<b>5</b>
Constituent Services			<b>2</b>		<b>2</b>
Office of Health Services			<b>3</b>		<b>3</b>
<b>Money Issues</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Facility				<b>1</b>	<b>1</b>
<b>Other/ General</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>5</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Legal Services			1		1
Facility			1		1
Non-Specified Subcategory	1		2	1	4
Constituent Services	1		1		2
Record Office				1	1
IDOC Resources/Policy Information			1		1
<b>Parole Concern</b>	<b>4</b>		<b>7</b>	<b>9</b>	<b>20</b>
Information				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	4		7	8	19
AMS				2	2
Facility	3		1	2	6
Parole				2	2
Prisoner Review Board			1		1
IDOC Resources/Policy Information			5	2	7
Reentry Manager	1				1
<b>Property</b>				2	2
Non-Specified Subcategory				2	2
Facility				1	1
IDOC Resources/Policy Information				1	1
<b>Safety Concerns</b>			1	2	3
Information				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory			1	1	2
IDOC Resources/Policy Information			1	1	2
<b>Sentence Credit</b>	<b>6</b>	<b>1</b>	<b>142</b>	<b>25</b>	<b>174</b>
Information	1		11	1	13
Constituent Services			3		3
Director's Office	1				1
IDOC Resources/Policy Information			8	1	9
Other	1		1		2
IDOC Resources/Policy Information	1		1		2
Phone			2		2
Constituent Services			1		1
IDOC Resources/Policy Information			1		1
Sentence Calculation / Release Date			1		1
IDOC Resources/Policy Information			1		1
Sex offender Concerns			1		1
Facility			1		1
Work Release / ATC			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	4	1	125	24	154
Constituent Services			21	1	22
Facility	2		8	2	12
Prisoner Review Board				1	1
Warden		1			1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information	2		96	20	118
<b>Staff Conduct</b>	3		2		5
Non-Specified Subcategory	3		2		5
Investigations	1				1
PREA Coordinator			2		2
Warden	1				1
IDOC Resources/Policy Information	1				1
<b>Transfers</b>			18	1	19
Information			1		1
Facility			1		1
Work Release / ATC			9		9
Facility			2		2
IDOC Resources/Policy Information			7		7
Non-Specified Subcategory			8	1	9
Constituent Services			1		1
Illinois State Police			1		1
Transfer Coordinator				1	1
IDOC Resources/Policy Information			6		6
<b>Victim Services</b>			2	1	3
Non-Specified Subcategory			2	1	3
Victim Services			2	1	3
<b>Visitation</b>			9	8	17
Denials/ Restrictions			2	1	3
Constituent Services			1		1
Warden			1		1
Visitation Coordinator				1	1
In Person			1		1
Chief Inspector			1		1
Information			2	4	6
Constituent Services			2		2
Warden				1	1
IDOC Resources/Policy Information				3	3
Mitigation Efforts			1	1	2
IDOC Resources/Policy Information			1	1	2
Other			1		1
IDOC Resources/Policy Information			1		1
Protocols				1	1
IDOC Resources/Policy Information				1	1
Staffing			1		1
IDOC Resources/Policy Information			1		1
Video			1	1	2
Warden			1		1
IDOC Resources/Policy Information				1	1
<b>Records Information</b>			18	11	29
Information				1	1
IDOC Resources/Policy Information				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Other				3	3
Facility				1	1
Record Office				1	1
IDOC Resources/Policy Information				1	1
Sentence Calculation / Release Date			5		5
Constituent Services			1		1
Transfer Coordinator			1		1
IDOC Resources/Policy Information			3		3
Non-Specified Subcategory			13	7	20
Constituent Services			4		4
County			1		1
Facility			1	2	3
Record Office			1	4	5
Warden			2	1	3
IDOC Resources/Policy Information			4		4
<b>Programs/ Services</b>	2		9	6	17
Non-Specified Subcategory	2		9	6	17
Constituent Services			2	1	3
Facility	2		2	3	7
IDOC Resources/Policy Information			5	2	7
<b>Concern not noted</b>			16		16
Phone			2		2
Constituent Services			2		2
Non-Specified Subcategory			14		14
Constituent Services			14		14

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Logan Correctional Center</b>	<b>25</b>		<b>127</b>	<b>68</b>	<b>220</b>
<b>Adjustment Committee/Discipline</b>			<b>1</b>	<b>1</b>	<b>2</b>
Non-Specified Subcategory			<b>1</b>	<b>1</b>	<b>2</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
<b>Classification</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Clemency</b>			<b>2</b>		<b>2</b>
Sentence Calculation / Release Date			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Commissary</b>			<b>2</b>	<b>1</b>	<b>3</b>
Prices				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>			<b>6</b>	<b>8</b>	<b>14</b>
Information			<b>3</b>		<b>3</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
Mail			<b>3</b>	<b>3</b>	<b>6</b>
Constituent Services			<b>2</b>	<b>1</b>	<b>3</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
United States Postal Service				<b>1</b>	<b>1</b>
Phone				<b>3</b>	<b>3</b>
IDOC Resources/Policy Information				<b>3</b>	<b>3</b>
Non-Specified Subcategory				<b>2</b>	<b>2</b>
Facility				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Compassionate Release</b>			<b>3</b>		<b>3</b>
Non-Specified Subcategory			<b>3</b>		<b>3</b>
Prisoner Review Board			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Conditions</b>	<b>5</b>		<b>5</b>		<b>10</b>
Temperature	<b>2</b>		<b>2</b>		<b>4</b>
Constituent Services	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Water			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>3</b>		<b>2</b>		<b>5</b>
Chief Inspector			<b>1</b>		<b>1</b>
Constituent Services	<b>2</b>				<b>2</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>		<b>2</b>
<b>Employment</b>				<b>2</b>	<b>2</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Other				1	1
Human Resources				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Family Concerns</b>	<b>1</b>		<b>8</b>	<b>5</b>	<b>14</b>
Non-Specified Subcategory	1		8	5	14
Constituent Services	1		4		5
Facility			1	1	2
IDOC Resources/Policy Information			3	4	7
<b>Grievances</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory	1		1	1	3
Constituent Services	1		1		2
IDOC Resources/Policy Information				1	1
<b>Medical</b>	<b>2</b>		<b>19</b>	<b>4</b>	<b>25</b>
Dental			2	1	3
Constituent Services			1		1
Facility			1		1
Investigations				1	1
Information			1	1	2
Facility			1		1
Office of Health Services				1	1
Level of Care	1		1		2
Office of Health Services	1				1
IDOC Resources/Policy Information			1		1
Medication	1		6	1	8
Constituent Services			2		2
Office of Health Services			3	1	4
IDOC Resources/Policy Information	1		1		2
Optical			1		1
IDOC Resources/Policy Information			1		1
Other			1		1
IDOC Resources/Policy Information			1		1
Referral to Outside Provider			2	1	3
Office of Health Services			1		1
IDOC Resources/Policy Information			1	1	2
Treatment			4		4
Constituent Services			4		4
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Mental Health</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory	1		1	1	3
Office of Health Services				1	1
IDOC Resources/Policy Information	1		1		2
<b>Other/ General</b>	<b>2</b>		<b>7</b>	<b>3</b>	<b>12</b>
Sentence Calculation / Release Date	1		1		2
Constituent Services	1		1		2



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory	1		6	3	10
Constituent Services			2		2
Facility			1		1
Public Information Officer	1				1
IDOC Resources/Policy Information			3	3	6
<b>Parole Concern</b>			1	5	6
Non-Specified Subcategory			1	5	6
AMS				3	3
Facility				1	1
Parole				1	1
IDOC Resources/Policy Information			1		1
<b>Property</b>	1		4	2	7
Non-Specified Subcategory	1		4	2	7
Director's Office	1				1
Facility			2		2
IDOC Resources/Policy Information			1	2	3
Chief of Women's Division			1		1
<b>Safety Concerns</b>	1		5		6
Non-Specified Subcategory	1		5		6
Facility			1		1
Investigations			1		1
PREA Coordinator	1		2		3
IDOC Resources/Policy Information			1		1
<b>Sentence Credit</b>	5		23	4	32
Phone			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	5		22	4	31
AMS			1		1
Chief of Programs			1		1
Constituent Services	1		1		2
Facility			3		3
Warden	1		1		2
IDOC Resources/Policy Information	3		15	4	22
<b>Staff Conduct</b>	1		2	1	4
Other	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
Warden				1	1
IDOC Resources/Policy Information			1		1
<b>Transfers</b>			5		5
Work Release / ATC			3		3
IDOC Resources/Policy Information			3		3
Non-Specified Subcategory			2		2
Facility			1		1
IDOC Resources/Policy Information			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Victim Services</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
Non-Specified Subcategory	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
Constituent Services			<b>2</b>		<b>2</b>
Law Enforcement				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
<b>Visitation</b>	<b>4</b>		<b>11</b>	<b>22</b>	<b>37</b>
Archive Search			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Denials/ Restrictions	<b>2</b>		<b>1</b>	<b>4</b>	<b>7</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>4</b>	<b>6</b>
Visitation Coordinator	<b>1</b>				<b>1</b>
In Person			<b>1</b>	<b>2</b>	<b>3</b>
Facility				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Visitation Coordinator				<b>1</b>	<b>1</b>
Information			<b>5</b>	<b>11</b>	<b>16</b>
Facility				<b>1</b>	<b>1</b>
Warden				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information			<b>2</b>	<b>5</b>	<b>7</b>
Visitation Coordinator			<b>3</b>	<b>4</b>	<b>7</b>
Other				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Privileges				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Protocols	<b>1</b>		<b>1</b>		<b>2</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Sign-up Genius			<b>1</b>	<b>1</b>	<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Visitation Coordinator				<b>1</b>	<b>1</b>
Video				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Visitation Coordinator				<b>1</b>	<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>1</b>		<b>2</b>
Constituent Services	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Records Information</b>			<b>3</b>	<b>4</b>	<b>7</b>
Information				<b>1</b>	<b>1</b>
Facility				<b>1</b>	<b>1</b>
Non-Specified Subcategory			<b>3</b>	<b>3</b>	<b>6</b>
Facility			<b>1</b>		<b>1</b>
Record Office				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>
<b>Programs/ Services</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Warden			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			1		1
<b>Concern not noted</b>			14	1	15
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory			13	1	14
Constituent Services			8		8
IDOC Resources/Policy Information			5	1	6
<b>Lockdown</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Logan R&amp;C</b>				<b>1</b>	<b>1</b>
<b>Communication</b>				<b>1</b>	<b>1</b>
Phone				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Menard Correctional Center</b>	<b>110</b>	<b>4</b>	<b>370</b>	<b>138</b>	<b>622</b>
<b>Adjustment Committee/Discipline</b>	<b>4</b>		<b>12</b>	<b>1</b>	<b>17</b>
Non-Specified Subcategory	4		12	1	17
Chief Inspector			1		1
Constituent Services	1		2		3
County			1		1
Director's Office	1				1
Facility			1		1
Warden	1		1		2
IDOC Resources/Policy Information	1		6	1	8
<b>Classification</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			2		2
IDOC Resources/Policy Information			2		2
<b>Clemency</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>
Information	1				1
Constituent Services	1				1
Non-Specified Subcategory	1		1	2	4
Prisoner Review Board				1	1
IDOC Resources/Policy Information	1		1	1	3
<b>Commissary</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>
Water			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2			2	4
Constituent Services	1				1
Facility				1	1
IDOC Resources/Policy Information	1			1	2
<b>Communication</b>	<b>16</b>		<b>18</b>	<b>7</b>	<b>41</b>
Electronic Messaging	2			2	4
IDOC Resources/Policy Information	2			2	4
Information			3	2	5
Facility			1		1
Warden			2		2
IDOC Resources/Policy Information				2	2
Mail	5		10	3	18
Constituent Services				1	1
Facility	1		1		2
Warden			1		1
IDOC Resources/Policy Information	4		8	2	14
Phone	7		5		12
Constituent Services	1		1		2
Facility	1				1
Warden	3		1		4
IDOC Resources/Policy Information	2		3		5
Non-Specified Subcategory	2				2
Facility	2				2
<b>Compassionate Release</b>			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory			1		1
Prisoner Review Board			1		1
<b>Conditions</b>	<b>6</b>		<b>18</b>	<b>8</b>	<b>32</b>
Cell			2	1	3
Facility			1		1
Warden			1	1	2
Information			1		1
Facility			1		1
Temperature	2		3	2	7
Constituent Services			2		2
Warden				1	1
IDOC Resources/Policy Information	2		1	1	4
Water	1		4	1	6
Constituent Services			1		1
Warden				1	1
IDOC Resources/Policy Information	1		3		4
Non-Specified Subcategory	3		8	4	15
Chief Inspector			1		1
Constituent Services	1		3	2	6
Facility			1		1
Record Office				1	1
Warden				1	1
IDOC Resources/Policy Information	2		3		5
<b>COVID</b>	<b>5</b>				<b>5</b>
Mitigation Efforts	2				2
IDOC Resources/Policy Information	2				2
Protocols	2				2
IDOC Resources/Policy Information	2				2
Non-Specified Subcategory	1				1
IDOC Resources/Policy Information	1				1
<b>Employment</b>				1	1
Non-Specified Subcategory				1	1
Central Screening				1	1
<b>Family Concerns</b>	<b>1</b>		<b>12</b>	<b>9</b>	<b>22</b>
Non-Specified Subcategory	1		12	9	22
ADA Coordinator	1				1
Constituent Services			8	1	9
Facility			1	1	2
IDOC Resources/Policy Information			3	7	10
<b>Grievances</b>	<b>5</b>		<b>13</b>	<b>1</b>	<b>19</b>
Other			2		2
Facility			1		1
IDOC Resources/Policy Information			1		1
Protocols			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	5		10	1	16

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Chief Inspector	1		1		2
Constituent Services	2		1		3
Facility			1		1
Transfer Coordinator			1		1
Warden	1				1
IDOC Resources/Policy Information	1		6	1	8
<b>Medical</b>	<b>16</b>		<b>53</b>	<b>14</b>	<b>83</b>
Information	3		3	1	7
Constituent Services	1		1		2
Office of Health Services	1			1	2
IDOC Resources/Policy Information	1		2		3
Level of Care	2		8		10
Constituent Services			4		4
Facility			1		1
Office of Health Services	2		2		4
IDOC Resources/Policy Information			1		1
Medical Supplies			1		1
Constituent Services			1		1
Medication	1		18	1	20
Constituent Services			4		4
Legal Services			1		1
Office of Health Services			8	1	9
IDOC Resources/Policy Information	1		5		6
Optical			1		1
Office of Health Services			1		1
Other	1		3	3	7
ADA Coordinator			1		1
Office of Health Services	1		1	2	4
Warden				1	1
IDOC Resources/Policy Information			1		1
Permits			1		1
IDOC Resources/Policy Information			1		1
Referral to Outside Provider	2		3		5
Office of Health Services	2		3		5
Sick Call Request			2		2
Office of Health Services			1		1
IDOC Resources/Policy Information			1		1
Treatment	5		10	6	21
Constituent Services			2	2	4
Office of Health Services	5		7	4	16
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		3	3	8
Facility			1		1
Office of Health Services	2		1	2	5
IDOC Resources/Policy Information			1	1	2
<b>Mental Health</b>	<b>4</b>		<b>4</b>	<b>3</b>	<b>11</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Information			1	1	2
Mental Health			1	1	2
Medication	1				1
Office of Health Services	1				1
Treatment				1	1
Mental Health				1	1
Non-Specified Subcategory	3		3	1	7
Constituent Services	2		1		3
Office of Health Services			1		1
Warden			1		1
IDOC Resources/Policy Information	1			1	2
<b>Money Issues</b>				2	2
Business Office				1	1
Facility				1	1
Non-Specified Subcategory				1	1
Facility				1	1
<b>Other/ General</b>	1		20	14	35
Information			1		1
IDOC Resources/Policy Information			1		1
Legal Services			1		1
Legal Services			1		1
Other			2	2	4
Constituent Services			2	1	3
IDOC Resources/Policy Information				1	1
Sentence Calculation / Release Date			1		1
Facility			1		1
Non-Specified Subcategory	1		15	12	28
Chief of Operations				1	1
Constituent Services			7		7
Facility				1	1
Investigations				1	1
IDOC Resources/Policy Information	1		8	8	17
GTL Helpdesk				1	1
<b>Parole Concern</b>	13				13
Residence Plan	1				1
Parole	1				1
Non-Specified Subcategory	12				12
Constituent Services	2				2
Parole	3				3
Warden	1				1
IDOC Resources/Policy Information	6				6
<b>Property</b>	3		4	1	8
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	3		3	1	7
Constituent Services			1	1	2



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility	1		1		2
IDOC Resources/Policy Information	2		1		3
<b>Recreational Opportunities</b>				1	1
Gym				1	1
Warden				1	1
<b>Safety Concerns</b>		1	31	5	37
Other			1		1
Warden			1		1
Non-Specified Subcategory		1	30	5	36
Constituent Services			11		11
Facility			1		1
Investigations			2		2
PREA Coordinator		1	3		4
Warden			3	2	5
IDOC Resources/Policy Information			10	3	13
<b>Sentence Credit</b>	1		12	2	15
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		11	2	14
Constituent Services			2		2
Facility			1		1
IDOC Resources/Policy Information	1		8	2	11
<b>Staff Conduct</b>	7	1	14	2	24
Other			1		1
Chief Inspector			1		1
Non-Specified Subcategory	7	1	13	2	23
Constituent Services		1	4	1	6
Investigations	2		1		3
PREA Coordinator	1		2		3
Warden	4		2	1	7
IDOC Resources/Policy Information			4		4
<b>Technical Problems/Website</b>			1	1	2
Non-Specified Subcategory			1	1	2
GTL Helpdesk			1	1	2
<b>Transfers</b>	8	2	69	8	87
Information			3		3
Constituent Services			1		1
Transfer Coordinator			2		2
Other			6		6
Transfer Coordinator			6		6
Phone			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC			1	1	2
IDOC Resources/Policy Information			1	1	2
Non-Specified Subcategory	8	2	58	7	75
Constituent Services	2	1	14		17

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility	3	1	2		6
Office of Health Services			1		1
Transfer Coordinator	3		7		10
IDOC Resources/Policy Information			34	7	41
<b>Victim Services</b>			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Visitation</b>	10		13	29	52
Denials/ Restrictions	1		5	6	12
Constituent Services			1	2	3
Facility			1	1	2
Warden			1	2	3
IDOC Resources/Policy Information				1	1
Visitation Coordinator	1		2		3
In Person				3	3
Warden				2	2
Visitation Coordinator				1	1
Information	1		3	11	15
Facility			1		1
Legal Services				1	1
Warden			1	2	3
IDOC Resources/Policy Information	1		1	7	9
Visitation Coordinator				1	1
Mitigation Efforts				2	2
IDOC Resources/Policy Information				2	2
Other	1			1	2
Warden	1				1
IDOC Resources/Policy Information				1	1
Protocols	2		1	3	6
Constituent Services	1				1
Facility				1	1
Warden	1			1	2
IDOC Resources/Policy Information			1	1	2
Video	4		3	3	10
IDOC Resources/Policy Information	4		2	1	7
Visitation Coordinator			1		1
GTL Helpdesk				2	2
Non-Specified Subcategory	1		1		2
Constituent Services	1		1		2
<b>Wellness Check</b>			10	10	20
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			9	10	19
Constituent Services			3	2	5
Warden			4	4	8
IDOC Resources/Policy Information			2	4	6

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Records Information</b>	<b>3</b>		<b>5</b>	<b>11</b>	<b>19</b>
Sentence Calculation / Release Date			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	<b>3</b>		<b>3</b>	<b>11</b>	<b>17</b>
Constituent Services			1		1
Facility	<b>1</b>				<b>1</b>
Record Office				8	8
IDOC Resources/Policy Information	<b>2</b>		<b>2</b>	<b>3</b>	<b>7</b>
<b>Programs/ Services</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>6</b>
Jobs/Assignments				1	1
IDOC Resources/Policy Information				1	1
Other	<b>1</b>				<b>1</b>
Constituent Services	<b>1</b>				<b>1</b>
Non-Specified Subcategory			2	2	4
Constituent Services			1		1
Transfer Coordinator			1		1
IDOC Resources/Policy Information				2	2
<b>Concern not noted</b>	<b>1</b>		<b>44</b>		<b>45</b>
Other			2		2
Constituent Services			2		2
Non-Specified Subcategory	<b>1</b>		<b>42</b>		<b>43</b>
Constituent Services	<b>1</b>		<b>37</b>		<b>38</b>
IDOC Resources/Policy Information			5		5
<b>Lockdown</b>			<b>5</b>	<b>1</b>	<b>6</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			4	1	5
Constituent Services			1		1
IDOC Resources/Policy Information			3	1	4
<b>Staffing Concerns</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Dietary</b>	<b>1</b>		<b>3</b>		<b>4</b>
Food Items	<b>1</b>		<b>2</b>		<b>3</b>
Constituent Services			2		2
Warden	<b>1</b>				<b>1</b>
Non-Specified Subcategory			1		1
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Menard Medium Security Unit</b>			<b>3</b>	<b>3</b>	<b>6</b>
<b>Communication</b>			<b>1</b>		<b>1</b>
Mail			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Other/ General</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Safety Concerns</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Transfers</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Visitation</b>				<b>1</b>	<b>1</b>
Information				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Murphysboro</b>	<b>2</b>	<b>1</b>	<b>13</b>	<b>5</b>	<b>21</b>
<b>Communication</b>			<b>1</b>		<b>1</b>
Phone			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
<b>Other/ General</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Sentence Credit</b>		<b>1</b>	<b>6</b>	<b>2</b>	<b>9</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory		<b>1</b>	<b>5</b>	<b>2</b>	<b>8</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information		<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>
<b>Staff Conduct</b>			<b>1</b>	<b>1</b>	<b>2</b>
Non-Specified Subcategory			<b>1</b>	<b>1</b>	<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Transfers</b>	<b>2</b>				<b>2</b>
Work Release / ATC	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
Transfer Coordinator	<b>1</b>				<b>1</b>
<b>Visitation</b>				<b>2</b>	<b>2</b>
Other				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Protocols				<b>1</b>	<b>1</b>
Visitation Coordinator				<b>1</b>	<b>1</b>
<b>Programs/ Services</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
<b>Concern not noted</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>2</b>		<b>2</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>No Facility</b>	5		26	9	40
<b>Conditions</b>	3		5	5	13
Non-Specified Subcategory	3		5	5	13
County	1		1	1	3
Jail and Detention Standards	2		3	3	8
IDOC Resources/Policy Information			1	1	2
<b>Family Concerns</b>			2		2
Non-Specified Subcategory			2		2
Constituent Services			1		1
County			1		1
<b>Medical</b>	1		4		5
Information			1		1
County			1		1
Medication			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		2		3
County	1		2		3
<b>Other/ General</b>			12	1	13
Information			1		1
County			1		1
Other			2		2
County			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			9	1	10
Constituent Services			2		2
County			2		2
County			1		1
Jail and Detention Standards			3		3
IDOC Resources/Policy Information			1	1	2
<b>Sentence Credit</b>				1	1
Information				1	1
IDOC Resources/Policy Information				1	1
<b>Staff Conduct</b>			1	1	2
Non-Specified Subcategory			1	1	2
County			1		1
Jail and Detention Standards				1	1
<b>Visitation</b>	1			1	2
Other	1			1	2
Constituent Services				1	1
County	1				1
<b>Concern not noted</b>			2		2
Non-Specified Subcategory			2		2
Constituent Services			1		1
County			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>North Lawndale ATC</b>	<b>4</b>		<b>22</b>	<b>7</b>	<b>33</b>
<b>Electronic Detention</b>	<b>1</b>		<b>3</b>		<b>4</b>
Other			<b>1</b>		<b>1</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>2</b>		<b>3</b>
Chief of Programs	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Family Concerns</b>			<b>6</b>		<b>6</b>
Work Release / ATC			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>5</b>		<b>5</b>
Facility			<b>3</b>		<b>3</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Other/ General</b>			<b>2</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory			<b>2</b>	<b>1</b>	<b>3</b>
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>
<b>Parole Concern</b>			<b>1</b>	<b>2</b>	<b>3</b>
Information			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
Non-Specified Subcategory				<b>2</b>	<b>2</b>
AMS				<b>2</b>	<b>2</b>
<b>Sentence Credit</b>	<b>2</b>		<b>4</b>	<b>3</b>	<b>9</b>
Non-Specified Subcategory	<b>2</b>		<b>4</b>	<b>3</b>	<b>9</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility	<b>2</b>		<b>1</b>		<b>3</b>
IDOC Resources/Policy Information			<b>2</b>	<b>3</b>	<b>5</b>
<b>Transfers</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
Work Release / ATC			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>			<b>1</b>	<b>2</b>
County	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Records Information</b>			<b>4</b>		<b>4</b>
Sentence Calculation / Release Date			<b>4</b>		<b>4</b>
IDOC Resources/Policy Information			<b>4</b>		<b>4</b>
<b>Programs/ Services</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Northern R&amp;C</b>	<b>39</b>		<b>164</b>	<b>27</b>	<b>230</b>
<b>Classification</b>	<b>2</b>		<b>7</b>	<b>2</b>	<b>11</b>
Non-Specified Subcategory	2		7	2	11
Facility			3		3
IDOC Resources/Policy Information	2		4	2	8
<b>Commissary</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Communication</b>	<b>8</b>		<b>13</b>	<b>6</b>	<b>27</b>
Electronic Messaging				1	1
IDOC Resources/Policy Information				1	1
Information	1		5		6
Constituent Services	1		1		2
Facility			1		1
Warden			1		1
IDOC Resources/Policy Information			2		2
Mail			2	1	3
IDOC Resources/Policy Information			2	1	3
Phone	7		6	4	17
Constituent Services	1		1		2
Facility			1		1
Warden	1			1	2
IDOC Resources/Policy Information	5		4	3	12
<b>Conditions</b>	<b>5</b>		<b>1</b>	<b>2</b>	<b>8</b>
Cell			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	5			2	7
Constituent Services	1			1	2
Warden	1				1
IDOC Resources/Policy Information	3			1	4
<b>Family Concerns</b>	<b>2</b>		<b>4</b>	<b>3</b>	<b>9</b>
Non-Specified Subcategory	2		4	3	9
Constituent Services	1		1		2
Facility	1		1	1	3
Warden			1		1
IDOC Resources/Policy Information			1	2	3
<b>Grievances</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	1				1
Facility	1				1
<b>Medical</b>	<b>4</b>		<b>19</b>	<b>1</b>	<b>24</b>
Information			2		2
Facility			1		1
Warden			1		1
Level of Care	1		1	1	3
Office of Health Services	1		1	1	3
Medical Supplies			1		1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services			1		1
Medication			4		4
Office of Health Services			2		2
Warden			1		1
IDOC Resources/Policy Information			1		1
Other	1				1
ADA Coordinator	1				1
Referral to Outside Provider			1		1
Office of Health Services			1		1
Treatment	2		2		4
Constituent Services	1				1
Office of Health Services	1		2		3
Non-Specified Subcategory			8		8
Constituent Services			1		1
Facility			2		2
Warden			3		3
IDOC Resources/Policy Information			2		2
<b>Mental Health</b>	1				1
Level of Care	1				1
Office of Health Services	1				1
<b>Money Issues</b>			1	1	2
Non-Specified Subcategory			1	1	2
IDOC Resources/Policy Information			1	1	2
<b>Other/ General</b>	1			1	2
Information	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory				1	1
Warden				1	1
<b>Parole Concern</b>	1		10		11
Non-Specified Subcategory	1		10		11
Constituent Services			2		2
Facility			2		2
Parole			2		2
Prisoner Review Board	1		2		3
Warden			1		1
IDOC Resources/Policy Information			1		1
<b>Sentence Credit</b>	3		7	1	11
Non-Specified Subcategory	3		7	1	11
County			1		1
Facility	1				1
Warden			1		1
IDOC Resources/Policy Information	2		5	1	8
<b>Transfers</b>	4		71	3	78
Information			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC	1				1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory	3		70	3	76
Constituent Services	1		16		17
Facility			7	1	8
Office of Health Services			2		2
Transfer Coordinator	1		6		7
Warden			1		1
IDOC Resources/Policy Information	1		38	2	41
<b>Visitation</b>	1		4		5
Information			3		3
Facility			1		1
IDOC Resources/Policy Information			2		2
Other			1		1
Constituent Services			1		1
Protocols	1				1
IDOC Resources/Policy Information	1				1
<b>Wellness Check</b>	5		1	1	7
Non-Specified Subcategory	5		1	1	7
Constituent Services			1		1
Facility	3				3
Warden	2			1	3
<b>Records Information</b>	1		11	5	17
Non-Specified Subcategory	1		11	5	17
Constituent Services			4		4
County			1		1
Facility			2	2	4
Record Office				1	1
IDOC Resources/Policy Information	1		4	2	7
<b>Programs/ Services</b>			2		2
Non-Specified Subcategory			2		2
Facility			2		2
<b>Concern not noted</b>			11		11
Non-Specified Subcategory			11		11
Constituent Services			11		11
<b>Dietary</b>			2		2
Food Items			2		2
Warden			2		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Parole</b>	<b>15</b>		<b>122</b>	<b>190</b>	<b>327</b>
<b>Classification</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Clemency</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Communication</b>			<b>3</b>		<b>3</b>
Information			<b>2</b>		<b>2</b>
AMS			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Phone			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Electronic Detention</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
AMS			<b>1</b>		<b>1</b>
Parole			<b>1</b>		<b>1</b>
<b>Family Concerns</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>2</b>		<b>2</b>
<b>Medical</b>			<b>2</b>		<b>2</b>
Other			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
<b>Money Issues</b>	<b>1</b>		<b>1</b>		<b>2</b>
Trust Fund	<b>1</b>				<b>1</b>
Facility	<b>1</b>				<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Other/ General</b>			<b>4</b>	<b>6</b>	<b>10</b>
Non-Specified Subcategory			<b>4</b>	<b>6</b>	<b>10</b>
Constituent Services			<b>1</b>	<b>1</b>	<b>2</b>
County			<b>1</b>		<b>1</b>
Law Enforcement				<b>1</b>	<b>1</b>
Parole			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information				<b>4</b>	<b>4</b>
<b>Parole Concern</b>	<b>10</b>		<b>84</b>	<b>160</b>	<b>254</b>
Information	<b>1</b>		<b>6</b>	<b>3</b>	<b>10</b>
Constituent Services			<b>2</b>		<b>2</b>
Parole	<b>1</b>			<b>1</b>	<b>2</b>
IDOC Resources/Policy Information			<b>4</b>	<b>2</b>	<b>6</b>
Other	<b>1</b>		<b>3</b>	<b>5</b>	<b>9</b>
AMS			<b>1</b>	<b>1</b>	<b>2</b>
Law Enforcement			<b>1</b>		<b>1</b>
Parole	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Victim Services				1	1
IDOC Resources/Policy Information				2	2
Phone			1		1
IDOC Resources/Policy Information			1		1
Sex offender Concerns			1		1
Constituent Services			1		1
Non-Specified Subcategory	8		73	152	233
AMS	2		20	77	99
Constituent Services	2		11	4	17
Facility			1	1	2
Interstate Compact			4	3	7
Law Enforcement				2	2
Parole	2		11	35	48
Parole			1		1
Prisoner Review Board	1		3	3	7
Record Office			1	1	2
Victim Services			2	1	3
IDOC Resources/Policy Information	1		18	25	44
Reentry Manager			1		1
<b>Property</b>			2		2
Information			1		1
Parole			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Sentence Credit</b>			3	5	8
Non-Specified Subcategory			3	5	8
Constituent Services			1		1
IDOC Resources/Policy Information			2	5	7
<b>Technical Problems/Website</b>			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Transfers</b>			2	1	3
Non-Specified Subcategory			2	1	3
IDOC Resources/Policy Information			2	1	3
<b>Victim Services</b>	1		5	6	12
Information			1	1	2
County			1		1
Victim Services				1	1
Non-Specified Subcategory	1		4	5	10
AMS				1	1
Victim Services	1		2	2	5
IDOC Resources/Policy Information			2	2	4
<b>Visitation</b>			1		1
Denials/ Restrictions			1		1
IDOC Resources/Policy Information			1		1
<b>Records Information</b>	2		5	9	16

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		4	9	15
Parole	1		1		2
Record Office	1			8	9
IDOC Resources/Policy Information			3	1	4
<b>Programs/ Services</b>	1			1	2
Non-Specified Subcategory	1			1	2
Parole	1			1	2
<b>Concern not noted</b>			4		4
Non-Specified Subcategory			4		4
Constituent Services			4		4
<b>individual in custody Death Notice</b>			1		1
Other			1		1
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Peoria ATC</b>	<b>4</b>		<b>24</b>	<b>8</b>	<b>36</b>
<b>Adjustment Committee/Discipline</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Warden				<b>1</b>	<b>1</b>
<b>Communication</b>			<b>1</b>		<b>1</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Conditions</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
<b>Family Concerns</b>			<b>3</b>	<b>2</b>	<b>5</b>
Non-Specified Subcategory			<b>3</b>	<b>2</b>	<b>5</b>
Constituent Services			<b>2</b>		<b>2</b>
County			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>
<b>Money Issues</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
<b>Other/ General</b>			<b>3</b>	<b>1</b>	<b>4</b>
Non-Specified Subcategory			<b>3</b>	<b>1</b>	<b>4</b>
Constituent Services			<b>3</b>		<b>3</b>
Investigations				<b>1</b>	<b>1</b>
<b>Parole Concern</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Sentence Credit</b>	<b>4</b>		<b>5</b>	<b>3</b>	<b>12</b>
Non-Specified Subcategory	<b>4</b>		<b>5</b>	<b>3</b>	<b>12</b>
Constituent Services	<b>2</b>		<b>2</b>		<b>4</b>
Facility				<b>1</b>	<b>1</b>
Warden	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>2</b>	<b>4</b>
<b>Staff Conduct</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Transfers</b>			<b>2</b>		<b>2</b>
Work Release / ATC			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Victim Services</b>			<b>1</b>		<b>1</b>
Work Release / ATC			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
<b>Visitation</b>			<b>1</b>		<b>1</b>
Information			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
<b>Records Information</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Record Office				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Programs/ Services</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
<b>Concern not noted</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>2</b>		<b>2</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Pinckneyville Correctional Center</b>	<b>53</b>	<b>4</b>	<b>323</b>	<b>101</b>	<b>481</b>
<b>Adjustment Committee/Discipline</b>	<b>5</b>		<b>14</b>		<b>19</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>5</b>		<b>13</b>		<b>18</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility	<b>1</b>		<b>2</b>		<b>3</b>
Warden	<b>2</b>				<b>2</b>
IDOC Resources/Policy Information	<b>2</b>		<b>9</b>		<b>11</b>
<b>Classification</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Clemency</b>			<b>1</b>		<b>1</b>
Information			<b>1</b>		<b>1</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
<b>Commissary</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
Fans				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Hygiene	<b>1</b>		<b>1</b>		<b>2</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>	<b>1</b>		<b>4</b>	<b>5</b>	<b>10</b>
Electronic Messaging	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Information				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>
Mail			<b>2</b>	<b>2</b>	<b>4</b>
Facility			<b>2</b>	<b>1</b>	<b>3</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Phone			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Compassionate Release</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
<b>Conditions</b>	<b>2</b>		<b>7</b>	<b>4</b>	<b>13</b>
Temperature			<b>2</b>	<b>2</b>	<b>4</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>2</b>	<b>3</b>
Water			<b>4</b>	<b>1</b>	<b>5</b>
Constituent Services			<b>1</b>		<b>1</b>
Warden			<b>1</b>	<b>1</b>	<b>2</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
GTL Helpdesk			1		1
Non-Specified Subcategory	2		1	1	4
Constituent Services			1		1
Facility	1				1
IDOC Resources/Policy Information	1			1	2
<b>COVID</b>				2	2
Protocols				2	2
IDOC Resources/Policy Information				2	2
<b>Electronic Detention</b>			2		2
Non-Specified Subcategory			2		2
IDOC Resources/Policy Information			2		2
<b>Family Concerns</b>			10	4	14
Non-Specified Subcategory			10	4	14
Constituent Services			3		3
IDOC Resources/Policy Information			7	4	11
<b>Grievances</b>	5		5	2	12
Information	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory	4		5	2	11
Constituent Services				1	1
Transfer Coordinator			1		1
Warden			2		2
IDOC Resources/Policy Information	4		1	1	6
Administrative Review Board			1		1
<b>Medical</b>	10		28	8	46
Dental			1	1	2
Office of Health Services			1	1	2
Information	1		2		3
Office of Health Services	1				1
IDOC Resources/Policy Information			2		2
Level of Care	1		2		3
Office of Health Services	1		1		2
IDOC Resources/Policy Information			1		1
Medical Supplies	1		7	1	9
ADA Coordinator				1	1
Constituent Services			1		1
Office of Health Services			5		5
Warden	1				1
IDOC Resources/Policy Information			1		1
Medication	1		2		3
Office of Health Services	1		2		3
Optical	1			2	3
ADA Coordinator	1				1
Office of Health Services				1	1
IDOC Resources/Policy Information				1	1
Other	1		3	1	5

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
ADA Coordinator	1				1
Office of Health Services			1		1
IDOC Resources/Policy Information			2	1	3
Protocols			1		1
ADA Coordinator			1		1
Referral to Outside Provider			3		3
Constituent Services			1		1
Office of Health Services			1		1
IDOC Resources/Policy Information			1		1
Treatment	4		5	2	11
Office of Health Services	3		5	2	10
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
Office of Health Services			1	1	2
<b>Mental Health</b>				2	2
Non-Specified Subcategory				2	2
Office of Health Services				2	2
<b>Money Issues</b>			2	2	4
Non-Specified Subcategory			2	2	4
Facility			2	2	4
<b>Other/ General</b>	1	2	12	5	20
Information			2		2
Constituent Services			1		1
IDOC Resources/Policy Information			1		1
Other			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1	2	9	5	17
Constituent Services	1		6		7
Investigations				1	1
IDOC Resources/Policy Information		2	3	3	8
GTL Helpdesk				1	1
<b>Parole Concern</b>			2	1	3
Non-Specified Subcategory			2	1	3
AMS				1	1
Constituent Services			1		1
Facility			1		1
<b>Property</b>			2	1	3
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
IDOC Resources/Policy Information			1	1	2
<b>Safety Concerns</b>	4		9	7	20
Non-Specified Subcategory	4		9	7	20
Constituent Services			2		2
Director's Office	1				1
Facility	2		1		3

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Investigations				1	1
Warden	1		5	3	9
Warden				2	2
IDOC Resources/Policy Information			1	1	2
<b>Sentence Credit</b>			37	3	40
Information			2		2
IDOC Resources/Policy Information			2		2
Phone			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			34	3	37
Constituent Services			8		8
County			1		1
Facility			1		1
IDOC Resources/Policy Information			24	3	27
<b>Staff Conduct</b>	6		6		12
PREA			1		1
PREA Coordinator			1		1
Non-Specified Subcategory	6		5		11
Chief Inspector			1		1
Constituent Services			1		1
Investigations			1		1
Warden	4		1		5
IDOC Resources/Policy Information	2		1		3
<b>Technical Problems/Website</b>			1		1
Other			1		1
IDOC Resources/Policy Information			1		1
<b>Transfers</b>	9	2	102	11	124
Information	1		4		5
Facility			1		1
Transfer Coordinator	1		1		2
IDOC Resources/Policy Information			2		2
Other			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC	1		5		6
Constituent Services			2		2
Facility			1		1
IDOC Resources/Policy Information	1		2		3
Non-Specified Subcategory	7	2	92	11	112
Constituent Services	1		20	1	22
Facility		1	6		7
Office of Health Services			1		1
Transfer Coordinator	3		17		20
Warden		1			1
IDOC Resources/Policy Information	3		48	10	61
<b>Visitation</b>	3		20	33	56
Denials/ Restrictions	2		5	12	19

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services			1		1
Warden	1			2	3
IDOC Resources/Policy Information	1		3	8	12
Visitation Coordinator			1	2	3
Information			5	14	19
Constituent Services			2		2
Facility			1	2	3
Warden			1	3	4
IDOC Resources/Policy Information			1	9	10
Mitigation Efforts			4	2	6
IDOC Resources/Policy Information			4	2	6
Other			3		3
Constituent Services			2		2
IDOC Resources/Policy Information			1		1
Privileges				1	1
IDOC Resources/Policy Information				1	1
Protocols			1		1
Warden			1		1
Staffing			1		1
Constituent Services			1		1
Video	1			4	5
Facility				1	1
Warden	1				1
Visitation Coordinator				1	1
GTL Helpdesk				2	2
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Wellness Check</b>			5		5
Information			1		1
Warden			1		1
Non-Specified Subcategory			4		4
Constituent Services			1		1
Warden			3		3
<b>Records Information</b>			4	7	11
Information				1	1
IDOC Resources/Policy Information				1	1
Sentence Calculation / Release Date			1		1
Constituent Services			1		1
Non-Specified Subcategory			3	6	9
Constituent Services			1		1
Record Office				5	5
IDOC Resources/Policy Information			2	1	3
<b>Programs/ Services</b>	4		5	1	10
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	4		4	1	9

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services			1		1
Facility	2		2		4
IDOC Resources/Policy Information	2		1	1	4
<b>Concern not noted</b>			35		35
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory			34		34
Constituent Services			32		32
IDOC Resources/Policy Information			2		2
<b>Lockdown</b>			2	2	4
Staffing			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			1	2	3
IDOC Resources/Policy Information			1	2	3
<b>Staffing Concerns</b>	1		3		4
Non-Specified Subcategory	1		3		4
Constituent Services			2		2
IDOC Resources/Policy Information	1		1		2
<b>Dietary</b>	1		1		2
Food Items	1				1
Warden	1				1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Pittsfield Work Camp</b>	<b>4</b>		<b>9</b>	<b>8</b>	<b>21</b>
<b>Employment</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Warden				<b>1</b>	<b>1</b>
<b>Family Concerns</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
<b>Medical</b>	<b>1</b>				<b>1</b>
Information	<b>1</b>				<b>1</b>
Office of Health Services	<b>1</b>				<b>1</b>
<b>Other/ General</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Parole Concern</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Sentence Credit</b>	<b>2</b>		<b>5</b>	<b>4</b>	<b>11</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>2</b>		<b>4</b>	<b>4</b>	<b>10</b>
Facility	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information	<b>1</b>		<b>2</b>	<b>4</b>	<b>7</b>
<b>Transfers</b>	<b>1</b>		<b>2</b>		<b>3</b>
Work Release / ATC	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information	<b>1</b>		<b>2</b>		<b>3</b>
<b>Records Information</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Record Office				<b>1</b>	<b>1</b>
<b>Programs/ Services</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Warden				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Pontiac Correctional Center</b>	<b>41</b>	<b>2</b>	<b>148</b>	<b>49</b>	<b>240</b>
<b>Adjustment Committee/Discipline</b>	<b>6</b>		<b>4</b>	<b>3</b>	<b>13</b>
Other	<b>2</b>		<b>2</b>	<b>2</b>	<b>6</b>
Facility	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information	<b>1</b>			<b>2</b>	<b>3</b>
Non-Specified Subcategory	<b>4</b>		<b>2</b>	<b>1</b>	<b>7</b>
Constituent Services	<b>1</b>				<b>1</b>
Facility			<b>1</b>	<b>1</b>	<b>2</b>
Warden	<b>1</b>		<b>1</b>		<b>2</b>
IDOC Resources/Policy Information	<b>2</b>				<b>2</b>
<b>Classification</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>6</b>
Non-Specified Subcategory	<b>2</b>		<b>2</b>	<b>2</b>	<b>6</b>
Warden	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information	<b>1</b>			<b>2</b>	<b>3</b>
<b>Clemency</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Prisoner Review Board			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>			<b>6</b>	<b>3</b>	<b>9</b>
Electronic Messaging			<b>1</b>		<b>1</b>
GTL Helpdesk			<b>1</b>		<b>1</b>
Mail			<b>1</b>	<b>2</b>	<b>3</b>
IDOC Resources/Policy Information			<b>1</b>	<b>2</b>	<b>3</b>
Phone			<b>4</b>	<b>1</b>	<b>5</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>3</b>	<b>1</b>	<b>4</b>
<b>Conditions</b>	<b>2</b>		<b>14</b>		<b>16</b>
Cell			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Temperature			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
Water			<b>3</b>		<b>3</b>
IDOC Resources/Policy Information			<b>3</b>		<b>3</b>
Non-Specified Subcategory	<b>2</b>		<b>9</b>		<b>11</b>
Constituent Services			<b>2</b>		<b>2</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>7</b>		<b>8</b>
<b>Employment</b>	<b>1</b>			<b>1</b>	<b>2</b>
Non-Specified Subcategory	<b>1</b>			<b>1</b>	<b>2</b>
IDOC Resources/Policy Information	<b>1</b>			<b>1</b>	<b>2</b>
<b>Family Concerns</b>	<b>1</b>		<b>7</b>	<b>1</b>	<b>9</b>
Non-Specified Subcategory	<b>1</b>		<b>7</b>	<b>1</b>	<b>9</b>
Constituent Services	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information			<b>5</b>	<b>1</b>	<b>6</b>
<b>Grievances</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>6</b>
Information			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1	1	2	1	5
Chief Inspector	1				1
Constituent Services			1	1	2
Facility			1		1
Warden		1			1
<b>Medical</b>	<b>15</b>		<b>23</b>	<b>10</b>	<b>48</b>
Information	4		1		5
Constituent Services			1		1
Facility	2				2
IDOC Resources/Policy Information	2				2
Level of Care	2		3		5
Constituent Services			2		2
Office of Health Services	2		1		3
Medical Supplies	1		8		9
ADA Coordinator			2		2
Chief Inspector			1		1
Constituent Services			2		2
Facility			2		2
IDOC Resources/Policy Information	1		1		2
Medication			1		1
Constituent Services			1		1
Optical			3	1	4
Office of Health Services			2	1	3
IDOC Resources/Policy Information			1		1
Other	2				2
Chief Inspector	1				1
Constituent Services	1				1
Phone			1		1
Office of Health Services			1		1
Referral to Outside Provider			2	1	3
Office of Health Services			2	1	3
Treatment	4		1	6	11
Chief Inspector			1		1
Office of Health Services	3			5	8
IDOC Resources/Policy Information	1			1	2
Non-Specified Subcategory	2		3	2	7
Constituent Services	1		2	1	4
Office of Health Services			1	1	2
IDOC Resources/Policy Information	1				1
<b>Mental Health</b>	<b>1</b>		<b>4</b>		<b>5</b>
Information	1		3		4
Constituent Services			1		1
Facility	1		1		2
Office of Health Services			1		1
Medication			1		1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Office of Health Services			1		1
<b>Other/ General</b>	1		13	6	20
Non-Specified Subcategory	1		13	6	20
Constituent Services			2		2
Facility			2	1	3
Public Information Officer				2	2
Warden	1				1
IDOC Resources/Policy Information			9	3	12
<b>Property</b>			2	1	3
Other			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			1	1	2
Constituent Services			1		1
IDOC Resources/Policy Information				1	1
<b>Safety Concerns</b>			4	2	6
Non-Specified Subcategory			4	2	6
Constituent Services			1		1
Warden			2	1	3
IDOC Resources/Policy Information			1	1	2
<b>Sentence Credit</b>			10	2	12
Information			1		1
IDOC Resources/Policy Information			1		1
Other			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			8	2	10
IDOC Resources/Policy Information			8	2	10
<b>Staff Conduct</b>	2		3	1	6
Phone			1		1
Chief Inspector			1		1
Non-Specified Subcategory	2		2	1	5
Warden	2		1	1	4
IDOC Resources/Policy Information			1		1
<b>Transfers</b>	1	1	20		22
Other			1		1
Transfer Coordinator			1		1
Work Release / ATC			3		3
Facility			1		1
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	1	1	16		18
ADA Coordinator			1		1
Constituent Services		1			1
Facility			1		1
Transfer Coordinator			3		3
Warden			1		1
IDOC Resources/Policy Information	1		10		11
<b>Visitation</b>	4		11	7	22

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Denials/ Restrictions	2		1	1	4
Warden	2		1	1	4
Information	1		1	2	4
Warden	1				1
IDOC Resources/Policy Information			1	2	3
Mitigation Efforts			1	1	2
IDOC Resources/Policy Information			1	1	2
Other			1	1	2
IDOC Resources/Policy Information			1	1	2
Protocols	1				1
Warden	1				1
Video			7	2	9
Constituent Services			1		1
IDOC Resources/Policy Information			3	1	4
Visitation Coordinator			3		3
GTL Helpdesk				1	1
<b>Wellness Check</b>				1	1
Non-Specified Subcategory				1	1
Constituent Services				1	1
<b>Records Information</b>	1		2	8	11
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		1	8	10
Constituent Services			1		1
Facility				2	2
Record Office				6	6
IDOC Resources/Policy Information	1				1
<b>Programs/ Services</b>	1		3		4
Jobs/Assignments	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory			3		3
IDOC Resources/Policy Information			3		3
<b>Concern not noted</b>	1		13		14
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory	1		12		13
Constituent Services	1		11		12
IDOC Resources/Policy Information			1		1
<b>Lockdown</b>	1		1		2
Non-Specified Subcategory	1		1		2
Constituent Services			1		1
IDOC Resources/Policy Information	1				1
<b>Dietary</b>			1		1
Food Items			1		1
IDOC Resources/Policy Information			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Robinson Correctional Center</b>	<b>28</b>		<b>227</b>	<b>71</b>	<b>326</b>
<b>Classification</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Clemency</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Commissary</b>			<b>2</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory			<b>2</b>	<b>1</b>	<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
<b>Communication</b>	<b>5</b>		<b>5</b>	<b>8</b>	<b>18</b>
Information				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Mail	<b>3</b>		<b>5</b>	<b>4</b>	<b>12</b>
Chief Inspector			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>3</b>	<b>4</b>	<b>8</b>
Phone	<b>1</b>			<b>3</b>	<b>4</b>
Facility	<b>1</b>			<b>1</b>	<b>2</b>
SECURUS				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
<b>Compassionate Release</b>			<b>1</b>	<b>1</b>	<b>2</b>
Non-Specified Subcategory			<b>1</b>	<b>1</b>	<b>2</b>
Prisoner Review Board			<b>1</b>	<b>1</b>	<b>2</b>
<b>Conditions</b>	<b>1</b>		<b>3</b>		<b>4</b>
Temperature			<b>3</b>		<b>3</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
Water	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
<b>Electronic Detention</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
<b>Family Concerns</b>	<b>1</b>		<b>6</b>		<b>7</b>
Non-Specified Subcategory	<b>1</b>		<b>6</b>		<b>7</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility	<b>1</b>		<b>2</b>		<b>3</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Grievances</b>	<b>1</b>		<b>3</b>		<b>4</b>
Non-Specified Subcategory	<b>1</b>		<b>3</b>		<b>4</b>
Constituent Services			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility	1		1		2
IDOC Resources/Policy Information			1		1
<b>Medical</b>	<b>3</b>		<b>24</b>	<b>8</b>	<b>35</b>
Dental	1		7	2	10
Constituent Services			1		1
Office of Health Services	1		5	2	8
IDOC Resources/Policy Information			1		1
Information			3		3
Office of Health Services			3		3
Level of Care	1		1		2
Office of Health Services	1				1
IDOC Resources/Policy Information			1		1
Medical Supplies	1		1		2
ADA Coordinator			1		1
Office of Health Services	1				1
Medication			1		1
Office of Health Services			1		1
Referral to Outside Provider			1		1
Office of Health Services			1		1
Treatment			8	5	13
Constituent Services			1		1
Office of Health Services			5	5	10
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
Office of Health Services				1	1
IDOC Resources/Policy Information			1		1
<b>Other/ General</b>			<b>4</b>	<b>3</b>	<b>7</b>
Non-Specified Subcategory			4	3	7
Constituent Services			2		2
IDOC Resources/Policy Information			2	3	5
<b>Parole Concern</b>			<b>7</b>	<b>3</b>	<b>10</b>
Residence Plan			1		1
Facility			1		1
Non-Specified Subcategory			6	3	9
Facility			2		2
Parole			1	2	3
IDOC Resources/Policy Information			3	1	4
<b>Property</b>			<b>1</b>	<b>2</b>	<b>3</b>
Non-Specified Subcategory			1	2	3
IDOC Resources/Policy Information			1	2	3
<b>Safety Concerns</b>			<b>1</b>	<b>1</b>	<b>2</b>
Non-Specified Subcategory			1	1	2
Facility			1		1
IDOC Resources/Policy Information				1	1
<b>Sentence Credit</b>	<b>4</b>		<b>84</b>	<b>17</b>	<b>105</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Information			3		3
IDOC Resources/Policy Information			3		3
Jobs/Assignments	1				1
Warden	1				1
Phone			1		1
Constituent Services			1		1
Sentence Calculation / Release Date			1		1
IDOC Resources/Policy Information			1		1
Sex offender Concerns			3		3
Sex Offender Services Unit			3		3
Work Release / ATC			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	3		75	17	95
Chief of Programs			2		2
Constituent Services			13	1	14
County			1	1	2
Facility			2		2
Legal Services				1	1
Prisoner Review Board			1		1
Record Office			2		2
IDOC Resources/Policy Information	3		54	14	71
<b>Staff Conduct</b>				2	2
Non-Specified Subcategory				2	2
IDOC Resources/Policy Information				2	2
<b>Transfers</b>	8		30	5	43
Information	1		2		3
Transfer Coordinator	1				1
IDOC Resources/Policy Information			2		2
Other				1	1
IDOC Resources/Policy Information				1	1
Work Release / ATC	3		15	1	19
Constituent Services			1		1
Facility	1		8		9
Transfer Coordinator			1		1
IDOC Resources/Policy Information	2		5	1	8
Non-Specified Subcategory	4		13	3	20
Constituent Services			6		6
Facility			1		1
Transfer Coordinator			1		1
IDOC Resources/Policy Information	4		5	3	12
<b>Victim Services</b>				2	2
Non-Specified Subcategory				2	2
Victim Services				2	2
<b>Visitation</b>	1		17	11	29
Denials/ Restrictions			3	1	4
Warden			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information				1	1
Visitation Coordinator			1		1
Administrative Review Board			1		1
In Person			3		3
Constituent Services			1		1
Warden			1		1
IDOC Resources/Policy Information			1		1
Information			7	7	14
Constituent Services			3		3
Warden				1	1
IDOC Resources/Policy Information			4	5	9
Visitation Coordinator				1	1
Mitigation Efforts				1	1
IDOC Resources/Policy Information				1	1
Other			2	1	3
Constituent Services			1		1
IDOC Resources/Policy Information			1	1	2
Sign-up Genius			1		1
IDOC Resources/Policy Information			1		1
Video	1			1	2
Visitation Coordinator				1	1
GTL Helpdesk	1				1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Records Information</b>	<b>1</b>		<b>7</b>	<b>3</b>	<b>11</b>
Information			1		1
Constituent Services			1		1
Sentence Calculation / Release Date			4		4
Constituent Services			1		1
Facility			1		1
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	1		2	3	6
Constituent Services			1		1
Facility	1				1
Record Office				2	2
IDOC Resources/Policy Information			1	1	2
<b>Programs/ Services</b>	<b>2</b>		<b>11</b>	<b>4</b>	<b>17</b>
Sex offender Concerns			2		2
Constituent Services			2		2
Non-Specified Subcategory	2		9	4	15
Facility			1		1
IDOC Resources/Policy Information	2		8	4	14
<b>Concern not noted</b>			<b>18</b>		<b>18</b>
Non-Specified Subcategory			18		18
Constituent Services			15		15
IDOC Resources/Policy Information			3		3

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
individual in custody Death Notice			1		1
Information			1		1
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Shawnee Correctional Center</b>	<b>65</b>	<b>1</b>	<b>301</b>	<b>148</b>	<b>515</b>
<b>Adjustment Committee/Discipline</b>			<b>2</b>		<b>2</b>
Sentence Calculation / Release Date			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
<b>Classification</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>
Non-Specified Subcategory	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>
Constituent Services		<b>1</b>			<b>1</b>
IDOC Resources/Policy Information	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>
<b>Clemency</b>			<b>2</b>	<b>2</b>	<b>4</b>
Sentence Calculation / Release Date				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory			<b>2</b>	<b>1</b>	<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
Prisoner Review Board				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Commissary</b>			<b>3</b>	<b>3</b>	<b>6</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Prices				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory			<b>2</b>	<b>2</b>	<b>4</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility				<b>1</b>	<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Communication</b>			<b>3</b>	<b>4</b>	<b>7</b>
Information			<b>1</b>	<b>2</b>	<b>3</b>
Facility				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
Mail				<b>1</b>	<b>1</b>
Constituent Services				<b>1</b>	<b>1</b>
Phone			<b>2</b>	<b>1</b>	<b>3</b>
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>
<b>Compassionate Release</b>	<b>1</b>			<b>2</b>	<b>3</b>
Non-Specified Subcategory	<b>1</b>			<b>2</b>	<b>3</b>
Prisoner Review Board				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information	<b>1</b>			<b>1</b>	<b>2</b>
<b>Conditions</b>	<b>1</b>		<b>6</b>	<b>4</b>	<b>11</b>
Cell				<b>1</b>	<b>1</b>
Warden				<b>1</b>	<b>1</b>
Other	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Temperature			<b>2</b>	<b>1</b>	<b>3</b>
Warden				<b>1</b>	<b>1</b>



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			2		2
Water			3		3
Constituent Services			1		1
Office of Health Services			1		1
Warden			1		1
Non-Specified Subcategory			1	2	3
IDOC Resources/Policy Information			1	2	3
<b>Family Concerns</b>			6	4	10
Non-Specified Subcategory			6	4	10
Constituent Services			1		1
Office of Health Services			1		1
IDOC Resources/Policy Information			4	4	8
<b>Grievances</b>	2		3	1	6
Jobs/Assignments				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	2		3		5
Facility	1		1		2
Warden	1				1
IDOC Resources/Policy Information			2		2
<b>Medical</b>	4		16	8	28
Dental	1		1	1	3
Office of Health Services	1		1	1	3
Information			1		1
Warden			1		1
Level of Care	3		1	2	6
Office of Health Services	3		1	2	6
Medical Supplies			3		3
Constituent Services			1		1
Office of Health Services			1		1
Transfer Coordinator			1		1
<b>Other</b>			2	1	3
Constituent Services			2		2
Office of Health Services				1	1
Treatment			3	1	4
Constituent Services			2		2
Office of Health Services				1	1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			5	3	8
Constituent Services			1		1
Facility			1		1
Office of Health Services			2	3	5
IDOC Resources/Policy Information			1		1
<b>Mental Health</b>			3		3
Non-Specified Subcategory			3		3
Office of Health Services			1		1
Warden			2		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Money Issues</b>	<b>1</b>			<b>1</b>	<b>2</b>
Non-Specified Subcategory	1			1	2
IDOC Resources/Policy Information	1			1	2
<b>Other/ General</b>	<b>2</b>		<b>3</b>	<b>5</b>	<b>10</b>
Legal Services				2	2
Constituent Services				1	1
Facility				1	1
Other	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory	1		3	3	7
Constituent Services			2		2
County				1	1
Facility	1			1	2
IDOC Resources/Policy Information			1	1	2
<b>Parole Concern</b>	<b>1</b>		<b>7</b>	<b>8</b>	<b>16</b>
Non-Specified Subcategory	1		7	8	16
AMS				1	1
Constituent Services			1		1
County			1		1
Facility			1	1	2
Interstate Compact				2	2
Parole			1		1
IDOC Resources/Policy Information	1		3	4	8
<b>Property</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>5</b>
Protocols	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory			2	2	4
Facility				1	1
Warden			1		1
IDOC Resources/Policy Information			1	1	2
<b>Safety Concerns</b>	<b>8</b>		<b>11</b>	<b>3</b>	<b>22</b>
Other			1		1
Warden			1		1
Protocols	2				2
IDOC Resources/Policy Information	2				2
Non-Specified Subcategory	6		10	3	19
Constituent Services			2		2
Investigations	1		1		2
Mental Health			2		2
Warden	5		2	1	8
IDOC Resources/Policy Information			3	2	5
<b>Sentence Credit</b>	<b>8</b>		<b>86</b>	<b>31</b>	<b>125</b>
Information			3	2	5
Constituent Services			1	1	2
IDOC Resources/Policy Information			2	1	3
Sentence Calculation / Release Date			3		3

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Warden			1		1
IDOC Resources/Policy Information			2		2
Water			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	8		79	29	116
Constituent Services			16		16
County	1				1
Facility	1		7		8
Record Office			1		1
IDOC Resources/Policy Information	6		55	29	90
<b>Staff Conduct</b>	1		2	6	9
Non-Specified Subcategory	1		2	6	9
Chief Inspector			1		1
Warden	1			1	2
IDOC Resources/Policy Information			1	5	6
<b>Technical Problems/Website</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Transfers</b>	9		54	14	77
Information			3	1	4
Facility			1		1
Transfer Coordinator			1	1	2
IDOC Resources/Policy Information			1		1
Work Release / ATC			9	4	13
Constituent Services			2		2
Facility			1	1	2
Transfer Coordinator				1	1
IDOC Resources/Policy Information			6	2	8
Non-Specified Subcategory	9		42	9	60
Constituent Services			3		3
Facility	3		11		14
Transfer Coordinator	1		6	1	8
Warden	3				3
IDOC Resources/Policy Information	2		22	8	32
<b>Victim Services</b>			1		1
Non-Specified Subcategory			1		1
Victim Services			1		1
<b>Visitation</b>	8		27	31	66
Denials/ Restrictions	2		13	3	18
Chief Inspector			2		2
Constituent Services			3		3
Warden	2		4		6
IDOC Resources/Policy Information			4	3	7
GTL Technical Issue			2	2	4
Facility				1	1
Warden			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			1	1	2
Information	1		3	9	13
Constituent Services			1		1
Warden				1	1
IDOC Resources/Policy Information	1		2	7	10
Visitation Coordinator				1	1
Mitigation Efforts	1		3		4
IDOC Resources/Policy Information	1		2		3
Visitation Coordinator			1		1
Other	2		2	5	9
Constituent Services			1		1
Facility	1				1
Warden	1			1	2
IDOC Resources/Policy Information			1	4	5
Protocols			2	3	5
Constituent Services			1	1	2
Warden			1		1
IDOC Resources/Policy Information				2	2
Sign-up Genius				1	1
IDOC Resources/Policy Information				1	1
Video			2	8	10
Constituent Services			1		1
IDOC Resources/Policy Information			1	2	3
Visitation Coordinator				5	5
GTL Helpdesk				1	1
Non-Specified Subcategory	2				2
Facility	1				1
IDOC Resources/Policy Information	1				1
<b>Wellness Check</b>	1		2	1	4
Non-Specified Subcategory	1		2	1	4
Facility			1		1
Warden	1		1		2
IDOC Resources/Policy Information				1	1
<b>Records Information</b>	6		10	6	22
Information	1				1
Warden	1				1
Sentence Calculation / Release Date			2	1	3
County				1	1
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	5		8	5	18
Constituent Services			2		2
County	3			2	5
Facility	1		1	1	3
Record Office			1		1
Warden	1				1
IDOC Resources/Policy Information			4	2	6

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Programs/ Services</b>	<b>6</b>		<b>14</b>	<b>6</b>	<b>26</b>
Information	1		1		2
Constituent Services			1		1
IDOC Resources/Policy Information	1				1
Other	1			3	4
Warden				1	1
IDOC Resources/Policy Information	1			2	3
Non-Specified Subcategory	4		13	3	20
Constituent Services	2		2		4
Facility			3	2	5
Warden	1		1		2
IDOC Resources/Policy Information	1		7	1	9
<b>Concern not noted</b>			<b>34</b>		<b>34</b>
Non-Specified Subcategory			34		34
Constituent Services			32		32
IDOC Resources/Policy Information			2		2
<b>Lockdown</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>
Non-Specified Subcategory	2		1	2	5
Facility			1		1
IDOC Resources/Policy Information	2			2	4
<b>Staffing Concerns</b>	<b>1</b>		<b>2</b>		<b>3</b>
Protocols	1		1		2
Constituent Services	1				1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			1		1
Office of Health Services			1		1
<b>Dietary</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Sheridan Correctional Center</b>	<b>69</b>	<b>1</b>	<b>230</b>	<b>99</b>	<b>399</b>
<b>Adjustment Committee/Discipline</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>7</b>
Other	<b>2</b>				<b>2</b>
Facility	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>3</b>	<b>1</b>	<b>5</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility	<b>1</b>				<b>1</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
<b>Classification</b>			<b>1</b>	<b>1</b>	<b>2</b>
Non-Specified Subcategory			<b>1</b>	<b>1</b>	<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Clemency</b>	<b>3</b>			<b>2</b>	<b>5</b>
Information				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>
Non-Specified Subcategory	<b>3</b>				<b>3</b>
Constituent Services	<b>2</b>				<b>2</b>
Prisoner Review Board	<b>1</b>				<b>1</b>
<b>Commissary</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>5</b>
Fans	<b>2</b>		<b>2</b>		<b>4</b>
Warden	<b>2</b>		<b>2</b>		<b>4</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Communication</b>	<b>3</b>		<b>2</b>	<b>3</b>	<b>8</b>
Electronic Messaging	<b>1</b>		<b>1</b>		<b>2</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
GTL Helpdesk			<b>1</b>		<b>1</b>
Mail	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>
IDOC Resources/Policy Information	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>
Phone				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Conditions</b>	<b>1</b>		<b>1</b>		<b>2</b>
Temperature	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Employment</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Family Concerns</b>			<b>6</b>	<b>6</b>	<b>12</b>
Non-Specified Subcategory			<b>6</b>	<b>6</b>	<b>12</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility			<b>1</b>	<b>2</b>	<b>3</b>
Warden			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			2	4	6
<b>Grievances</b>			2		2
Other			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Medical</b>	5		17	2	24
Information			3		3
Constituent Services			1		1
Facility			1		1
Office of Health Services			1		1
Medical Supplies			1		1
Constituent Services			1		1
Medication			3	2	5
Office of Health Services				2	2
IDOC Resources/Policy Information			3		3
Optical			1		1
Constituent Services			1		1
Other	1		1		2
Facility	1				1
IDOC Resources/Policy Information			1		1
Protocols			1		1
Office of Health Services			1		1
Staffing	1				1
Office of Health Services	1				1
Treatment	2		3		5
Office of Health Services	2		3		5
Diet			2		2
Chief Inspector			1		1
Office of Health Services			1		1
Non-Specified Subcategory	1		2		3
Facility			1		1
Office of Health Services	1		1		2
<b>Money Issues</b>				3	3
Business Office				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory				2	2
Facility				2	2
<b>Other/ General</b>	2		6	9	17
Legal Services	1				1
Facility	1				1
Non-Specified Subcategory	1		6	9	16
Constituent Services			5	1	6
Facility				1	1
IDOC Resources/Policy Information	1		1	7	9
<b>Parole Concern</b>			2	5	7

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Phone			1		1
Interstate Compact			1		1
Non-Specified Subcategory			1	5	6
AMS				1	1
Constituent Services			1		1
Facility				1	1
Parole				1	1
Prisoner Review Board				1	1
IDOC Resources/Policy Information				1	1
<b>Property</b>	<b>2</b>			<b>2</b>	<b>4</b>
Work Release / ATC				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	2			1	3
Warden	1				1
IDOC Resources/Policy Information	1			1	2
<b>Recreational Opportunities</b>			2	1	3
Non-Specified Subcategory			2	1	3
Warden			2		2
IDOC Resources/Policy Information				1	1
<b>Safety Concerns</b>			1	2	3
Non-Specified Subcategory			1	2	3
Constituent Services			1		1
Warden				1	1
IDOC Resources/Policy Information				1	1
<b>Sentence Credit</b>	<b>13</b>	<b>1</b>	<b>77</b>	<b>12</b>	<b>103</b>
Information	1		6		7
IDOC Resources/Policy Information	1		6		7
Work Release / ATC	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory	11	1	71	12	95
Chief of Programs	1		2		3
Constituent Services	1	1	13		15
Director's Office	1				1
Facility	2		3		5
Legal Services			1		1
IDOC Resources/Policy Information	6		52	12	70
<b>Staff Conduct</b>			6	1	7
Other			1		1
Facility			1		1
Non-Specified Subcategory			5	1	6
Constituent Services			3		3
Facility			1		1
IDOC Resources/Policy Information			1	1	2
<b>Transfers</b>	<b>7</b>		<b>28</b>	<b>4</b>	<b>39</b>
Information			1		1
Transfer Coordinator			1		1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Work Release / ATC	1		15	1	17
Constituent Services			4		4
Facility			1		1
Transfer Coordinator			3		3
IDOC Resources/Policy Information	1		7	1	9
Non-Specified Subcategory	6		12	3	21
Constituent Services			2		2
Facility	1		1		2
Facility			1		1
Transfer Coordinator	1		3	1	5
IDOC Resources/Policy Information	4		5	2	11
<b>Victim Services</b>			1	2	3
Non-Specified Subcategory			1	2	3
Constituent Services			1		1
Victim Services				2	2
<b>Visitation</b>	13		26	31	70
Denials/ Restrictions	5		5	8	18
Constituent Services	1		2	1	4
Warden	1			1	2
IDOC Resources/Policy Information	1		2	5	8
Visitation Coordinator	2		1	1	4
GTL Technical Issue				1	1
GTL Helpdesk				1	1
Information	4		5	12	21
Constituent Services			1		1
Facility	1		1	1	3
Warden	2			1	3
IDOC Resources/Policy Information			2	8	10
Visitation Coordinator	1		1	2	4
Mitigation Efforts			3		3
Constituent Services			1		1
Visitation Coordinator			2		2
Other	1		1	1	3
IDOC Resources/Policy Information				1	1
Visitation Coordinator	1		1		2
Protocols			5	1	6
Constituent Services			2		2
Warden				1	1
IDOC Resources/Policy Information			3		3
Sign-up Genius	1		2	2	5
Chief Inspector	1				1
IDOC Resources/Policy Information			1		1
Visitation Coordinator			1	2	3
Video	1		4	4	9
IDOC Resources/Policy Information			4		4
Visitation Coordinator	1			4	5

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory	1		1	2	4
Constituent Services	1			2	3
IDOC Resources/Policy Information			1		1
<b>Wellness Check</b>	2		2	1	5
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		1	1	4
Constituent Services				1	1
Warden	2		1		3
<b>Records Information</b>	1		1	4	6
Non-Specified Subcategory	1		1	4	6
Facility	1				1
Record Office				4	4
IDOC Resources/Policy Information			1		1
<b>Programs/ Services</b>	1		8	1	10
Information			1		1
Facility			1		1
Other			2		2
Chief Chaplain			1		1
Facility			1		1
Non-Specified Subcategory	1		5	1	7
Chief Chaplain			1		1
Constituent Services			1		1
Facility			1		1
Warden	1				1
IDOC Resources/Policy Information			2	1	3
<b>Concern not noted</b>			26		26
Non-Specified Subcategory			26		26
Constituent Services			18		18
IDOC Resources/Policy Information			8		8
<b>Lockdown</b>	10		5	4	19
Staffing	1			1	2
Facility	1				1
IDOC Resources/Policy Information				1	1
Temperature				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	9		5	2	16
Constituent Services	1				1
Warden	2		1		3
IDOC Resources/Policy Information	6		4	2	12
<b>Staffing Concerns</b>	1		2		3
Video			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		1		2
Constituent Services			1		1
IDOC Resources/Policy Information	1				1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Dietary</b>			<b>3</b>		<b>3</b>
Other			<b>1</b>		<b>1</b>
Office of Health Services			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Office of Health Services			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Southwestern Illinois Correctional Center</b>	<b>45</b>	<b>2</b>	<b>334</b>	<b>54</b>	<b>435</b>
<b>Adjustment Committee/Discipline</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	1				1
IDOC Resources/Policy Information	1				1
<b>Clemency</b>	<b>1</b>		<b>1</b>		<b>2</b>
Non-Specified Subcategory	1		1		2
Constituent Services			1		1
Prisoner Review Board	1				1
<b>Communication</b>	<b>3</b>		<b>1</b>	<b>3</b>	<b>7</b>
Information	1			2	3
IDOC Resources/Policy Information	1			2	3
Mail			1	1	2
Warden				1	1
IDOC Resources/Policy Information			1		1
Phone	2				2
Constituent Services	2				2
<b>Conditions</b>			<b>3</b>	<b>1</b>	<b>4</b>
Temperature			1	1	2
IDOC Resources/Policy Information			1	1	2
Water			1		1
Constituent Services			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>COVID</b>	<b>1</b>		<b>2</b>		<b>3</b>
Mitigation Efforts	1		1		2
IDOC Resources/Policy Information	1		1		2
Protocols			1		1
Constituent Services			1		1
<b>Employment</b>				<b>1</b>	<b>1</b>
Information				1	1
IDOC Resources/Policy Information				1	1
<b>Grievances</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			2		2
Constituent Services			1		1
Facility			1		1
<b>Medical</b>	<b>2</b>		<b>7</b>		<b>9</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Medication			3		3
Constituent Services			1		1
IDOC Resources/Policy Information			2		2
Optical	2				2
IDOC Resources/Policy Information	2				2
Treatment			2		2
Office of Health Services			1		1
IDOC Resources/Policy Information			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory			1		1
Office of Health Services			1		1
<b>Other/ General</b>			5	2	7
Information			1	1	2
IDOC Resources/Policy Information			1	1	2
Phone			2		2
Constituent Services			2		2
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
IDOC Resources/Policy Information			1	1	2
<b>Parole Concern</b>			8	1	9
Information				1	1
Facility				1	1
Non-Specified Subcategory			8		8
Constituent Services			3		3
Facility			2		2
IDOC Resources/Policy Information			3		3
<b>Property</b>			1	2	3
Non-Specified Subcategory			1	2	3
Constituent Services			1		1
IDOC Resources/Policy Information				2	2
<b>Sentence Credit</b>	27	1	248	19	295
Information	2		32	1	35
Constituent Services			1		1
IDOC Resources/Policy Information	2		31	1	34
Other			2	1	3
Constituent Services			1		1
IDOC Resources/Policy Information			1	1	2
Phone			1	1	2
Chief of Programs				1	1
IDOC Resources/Policy Information			1		1
Sentence Calculation / Release Date				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	25	1	213	15	254
Chief Inspector	1		1		2
Chief of Programs	3		3		6
Constituent Services			37		37
County			3		3
Facility	4		16	1	21
Facility			2		2
Warden		1	2		3
IDOC Resources/Policy Information	17		149	14	180
<b>Staff Conduct</b>		1	1	1	3
Non-Specified Subcategory		1	1	1	3
Investigations		1			1
Warden			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information				1	1
<b>Transfers</b>	<b>7</b>		<b>15</b>	<b>2</b>	<b>24</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Sex offender Concerns			1		1
Transfer Coordinator			1		1
Work Release / ATC	7		10	1	18
Constituent Services			4		4
Facility	5		2		7
IDOC Resources/Policy Information	2		4	1	7
Non-Specified Subcategory			3	1	4
Constituent Services			1		1
Transfer Coordinator			1		1
IDOC Resources/Policy Information			1	1	2
<b>Visitation</b>			<b>7</b>	<b>15</b>	<b>22</b>
Denials/ Restrictions			4	3	7
Constituent Services			1		1
Warden			2		2
IDOC Resources/Policy Information			1	3	4
In Person				1	1
IDOC Resources/Policy Information				1	1
Information			1	6	7
IDOC Resources/Policy Information				6	6
Visitation Coordinator			1		1
Other			1	1	2
IDOC Resources/Policy Information				1	1
Visitation Coordinator			1		1
Protocols				2	2
IDOC Resources/Policy Information				1	1
Visitation Coordinator				1	1
Video			1	2	3
IDOC Resources/Policy Information				2	2
GTL Helpdesk			1		1
<b>Records Information</b>			<b>5</b>	<b>4</b>	<b>9</b>
Sentence Calculation / Release Date			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			4	4	8
Constituent Services			4		4
Facility				1	1
Record Office				3	3
<b>Programs/ Services</b>	<b>3</b>		<b>8</b>	<b>3</b>	<b>14</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Mitigation Efforts			1		1
IDOC Resources/Policy Information			1		1
Other				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	3		6	2	11
Constituent Services			2		2
Facility			1		1
Warden	1		1		2
IDOC Resources/Policy Information	2		2	2	6
<b>Concern not noted</b>			19		19
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory			18		18
Constituent Services			16		16
IDOC Resources/Policy Information			2		2
<b>Dietary</b>			1		1
Food Items			1		1
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Stateville Correctional Center</b>	<b>79</b>		<b>506</b>	<b>167</b>	<b>752</b>
<b>Adjustment Committee/Discipline</b>			<b>5</b>	<b>2</b>	<b>7</b>
Information			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>3</b>	<b>2</b>	<b>5</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>2</b>	<b>2</b>	<b>4</b>
<b>Classification</b>			<b>6</b>	<b>3</b>	<b>9</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Protocols			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>4</b>	<b>3</b>	<b>7</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>3</b>	<b>3</b>	<b>6</b>
<b>Clemency</b>			<b>2</b>		<b>2</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Commissary</b>			<b>4</b>	<b>1</b>	<b>5</b>
Clothing			<b>2</b>		<b>2</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Fans			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Hygiene				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>	<b>2</b>		<b>14</b>	<b>15</b>	<b>31</b>
Information			<b>2</b>	<b>4</b>	<b>6</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>4</b>	<b>5</b>
Mail			<b>4</b>	<b>4</b>	<b>8</b>
Constituent Services			<b>1</b>	<b>1</b>	<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>2</b>	<b>3</b>	<b>5</b>
Phone	<b>2</b>		<b>8</b>	<b>5</b>	<b>15</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility	<b>1</b>		<b>1</b>		<b>2</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>5</b>	<b>5</b>	<b>10</b>
Non-Specified Subcategory				<b>2</b>	<b>2</b>
IDOC Resources/Policy Information				<b>2</b>	<b>2</b>
<b>Compassionate Release</b>			<b>3</b>		<b>3</b>



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Information			2		2
Prisoner Review Board			2		2
Non-Specified Subcategory			1		1
Prisoner Review Board			1		1
<b>Conditions</b>	<b>15</b>		<b>7</b>	<b>5</b>	<b>27</b>
Water	<b>11</b>		<b>3</b>	<b>5</b>	<b>19</b>
Constituent Services				1	1
Warden	2		1		3
IDOC Resources/Policy Information	9		2	4	15
Non-Specified Subcategory	4		4		8
Constituent Services	1		2		3
Facility	1		1		2
IDOC Resources/Policy Information	2		1		3
<b>Electronic Detention</b>			<b>5</b>		<b>5</b>
Sentence Calculation / Release Date			1		1
Transfer Coordinator			1		1
Non-Specified Subcategory			4		4
Facility			2		2
IDOC Resources/Policy Information			1		1
Reentry Manager			1		1
<b>Employment</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
Non-Specified Subcategory	1		2	1	4
Constituent Services	1				1
Training Academy			2		2
IDOC Resources/Policy Information				1	1
<b>Family Concerns</b>	<b>1</b>		<b>14</b>	<b>11</b>	<b>26</b>
Information			1		1
IDOC Resources/Policy Information			1		1
Other			1		1
Warden			1		1
Non-Specified Subcategory	1		12	11	24
Constituent Services			5	1	6
Facility			2		2
Office of Health Services				1	1
Warden	1				1
IDOC Resources/Policy Information			5	9	14
<b>FOIA</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			1		1
FOIA			1		1
<b>Grievances</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Grievances</b>			<b>3</b>	<b>1</b>	<b>4</b>
Non-Specified Subcategory			3	1	4
Chief Inspector			1		1
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			1	1	2
<b>Medical</b>	<b>17</b>		<b>44</b>	<b>6</b>	<b>67</b>
Information	3		5	1	9
Constituent Services			1		1
Office of Health Services	2		1	1	4
Warden			1		1
IDOC Resources/Policy Information	1		2		3
Level of Care	2		3		5
Facility			1		1
Office of Health Services	2				2
IDOC Resources/Policy Information			2		2
Medical Supplies	1		10		11
Constituent Services			6		6
Facility			2		2
Office of Health Services	1				1
IDOC Resources/Policy Information			2		2
Medication			9	1	10
Constituent Services			3		3
Office of Health Services			5	1	6
IDOC Resources/Policy Information			1		1
Other	1		3		4
Constituent Services	1		1		2
Facility			2		2
Permits	1		1		2
IDOC Resources/Policy Information	1		1		2
Referral to Outside Provider	1		3		4
Office of Health Services	1		2		3
Prisoner Review Board			1		1
Sick Call Request	1				1
Office of Health Services	1				1
Temperature			1		1
IDOC Resources/Policy Information			1		1
Treatment	6		5	3	14
Constituent Services	1		2		3
Office of Health Services	4		2	3	9
IDOC Resources/Policy Information	1		1		2
Non-Specified Subcategory	1		4	1	6
Constituent Services			2	1	3
Facility	1				1
Office of Health Services			1		1
IDOC Resources/Policy Information			1		1
<b>Mental Health</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>
Other			1		1
Mental Health			1		1
Non-Specified Subcategory	1		3	1	5
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Office of Health Services	1		2	1	4
<b>Money Issues</b>			2	1	3
Non-Specified Subcategory			2	1	3
Constituent Services			1		1
Facility				1	1
IDOC Resources/Policy Information			1		1
<b>Other/ General</b>	2		16	9	27
Information				1	1
Constituent Services				1	1
Legal Services			1		1
IDOC Resources/Policy Information			1		1
Other			1	1	2
Constituent Services			1		1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	2		14	7	23
ADA Coordinator			1		1
Constituent Services	1		9		10
Facility				1	1
Warden	1				1
IDOC Resources/Policy Information			4	6	10
<b>Parole Concern</b>	1		47	20	68
Information			6		6
Facility			1		1
IDOC Resources/Policy Information			3		3
Prisoner Review Board			2		2
Other			3	1	4
Constituent Services			1		1
Facility				1	1
Parole			1		1
IDOC Resources/Policy Information			1		1
Protocols			1	1	2
Parole			1		1
Prisoner Review Board				1	1
Sentence Calculation / Release Date			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		36	18	55
AMS			2	7	9
Constituent Services			8		8
Facility			6	3	9
Parole			4	1	5
Prisoner Review Board				3	3
Record Office				1	1
Victim Services				1	1
Warden	1				1
IDOC Resources/Policy Information			16	2	18
<b>Procurement</b>				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Property</b>	2		8	3	13
Mail			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	2		7	3	12
Constituent Services			2		2
Facility	2			1	3
Parole			2		2
IDOC Resources/Policy Information			3	2	5
<b>Recreational Opportunities</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Safety Concerns</b>			2		2
Non-Specified Subcategory			2		2
Constituent Services			2		2
<b>Sentence Credit</b>	1		58	20	79
Information			3		3
IDOC Resources/Policy Information			3		3
Phone			1		1
IDOC Resources/Policy Information			1		1
Sentence Calculation / Release Date			3		3
Constituent Services			1		1
County			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		51	20	72
Constituent Services			8		8
Facility			2	1	3
Record Office				1	1
IDOC Resources/Policy Information	1		41	18	60
<b>Staff Conduct</b>	3		12	2	17
Non-Specified Subcategory	3		12	2	17
Constituent Services	2		1		3
Warden	1		2		3
IDOC Resources/Policy Information			9	2	11
<b>Technical Problems/Website</b>			1		1
Information			1		1
IDOC Resources/Policy Information			1		1
<b>Transfers</b>	6		118	20	144
Information			8	3	11
Transfer Coordinator			1	3	4
IDOC Resources/Policy Information			7		7
Other			1	1	2
IDOC Resources/Policy Information			1	1	2
Work Release / ATC	4		19	1	24
Constituent Services			2		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility			7		7
Transfer Coordinator	1		2		3
IDOC Resources/Policy Information	3		8	1	12
Non-Specified Subcategory	2		90	15	107
Constituent Services			11		11
Facility	1		13		14
Transfer Coordinator			7		7
IDOC Resources/Policy Information	1		59	15	75
<b>Victim Services</b>			3	1	4
Non-Specified Subcategory			3	1	4
IDOC Resources/Policy Information			3	1	4
<b>Visitation</b>	<b>19</b>		<b>47</b>	<b>24</b>	<b>90</b>
Denials/ Restrictions	3		6	2	11
Constituent Services			1		1
Warden	3		3		6
IDOC Resources/Policy Information			1	2	3
Visitation Coordinator			1		1
In Person	1		2		3
Constituent Services			1		1
Warden			1		1
IDOC Resources/Policy Information	1				1
Information	5		20	16	41
Chief Inspector	1				1
Constituent Services			5		5
Warden			2		2
IDOC Resources/Policy Information			9	16	25
Visitation Coordinator	4		4		8
Mitigation Efforts			1		1
IDOC Resources/Policy Information			1		1
Other	3		3	1	7
Constituent Services			1		1
Warden	2				2
IDOC Resources/Policy Information	1		2	1	4
Protocols	1		3		4
Warden	1		1		2
IDOC Resources/Policy Information			1		1
Visitation Coordinator			1		1
Sign-up Genius	2		2	1	5
Chief Inspector	1				1
Warden	1				1
IDOC Resources/Policy Information			1	1	2
Visitation Coordinator			1		1
Staffing			1		1
Constituent Services			1		1
Video	2		4	2	8
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility	1				1
Facility			1		1
IDOC Resources/Policy Information	1		1	1	3
Visitation Coordinator			1	1	2
Non-Specified Subcategory	2		5	2	9
Constituent Services	1				1
Facility			1		1
Office of Health Services			1		1
Warden	1				1
IDOC Resources/Policy Information			3	2	5
<b>Wellness Check</b>			1	1	2
Non-Specified Subcategory			1	1	2
IDOC Resources/Policy Information			1	1	2
<b>Records Information</b>	2		21	16	39
Archive Search				1	1
Record Office				1	1
Information			2	1	3
Constituent Services			1		1
Record Office				1	1
IDOC Resources/Policy Information			1		1
Reentry				1	1
Record Office				1	1
Sentence Calculation / Release Date			5	1	6
Warden			1		1
IDOC Resources/Policy Information			4	1	5
Non-Specified Subcategory	2		14	12	28
Constituent Services			3		3
County				1	1
Facility			1		1
Innocence Project			1		1
Office of Health Services	1				1
Prisoner Review Board			1		1
Record Office			1	8	9
IDOC Resources/Policy Information	1		7	3	11
<b>Programs/ Services</b>	3		8	2	13
Non-Specified Subcategory	3		8	2	13
Constituent Services	1		1		2
Facility			4		4
IDOC Resources/Policy Information	2		3	2	7
<b>Concern not noted</b>	3		46		49
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory	3		45		48
Constituent Services	3		36		39
IDOC Resources/Policy Information			9		9
<b>individual in custody Death Notice</b>			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Stateville Minimum</b>	<b>12</b>		<b>23</b>	<b>8</b>	<b>43</b>
<b>Adjustment Committee/Discipline</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Commissary</b>				<b>1</b>	<b>1</b>
Hygiene				<b>1</b>	<b>1</b>
Facility				<b>1</b>	<b>1</b>
<b>Compassionate Release</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
Prisoner Review Board	<b>1</b>				<b>1</b>
<b>Conditions</b>			<b>3</b>		<b>3</b>
Water			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>2</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Medical</b>	<b>4</b>		<b>2</b>		<b>6</b>
Information			<b>1</b>		<b>1</b>
Office of Health Services			<b>1</b>		<b>1</b>
Level of Care	<b>1</b>				<b>1</b>
Office of Health Services	<b>1</b>				<b>1</b>
Treatment	<b>3</b>				<b>3</b>
Facility	<b>1</b>				<b>1</b>
Office of Health Services	<b>2</b>				<b>2</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Office of Health Services			<b>1</b>		<b>1</b>
<b>Mental Health</b>			<b>2</b>		<b>2</b>
Water			<b>2</b>		<b>2</b>
Mental Health			<b>2</b>		<b>2</b>
<b>Other/ General</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
Warden			<b>1</b>		<b>1</b>
<b>Sentence Credit</b>	<b>2</b>		<b>8</b>	<b>3</b>	<b>13</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>2</b>		<b>7</b>	<b>3</b>	<b>12</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>2</b>		<b>4</b>	<b>3</b>	<b>9</b>
<b>Staff Conduct</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Warden				<b>1</b>	<b>1</b>
<b>Transfers</b>	<b>3</b>		<b>5</b>		<b>8</b>
Work Release / ATC	<b>2</b>		<b>4</b>		<b>6</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information	2		2		4
Non-Specified Subcategory	1		1		2
IDOC Resources/Policy Information	1		1		2
<b>Visitation</b>	2			2	4
Other	1				1
Visitation Coordinator	1				1
Protocols				1	1
IDOC Resources/Policy Information				1	1
Sign-up Genius	1				1
Constituent Services	1				1
Staffing				1	1
IDOC Resources/Policy Information				1	1
<b>Programs/ Services</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Concern not noted</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Taylorville Correctional Center</b>	<b>21</b>	<b>2</b>	<b>142</b>	<b>61</b>	<b>226</b>
<b>Commissary</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
Care Packages				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>1</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
<b>Communication</b>	<b>3</b>		<b>4</b>	<b>5</b>	<b>12</b>
Information				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Mail	<b>3</b>		<b>2</b>	<b>2</b>	<b>7</b>
Constituent Services	<b>2</b>				<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>2</b>	<b>4</b>
Phone			<b>2</b>	<b>2</b>	<b>4</b>
Constituent Services				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>
<b>Conditions</b>			<b>3</b>	<b>1</b>	<b>4</b>
Other				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory			<b>3</b>		<b>3</b>
IDOC Resources/Policy Information			<b>3</b>		<b>3</b>
<b>Electronic Detention</b>	<b>1</b>				<b>1</b>
Non-Specified Subcategory	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>				<b>1</b>
<b>Employment</b>				<b>1</b>	<b>1</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
Human Resources				<b>1</b>	<b>1</b>
<b>Family Concerns</b>			<b>5</b>	<b>1</b>	<b>6</b>
Other				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Non-Specified Subcategory			<b>5</b>		<b>5</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Visitation Coordinator			<b>1</b>		<b>1</b>
<b>Grievances</b>		<b>1</b>			<b>1</b>
Non-Specified Subcategory		<b>1</b>			<b>1</b>
Facility		<b>1</b>			<b>1</b>
<b>Medical</b>	<b>2</b>		<b>3</b>	<b>4</b>	<b>9</b>
Medical Supplies			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Optical				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Other				<b>1</b>	<b>1</b>
Office of Health Services				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Treatment	2		2	1	5
Office of Health Services	2		2	1	5
Non-Specified Subcategory				1	1
Office of Health Services				1	1
<b>Money Issues</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>4</b>
Information			1		1
Facility			1		1
Non-Specified Subcategory	1			2	3
Facility	1			1	2
IDOC Resources/Policy Information				1	1
<b>Other/ General</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>6</b>
Sex offender Concerns			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		3	1	5
IDOC Resources/Policy Information	1		3	1	5
<b>Parole Concern</b>	<b>2</b>		<b>14</b>	<b>4</b>	<b>20</b>
Information			1		1
Facility			1		1
Other			1		1
Facility			1		1
Non-Specified Subcategory	2		12	4	18
AMS				2	2
Constituent Services			1		1
Facility			5		5
Parole				1	1
Prisoner Review Board			1		1
IDOC Resources/Policy Information	2		5	1	8
<b>Property</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>6</b>
Other			1		1
Facility			1		1
Non-Specified Subcategory	1		2	2	5
Constituent Services	1		1		2
Warden			1		1
IDOC Resources/Policy Information				1	1
GTL Helpdesk				1	1
<b>Safety Concerns</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			1		1
Warden			1		1
<b>Sentence Credit</b>	<b>6</b>	<b>1</b>	<b>50</b>	<b>10</b>	<b>67</b>
Information			3	1	4
IDOC Resources/Policy Information			3	1	4
Other			1		1
Constituent Services			1		1
Sentence Calculation / Release Date			1	1	2
IDOC Resources/Policy Information			1	1	2
Sex offender Concerns			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	6	1	44	8	59
Constituent Services			5		5
Facility			4		4
Warden			1		1
IDOC Resources/Policy Information	6	1	34	8	49
<b>Staff Conduct</b>			2		2
Non-Specified Subcategory			2		2
Warden			1		1
IDOC Resources/Policy Information			1		1
<b>Transfers</b>			7	2	9
Other				1	1
IDOC Resources/Policy Information				1	1
Sex offender Concerns			1		1
IDOC Resources/Policy Information			1		1
Work Release / ATC			5	1	6
Constituent Services			3		3
Transfer Coordinator			2		2
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory			1		1
Facility			1		1
<b>Victim Services</b>			2		2
Sex offender Concerns			1		1
Victim Services			1		1
Non-Specified Subcategory			1		1
Victim Services			1		1
<b>Visitation</b>	3		6	16	25
Denials/ Restrictions			1	2	3
Warden				1	1
IDOC Resources/Policy Information			1	1	2
GTL Technical Issue			1		1
Facility			1		1
Information	2		1	10	13
Constituent Services	1				1
Warden	1			1	2
IDOC Resources/Policy Information			1	8	9
Visitation Coordinator				1	1
Privileges				1	1
IDOC Resources/Policy Information				1	1
Protocols				1	1
IDOC Resources/Policy Information				1	1
Sign-up Genius				1	1
Visitation Coordinator				1	1
Video	1		3	1	5
Constituent Services			1		1
IDOC Resources/Policy Information	1				1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Visitation Coordinator			1	1	2
GTL Helpdesk			1		1
<b>Wellness Check</b>			1		1
Non-Specified Subcategory			1		1
Constituent Services			1		1
<b>Records Information</b>			5	6	11
Sentence Calculation / Release Date			1		1
IDOC Resources/Policy Information			1		1
Sex offender Concerns			1		1
Facility			1		1
Non-Specified Subcategory			3	6	9
Facility			1		1
Record Office				4	4
IDOC Resources/Policy Information			2	2	4
<b>Programs/ Services</b>			16	4	20
Sex offender Concerns			3		3
Constituent Services			1		1
Facility			1		1
Warden			1		1
Non-Specified Subcategory			13	4	17
Chief of Programs				1	1
Constituent Services			3		3
Facility			1		1
Illinois State Police				1	1
IDOC Resources/Policy Information			9	2	11
<b>Concern not noted</b>			12		12
Non-Specified Subcategory			12		12
Constituent Services			10		10
IDOC Resources/Policy Information			2		2
<b>Lockdown</b>			1		1
Other			1		1
IDOC Resources/Policy Information			1		1
<b>Dietary</b>			1	1	2
Other				1	1
Constituent Services				1	1
Non-Specified Subcategory			1		1
Facility			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Vandalia Correctional Center</b>	<b>35</b>	<b>3</b>	<b>359</b>	<b>93</b>	<b>490</b>
<b>Commissary</b>			<b>3</b>		<b>3</b>
Fans			<b>3</b>		<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>			<b>7</b>	<b>2</b>	<b>9</b>
Information				<b>1</b>	<b>1</b>
Warden				<b>1</b>	<b>1</b>
Mail			<b>2</b>	<b>1</b>	<b>3</b>
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>
Phone			<b>5</b>		<b>5</b>
Constituent Services			<b>2</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Conditions</b>				<b>1</b>	<b>1</b>
Temperature				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>COVID</b>			<b>2</b>		<b>2</b>
Protocols			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
<b>Electronic Detention</b>	<b>3</b>		<b>10</b>		<b>13</b>
Information			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information			<b>2</b>		<b>2</b>
Non-Specified Subcategory	<b>3</b>		<b>8</b>		<b>11</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility	<b>1</b>		<b>1</b>		<b>2</b>
Prisoner Review Board	<b>1</b>				<b>1</b>
Transfer Coordinator			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>5</b>		<b>6</b>
<b>Family Concerns</b>	<b>1</b>		<b>5</b>	<b>2</b>	<b>8</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>4</b>	<b>2</b>	<b>7</b>
Constituent Services			<b>2</b>		<b>2</b>
Warden			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>	<b>2</b>	<b>4</b>
<b>Grievances</b>	<b>2</b>		<b>1</b>		<b>3</b>
Non-Specified Subcategory	<b>2</b>		<b>1</b>		<b>3</b>
Facility	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information	<b>1</b>		<b>1</b>		<b>2</b>
<b>Medical</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>3</b>	<b>15</b>
Information	<b>1</b>		<b>2</b>		<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Medication			3	1	4
Office of Health Services			2	1	3
IDOC Resources/Policy Information			1		1
Other			1		1
Office of Health Services			1		1
Referral to Outside Provider			1		1
Office of Health Services			1		1
Treatment			1	1	2
Constituent Services			1		1
Office of Health Services				1	1
Non-Specified Subcategory	1	2		1	4
Constituent Services				1	1
Office of Health Services	1				1
Warden		2			2
<b>Money Issues</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Other/ General</b>	1		7	1	9
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory	1		6	1	8
Chief of Staff	1				1
Constituent Services			4		4
Facility				1	1
IDOC Resources/Policy Information			2		2
<b>Parole Concern</b>	1		18	4	23
Information	1				1
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory			18	4	22
AMS			2	4	6
Constituent Services			4		4
Facility			2		2
Parole			1		1
Victim Services			1		1
IDOC Resources/Policy Information			6		6
Reentry Manager			2		2
<b>Property</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Safety Concerns</b>			1		1
Non-Specified Subcategory			1		1
IDOC Resources/Policy Information			1		1
<b>Sentence Credit</b>	15		196	55	266
Information	2		16	1	19
Chief of Programs			1		1
Constituent Services			1		1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility			1		1
Transfer Coordinator			1		1
IDOC Resources/Policy Information	2		12	1	15
Other	1			2	3
IDOC Resources/Policy Information	1			2	3
Phone			1		1
Constituent Services			1		1
Sentence Calculation / Release Date			2		2
IDOC Resources/Policy Information			2		2
Sex offender Concerns				1	1
IDOC Resources/Policy Information				1	1
Work Release / ATC				1	1
IDOC Resources/Policy Information				1	1
Non-Specified Subcategory	12		177	50	239
Chief of Programs			3		3
Constituent Services	1		30	2	33
County			2		2
Facility	4		17		21
Warden			1		1
IDOC Resources/Policy Information	7		124	48	179
<b>Staff Conduct</b>	4		2	2	8
Other				1	1
Investigations				1	1
Non-Specified Subcategory	4		2	1	7
Warden	2				2
IDOC Resources/Policy Information	2		2	1	5
<b>Transfers</b>	4	1	44	3	52
Information			1		1
Facility			1		1
Work Release / ATC	2		20	1	23
Constituent Services			3		3
Facility			3		3
Transfer Coordinator			4		4
IDOC Resources/Policy Information	2		10	1	13
Non-Specified Subcategory	2	1	23	2	28
Constituent Services		1	6		7
Facility			3		3
Transfer Coordinator			1		1
IDOC Resources/Policy Information	2		12	2	16
Reentry Manager			1		1
<b>Visitation</b>			3	10	13
Denials/ Restrictions				2	2
Warden				1	1
Visitation Coordinator				1	1
In Person				1	1
IDOC Resources/Policy Information				1	1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Information			2	2	4
IDOC Resources/Policy Information			1	2	3
Visitation Coordinator			1		1
Other				2	2
IDOC Resources/Policy Information				2	2
Video			1	2	3
Constituent Services			1		1
IDOC Resources/Policy Information				1	1
GTL Helpdesk				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Records Information</b>	<b>1</b>		<b>10</b>	<b>6</b>	<b>17</b>
Information			1		1
County			1		1
Sentence Calculation / Release Date			4		4
IDOC Resources/Policy Information			4		4
Non-Specified Subcategory	1		5	6	12
County			1		1
Record Office			1	5	6
IDOC Resources/Policy Information	1		3	1	5
<b>Programs/ Services</b>	<b>1</b>		<b>12</b>	<b>1</b>	<b>14</b>
Information			2		2
IDOC Resources/Policy Information			2		2
Sex offender Concerns			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	1		8	1	10
Constituent Services			3		3
Facility	1				1
IDOC Resources/Policy Information			5	1	6
<b>Concern not noted</b>			<b>29</b>		<b>29</b>
Non-Specified Subcategory			29		29
Constituent Services			26		26
IDOC Resources/Policy Information			3		3
<b>Lockdown</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			1		1
Facility			1		1
<b>Dietary</b>				<b>1</b>	<b>1</b>
Food Items				1	1
IDOC Resources/Policy Information				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Vienna Correctional Center</b>	<b>29</b>		<b>169</b>	<b>54</b>	<b>252</b>
<b>Adjustment Committee/Discipline</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Clemency</b>			<b>1</b>		<b>1</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Commissary</b>			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Communication</b>			<b>3</b>	<b>3</b>	<b>6</b>
Mail				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Phone			<b>3</b>	<b>1</b>	<b>4</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>2</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Conditions</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
Temperature				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Water	<b>1</b>		<b>1</b>		<b>2</b>
Facility			<b>1</b>		<b>1</b>
Warden	<b>1</b>				<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Electronic Detention</b>			<b>2</b>		<b>2</b>
Information			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
Non-Specified Subcategory			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Family Concerns</b>			<b>2</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory			<b>2</b>	<b>1</b>	<b>3</b>
Constituent Services			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
<b>Grievances</b>	<b>1</b>		<b>1</b>		<b>2</b>
Non-Specified Subcategory	<b>1</b>		<b>1</b>		<b>2</b>
Constituent Services	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
<b>Medical</b>	<b>3</b>		<b>15</b>	<b>1</b>	<b>19</b>
Dental			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Information			<b>2</b>		<b>2</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Medical Supplies				<b>1</b>	<b>1</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Warden				1	1
Permits			2		2
Office of Health Services			2		2
Treatment	2		9		11
Constituent Services			3		3
Office of Health Services	1		6		7
IDOC Resources/Policy Information	1				1
Non-Specified Subcategory	1		1		2
Warden	1		1		2
<b>Money Issues</b>	1			1	2
Non-Specified Subcategory	1			1	2
Facility	1				1
IDOC Resources/Policy Information				1	1
<b>Other/ General</b>			6	1	7
Other			1		1
Constituent Services			1		1
Non-Specified Subcategory			5	1	6
Constituent Services			2		2
Facility				1	1
IDOC Resources/Policy Information			3		3
<b>Parole Concern</b>			1	2	3
Non-Specified Subcategory			1	2	3
AMS			1		1
Facility				1	1
Parole				1	1
<b>Property</b>				1	1
Non-Specified Subcategory				1	1
Facility				1	1
<b>Safety Concerns</b>	3			2	5
Non-Specified Subcategory	3			2	5
Constituent Services	1				1
Warden	2			1	3
IDOC Resources/Policy Information				1	1
<b>Sentence Credit</b>	12		75	18	105
Information			3	3	6
IDOC Resources/Policy Information			3	3	6
Other			2		2
IDOC Resources/Policy Information			2		2
Phone			1		1
IDOC Resources/Policy Information			1		1
Sentence Calculation / Release Date			1		1
County			1		1
Work Release / ATC			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	12		67	15	94
Chief of Programs	1				1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Constituent Services	1		8	1	10
Facility	2		9		11
Facility			1		1
Warden	3		1		4
IDOC Resources/Policy Information	5		48	14	67
<b>Staff Conduct</b>	1			1	2
Non-Specified Subcategory	1			1	2
Warden	1				1
IDOC Resources/Policy Information				1	1
<b>Transfers</b>	3		31	7	41
Information			1		1
Transfer Coordinator			1		1
Work Release / ATC			16	1	17
Constituent Services			3		3
Facility			3		3
Transfer Coordinator			1		1
IDOC Resources/Policy Information			9	1	10
Non-Specified Subcategory	3		14	6	23
Constituent Services			2		2
Facility	1				1
Transfer Coordinator			2		2
Warden	1				1
IDOC Resources/Policy Information	1		10	6	17
<b>Victim Services</b>				2	2
Non-Specified Subcategory				2	2
Victim Services				1	1
IDOC Resources/Policy Information				1	1
<b>Visitation</b>	2		5	9	16
Denials/ Restrictions			1		1
Constituent Services			1		1
GTL Technical Issue				1	1
IDOC Resources/Policy Information				1	1
In Person			1		1
IDOC Resources/Policy Information			1		1
Information			2	3	5
IDOC Resources/Policy Information			2	3	5
Mitigation Efforts	1				1
IDOC Resources/Policy Information	1				1
Other				1	1
IDOC Resources/Policy Information				1	1
Protocols	1		1		2
Constituent Services			1		1
Warden	1				1
Video				3	3
Visitation Coordinator				2	2
GTL Helpdesk				1	1

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Records Information</b>			2	2	4
Information				1	1
Facility				1	1
Sentence Calculation / Release Date			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory			1	1	2
Constituent Services			1		1
IDOC Resources/Policy Information				1	1
<b>Programs/ Services</b>	2		4	2	8
Phone			1		1
Constituent Services			1		1
Non-Specified Subcategory	2		3	2	7
Constituent Services	1				1
Transfer Coordinator			1		1
IDOC Resources/Policy Information	1		2	2	5
<b>Concern not noted</b>			17		17
Non-Specified Subcategory			17		17
Constituent Services			14		14
IDOC Resources/Policy Information			3		3

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
<b>Western Illinois Correctional Center</b>	<b>88</b>	<b>4</b>	<b>388</b>	<b>112</b>	<b>592</b>
<b>Adjustment Committee/Discipline</b>	<b>1</b>		<b>7</b>	<b>2</b>	<b>10</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>1</b>		<b>6</b>	<b>2</b>	<b>9</b>
Facility			<b>1</b>		<b>1</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>5</b>	<b>2</b>	<b>7</b>
<b>Classification</b>			<b>2</b>	<b>1</b>	<b>3</b>
Non-Specified Subcategory			<b>2</b>	<b>1</b>	<b>3</b>
Constituent Services			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
<b>Commissary</b>	<b>3</b>		<b>6</b>	<b>3</b>	<b>12</b>
Art Supplies			<b>1</b>		<b>1</b>
Chief of Programs			<b>1</b>		<b>1</b>
Hygiene	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
Other			<b>1</b>		<b>1</b>
Constituent Services			<b>1</b>		<b>1</b>
Non-Specified Subcategory	<b>2</b>		<b>4</b>	<b>3</b>	<b>9</b>
Constituent Services	<b>1</b>		<b>2</b>		<b>3</b>
Warden	<b>1</b>			<b>1</b>	<b>2</b>
IDOC Resources/Policy Information			<b>2</b>	<b>2</b>	<b>4</b>
<b>Communication</b>	<b>4</b>		<b>6</b>	<b>4</b>	<b>14</b>
Electronic Messaging				<b>1</b>	<b>1</b>
IDOC Resources/Policy Information				<b>1</b>	<b>1</b>
Information			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Mail	<b>2</b>		<b>1</b>	<b>2</b>	<b>5</b>
Constituent Services	<b>1</b>				<b>1</b>
Warden	<b>1</b>				<b>1</b>
IDOC Resources/Policy Information			<b>1</b>	<b>2</b>	<b>3</b>
Phone	<b>2</b>		<b>4</b>	<b>1</b>	<b>7</b>
Constituent Services			<b>1</b>		<b>1</b>
Facility			<b>1</b>		<b>1</b>
Warden			<b>2</b>		<b>2</b>
IDOC Resources/Policy Information	<b>2</b>			<b>1</b>	<b>3</b>
<b>Conditions</b>	<b>1</b>		<b>8</b>	<b>3</b>	<b>12</b>
Clothing			<b>1</b>		<b>1</b>
IDOC Resources/Policy Information			<b>1</b>		<b>1</b>
Temperature	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>
Warden	<b>1</b>		<b>1</b>		<b>2</b>
IDOC Resources/Policy Information			<b>1</b>	<b>1</b>	<b>2</b>
Non-Specified Subcategory			<b>5</b>	<b>2</b>	<b>7</b>
Chief Inspector			<b>1</b>		<b>1</b>
Constituent Services			<b>3</b>		<b>3</b>

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility				1	1
Warden			1	1	2
<b>COVID</b>			1		1
Mitigation Efforts			1		1
Constituent Services			1		1
<b>Electronic Detention</b>	1		1		2
Non-Specified Subcategory	1		1		2
Facility	1				1
IDOC Resources/Policy Information			1		1
<b>Employment</b>				4	4
Non-Specified Subcategory				4	4
Human Resources				1	1
IDOC Resources/Policy Information				3	3
<b>Family Concerns</b>	1		17	5	23
Non-Specified Subcategory	1		17	5	23
Chief of Programs			1		1
Constituent Services			6		6
Facility	1		1		2
Warden			1		1
IDOC Resources/Policy Information			8	5	13
<b>Grievances</b>			5	1	6
Non-Specified Subcategory			5	1	6
Warden			2		2
IDOC Resources/Policy Information			2	1	3
Administrative Review Board			1		1
<b>Medical</b>	20		55	14	89
Dental			2		2
Office of Health Services			2		2
Information	4		4		8
Constituent Services			1		1
Facility	2		1		3
Office of Health Services			1		1
Warden			1		1
IDOC Resources/Policy Information	2				2
Level of Care	3		8	1	12
Constituent Services			4		4
Office of Health Services	3		3	1	7
IDOC Resources/Policy Information			1		1
Medical Supplies			2		2
Office of Health Services			1		1
IDOC Resources/Policy Information			1		1
Medication	1		7	1	9
Office of Health Services	1		6	1	8
IDOC Resources/Policy Information			1		1
Optical			2		2
Office of Health Services			2		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Other	2		2	1	5
Office of Health Services			1	1	2
IDOC Resources/Policy Information	2		1		3
Permits			1		1
Office of Health Services			1		1
Referral to Outside Provider	3		2	3	8
Office of Health Services	2		2	3	7
IDOC Resources/Policy Information	1				1
Sick Call Request			1		1
Constituent Services			1		1
Treatment	7		18	3	28
Chief Inspector			1		1
Constituent Services	2		4		6
Office of Health Services	3		9	3	15
Warden	1		1		2
IDOC Resources/Policy Information	1		3		4
Non-Specified Subcategory			6	5	11
Constituent Services			2		2
Office of Health Services			3	3	6
IDOC Resources/Policy Information			1	2	3
<b>Mental Health</b>	1		2	3	6
Medication			1		1
Constituent Services			1		1
Treatment			1		1
Office of Health Services			1		1
Non-Specified Subcategory	1			3	4
Constituent Services				2	2
Mental Health	1			1	2
<b>Money Issues</b>				1	1
Non-Specified Subcategory				1	1
IDOC Resources/Policy Information				1	1
<b>Other/ General</b>	3	2	18	8	31
Legal Services	1		1	1	3
Legal Services			1		1
Warden	1			1	2
Other	1		1		2
Constituent Services	1		1		2
Non-Specified Subcategory	1	2	16	7	26
Constituent Services		2	8		10
Facility			2		2
Warden			1		1
IDOC Resources/Policy Information	1		5	7	13
<b>Parole Concern</b>			3	1	4
Non-Specified Subcategory			3	1	4
AMS				1	1
Constituent Services			1		1



NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Facility			1		1
Prisoner Review Board			1		1
<b>Property</b>	<b>6</b>		<b>2</b>	<b>3</b>	<b>11</b>
Non-Specified Subcategory	6		2	3	11
Chief Inspector	1				1
Constituent Services	1				1
FOIA			1		1
Warden	3				3
IDOC Resources/Policy Information	1		1	3	5
<b>Safety Concerns</b>	<b>5</b>		<b>11</b>	<b>7</b>	<b>23</b>
Non-Specified Subcategory	5		11	7	23
Constituent Services			2	1	3
Warden	4		4	5	13
IDOC Resources/Policy Information	1		5	1	7
<b>Sentence Credit</b>	<b>6</b>		<b>62</b>	<b>12</b>	<b>80</b>
Information			2		2
IDOC Resources/Policy Information			2		2
Non-Specified Subcategory	6		60	12	78
Constituent Services			10	1	11
Facility	3		3	1	7
Legal Services				1	1
Warden			1		1
IDOC Resources/Policy Information	3		46	9	58
<b>Staff Conduct</b>	<b>4</b>		<b>12</b>	<b>4</b>	<b>20</b>
Non-Specified Subcategory	4		12	4	20
Chief Inspector	1				1
Constituent Services			4		4
PREA Coordinator			1		1
Warden	3		5	1	9
IDOC Resources/Policy Information			2	3	5
<b>Transfers</b>	<b>12</b>		<b>73</b>	<b>7</b>	<b>92</b>
Information	1		2		3
Transfer Coordinator	1				1
IDOC Resources/Policy Information			2		2
Other			2		2
Transfer Coordinator			1		1
IDOC Resources/Policy Information			1		1
Protocols			1		1
Transfer Coordinator			1		1
Work Release / ATC	1		6	2	9
Constituent Services			4		4
Transfer Coordinator	1		2		3
IDOC Resources/Policy Information				2	2
Non-Specified Subcategory	10		62	5	77
Constituent Services			7		7
Facility			11		11

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Transfer Coordinator	4		14		18
Warden	1		2		3
IDOC Resources/Policy Information	5		28	5	38
<b>Victim Services</b>	1		1		2
Non-Specified Subcategory	1		1		2
Victim Services			1		1
IDOC Resources/Policy Information	1				1
<b>Visitation</b>	16	2	30	25	73
Denials/ Restrictions	2	1	13	7	23
Constituent Services			2		2
Facility			1		1
Warden	1	1	3		5
IDOC Resources/Policy Information			7	7	14
Visitation Coordinator	1				1
In Person	1				1
Warden	1				1
Information	3		6	6	15
Constituent Services	1		1		2
Warden			1		1
IDOC Resources/Policy Information	2		3	6	11
Visitation Coordinator			1		1
Mitigation Efforts			1	1	2
IDOC Resources/Policy Information			1	1	2
Other	1	1	2	1	5
Facility			1		1
Warden				1	1
IDOC Resources/Policy Information	1	1			2
Visitation Coordinator			1		1
Phone			2		2
Constituent Services			2		2
Protocols	2		1	4	7
Warden	1			1	2
IDOC Resources/Policy Information	1		1	3	5
Sign-up Genius	1		1		2
Visitation Coordinator	1		1		2
Video	4		2	5	11
Warden	3			1	4
IDOC Resources/Policy Information			1	2	3
Visitation Coordinator	1		1	2	4
Non-Specified Subcategory	2		2	1	5
Constituent Services			1		1
IDOC Resources/Policy Information	1		1	1	3
Visitation Coordinator	1				1
<b>Wellness Check</b>			3	1	4
Non-Specified Subcategory			3	1	4
Constituent Services			2		2

NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	TOTAL
Warden				1	1
IDOC Resources/Policy Information			1		1
<b>Records Information</b>			7	3	10
Non-Specified Subcategory			7	3	10
Board of Education				1	1
Constituent Services			2		2
County			1		1
County			1		1
Facility			1		1
Warden				1	1
IDOC Resources/Policy Information			2	1	3
<b>Programs/ Services</b>	1		12		13
Information			1		1
IDOC Resources/Policy Information			1		1
Non-Specified Subcategory	1		11		12
Constituent Services	1		3		4
Facility			3		3
Warden			1		1
IDOC Resources/Policy Information			4		4
<b>Concern not noted</b>	1		43		44
Other			1		1
Constituent Services			1		1
Phone			1		1
Constituent Services			1		1
Non-Specified Subcategory	1		41		42
Constituent Services			37		37
IDOC Resources/Policy Information	1		4		5
<b>Lockdown</b>	1				1
Non-Specified Subcategory	1				1
Chief Inspector	1				1
<b>Staffing Concerns</b>			1		1
Non-Specified Subcategory			1		1
Warden			1		1
<b>TOTAL</b>	<b>1550</b>	<b>45</b>	<b>8032</b>	<b>3497</b>	<b>13124</b>