



ILLINOIS DEPARTMENT OF CORRECTIONS

**Office of Constituent Services
FY24 End of Year report**

December 1, 2023- June 30, 2024

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

January 1, 2025

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, 2023, through June 30, 2024.¹ During this reporting period, the Constituent Services Unit received approximately 10,722 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 often 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 relevant to the constituent's concern is provided, and the concern is forwarded to the appropriate facility and/or units for review and handling.

Approximately twenty-eight (28) concerns received by the Chief Inspector of the Department 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. Of the twenty-eight concerns that were forwarded, twenty-four (24) were found to be unsubstantiated, one (1) was substantiated, and three (3) are currently under review.

¹ The first six (6) months of this fiscal year were reported in the CY23 report that was filed on February 5, 2024. 730 ILCS 5/3-7-2(i)(2), requires that the Department prepare an annual report regarding the activities of the Constituent Services Unit point of contact, and submit it to the Governor and General Assembly by January 1 of each year. The statute is silent as to whether this report is to be based on a fiscal year end or a calendar year end. In order to comply with the statute, the Department is providing the Constituent Services Unit data to the Governor's Office and General Assembly on a fiscal year end beginning January 1, 2025. Beginning with the next report and going forward, the Department will report data on a fiscal-year basis.

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.

To continue to bridge the gap between the constituents and the Department, the Unit has made the following recommendations: (1) Continued training and resources to staff to assist in communications with Individuals in Custody as well as members of the public; (2) review and changes to the Department's Visitation Administrative Directive to assist in streamlining visitation processes across facilities, addressing the high volume of concerns of the family and friends of individuals in custody; (3) continued communication with community partners and stakeholders regarding agency decisions impacting the population, and continued town hall meetings and listening sessions for significant topics of community interest resulting in increased transparency and community collaboration; and (4) continued maintenance and improvement of Department website resources for ease of use and clarity of information, including but not limited to timely and thorough lockdown updates.

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Big Muddy River Correctional Center	12		150	61		223
Adjustment Committee/Discipline			1	1		2
Temperature				1		1
IDOC Resources/Policy Information				1		1
Treatment			1			1
Facility			1			1
Clemency			1			1
Information			1			1
Constituent Services			1			1
Commissary	1					1
Cell	1					1
Facility	1					1
Communication	1		2	4		7
Information	1		2	2		5
Constituent Services			2			2
Facility	1					1
IDOC Resources/Policy Information				2		2
Mail				2		2
IDOC Resources/Policy Information				2		2
Employment				4		4
Information				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Protocols				2		2
IDOC Resources/Policy Information				2		2
Family Concerns	1		3			4
Information	1		2			3
Constituent Services	1					1
Facility			1			1
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1
Medical			13	4		17
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Level of Care			5	1		6
Office of Health Services			5	1		6
Medication			4	1		5
Facility			1			1
Office of Health Services			3	1		4
Treatment			2	2		4
Constituent Services			2			2
Office of Health Services				1		1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
Mental Health			1	1		2
Protocols			1			1
Warden			1			1
Unspecified				1		1
Mental Health				1		1
Other/ General				1		1
Information				1		1
Facility				1		1
Parole Concern			2	3		5
Denials/ Restrictions			1	1		2
IDOC Resources/Policy Information				1		1
Sex Offender Services			1			1
Information			1			1
Constituent Services			1			1
Treatment				2		2
Parole				1		1
IDOC Resources/Policy Information				1		1
Property	1			4		5
Information				3		3
Facility				1		1
IDOC Resources/Policy Information				2		2
Mail	1					1
Constituent Services	1					1
Unspecified				1		1
Facility				1		1
Safety Concerns			3	2		5
Information			2	1		3
Warden			2			2
IDOC Resources/Policy Information				1		1
Level of Care				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
Constituent Services			1			1
Sentence Credit			37	11		48
Denials/ Restrictions				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Information			3	1		4
Facility			2			2
IDOC Resources/Policy Information			1	1		2
Sentence Calculation / Release Date			33	8		41
Constituent Services			9			9
Facility			22	4		26

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			2	4		6
Work Release / ATC			1			1
Facility			1			1
Staff Conduct	3		6	1		10
Information	2		1	1		4
Warden			1			1
IDOC Resources/Policy Information	2			1		3
Protocols	1		1			2
Chief Inspector	1					1
Facility			1			1
Treatment			4			4
Facility			1			1
Warden			3			3
Technical Problems/Website			1			1
Sex offender Concerns			1			1
Victim Services			1			1
Transfers			35	4		39
Information			22	2		24
Constituent Services			8			8
Facility			12			12
Transfer Coordinator			1	1		2
IDOC Resources/Policy Information			1	1		2
Medication			1			1
Office of Health Services			1			1
Treatment			1			1
Constituent Services			1			1
Work Release / ATC			10	2		12
Constituent Services			5			5
Facility			4			4
Transfer Coordinator			1			1
IDOC Resources/Policy Information				2		2
Unspecified			1			1
Constituent Services			1			1
Visitation	3		7	14		24
Denials/ Restrictions	1		1			2
Warden			1			1
Visitation Coordinator	1					1
Information	1		3	6		10
Chief Inspector				1		1
Constituent Services			2			2
Facility			1	3		4
Warden	1					1
Visitation Coordinator				2		2
Legal Services				1		1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
Privileges				1		1
Facility				1		1
Protocols	1		1			2
Warden			1			1
Visitation Coordinator	1					1
Video			2	6		8
Facility			2	2		4
Visitation Coordinator				4		4
Wellness Check			8			8
Information			5			5
Mental Health			1			1
Warden			4			4
Level of Care			1			1
Warden			1			1
Phone			1			1
Warden			1			1
Treatment			1			1
Warden			1			1
Records Information			3	4		7
Information			2	3		5
IDOC Resources/Policy Information			1	1		2
Records			1	2		3
Sentence Calculation / Release Date			1			1
Records			1			1
Unspecified				1		1
Facility				1		1
Programs/ Services	2		11	3		16
Cell			1			1
IDOC Resources/Policy Information			1			1
Denials/ Restrictions			1			1
Constituent Services			1			1
Education			1	2		3
Facility			1	2		3
Information				1		1
Facility				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
Treatment			1			1
Transfer Coordinator			1			1
Work Release / ATC	1		5			6
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Facility	1		4			5
Unspecified	1					1
IDOC Resources/Policy Information	1					1
Concern not noted			15			15
Unspecified			15			15
Constituent Services			14			14
Facility			1			1
Staffing Concerns			1			1
Treatment			1			1
Warden			1			1
Centralia Correctional Center	16	1	197	37		251
Adjustment Committee/Discipline	1		1			2
Information			1			1
IDOC Resources/Policy Information			1			1
Protocols	1					1
Facility	1					1
Classification				1		1
Cell				1		1
IDOC Resources/Policy Information				1		1
Commissary			2			2
Fans			2			2
Facility			1			1
Warden			1			1
Communication			4	5		9
Denials/ Restrictions			1			1
Victim Services			1			1
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Mail			1	2		3
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information				1		1
Phone			1			1
Constituent Services			1			1
Privileges				2		2
IDOC Resources/Policy Information				2		2
Compassionate Release	1					1
Level of Care	1					1
Chief Inspector	1					1
Employment				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Family Concerns			1	2		3
Information			1	2		3

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
IDOC Resources/Policy Information				2		2
Grievances	1		3			4
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information	1		1			2
IDOC Resources/Policy Information	1					1
Facility Inquiry Board Oversight Manager			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Medical	3	1	25	2		31
Food Items			3			3
Constituent Services			1			1
Office of Health Services			2			2
Information	1		2	1		4
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information			1	1		2
Level of Care		1	1			2
Facility		1				1
Office of Health Services			1			1
Medication			3			3
Office of Health Services			3			3
Optical			1			1
Office of Health Services			1			1
Phone	1					1
Warden	1					1
Protocols	1					1
Constituent Services	1					1
Referral to Outside Provider			3			3
Facility			1			1
Office of Health Services			2			2
Sick Call Request			2			2
Office of Health Services			2			2
Treatment			5	1		6
Office of Health Services			4	1		5
IDOC Resources/Policy Information			1			1
Water			1			1
Constituent Services			1			1
Unspecified			4			4
Constituent Services			3			3
Office of Health Services			1			1
Mental Health			1			1
Level of Care			1			1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			1			1
Other/ General	1		2			3
Sex offender Concerns	1					1
Constituent Services	1					1
Unspecified			2			2
Constituent Services			1			1
Facility			1			1
Parole Concern			3	1		4
Information			1			1
Constituent Services			1			1
Residence Plan			2			2
Parole			2			2
Unspecified				1		1
AMS				1		1
Property	1		1			2
Information			1			1
IDOC Resources/Policy Information			1			1
Mail	1					1
Constituent Services	1					1
Safety Concerns				1		1
Treatment				1		1
Chief Inspector				1		1
Sentence Credit	2		43	3		48
Information	1		4			5
Facility			3			3
IDOC Resources/Policy Information	1		1			2
Sentence Calculation / Release Date	1		36	3		40
Constituent Services			6			6
Facility	1		21	1		23
Warden				1		1
IDOC Resources/Policy Information			8	1		9
Records			1			1
Sex offender Concerns			2			2
Facility			2			2
Unspecified			1			1
Constituent Services			1			1
Staff Conduct	1		3	1		5
In person			1			1
Visitation Coordinator			1			1
Information	1			1		2
Warden				1		1
IDOC Resources/Policy Information	1					1
Treatment			2			2
Constituent Services			2			2

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Transfers	1		37	2		40
Information			21	2		23
Constituent Services			9			9
Facility			7			7
Transfer Coordinator			4	2		6
Sex Offender Services			1			1
Sex offender Concerns	1		1			2
Sex Offender Services	1		1			2
Treatment			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			13			13
Constituent Services			3			3
Facility			5			5
Transfer Coordinator			2			2
IDOC Resources/Policy Information			3			3
Victim Services	1					1
Information	1					1
Victim Services	1					1
Visitation	1		14	9		24
Denials/ Restrictions			5			5
Chief Inspector			1			1
Constituent Services			1			1
Facility			2			2
Office of Health Services			1			1
In person				2		2
IDOC Resources/Policy Information				2		2
Information	1		9	6		16
Constituent Services			5			5
Facility			2	1		3
Warden	1			2		3
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1	3		4
Video				1		1
Warden				1		1
Wellness Check			3	1		4
Information			1	1		2
Warden			1	1		2
Treatment			2			2
Mental Health			2			2
Records Information			3	3		6
Education			1			1
Records			1			1
Information			1	3		4

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Facility			1			1
School District					1	1
Records					2	2
Sentence Calculation / Release Date			1			1
Records			1			1
Programs/ Services	1		15	3		19
Cell			1			1
Facility			1			1
Education			4			4
Constituent Services			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Fans			1			1
Constituent Services			1			1
Information			4	1		5
Constituent Services			1			1
Facility			3			3
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Facility			1			1
Sex offender Concerns			2			2
Facility			1			1
Sex Offender Services			1			1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Treatment	1			1		2
Constituent Services	1					1
IDOC Resources/Policy Information				1		1
Work Release / ATC			2			2
Facility			2			2
Concern not noted			19	1		20
Information				1		1
Constituent Services				1		1
Unspecified			19			19
Constituent Services			17			17
Facility			2			2
Conditions of Facility	1		17	1		19
Cell			1			1
Constituent Services			1			1
Fans			1			1
Warden			1			1
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Level of Care			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Office of Health Services			1			1
Water	1		13			14
Constituent Services	1		8			9
Facility			1			1
IDOC Resources/Policy Information			4			4
Clayton Work Camp			17	2		19
Adjustment Committee/Discipline			1			1
Jobs/Assignments			1			1
IDOC Resources/Policy Information			1			1
Sentence Credit			4	2		6
Sentence Calculation / Release Date			4	2		6
Facility			4	1		5
IDOC Resources/Policy Information				1		1
Transfers			6			6
Information			1			1
Facility			1			1
Treatment			1			1
Facility			1			1
Work Release / ATC			4			4
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			1			1
Concern not noted			4			4
Unspecified			4			4
Constituent Services			4			4
Conditions of Facility			2			2
Protocols			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Crossroad ATC	9		43	4		56
Communication			3			3
Information			3			3
Facility			2			2
IDOC Resources/Policy Information			1			1
Electronic Detention			1			1
Sentence Calculation / Release Date			1			1
Warden			1			1
Other/ General			1			1
Information			1			1
Facility			1			1
Property	1		1			2
Unspecified	1		1			2
Chief Inspector			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Constituent Services	1					1
Sentence Credit	8		31	4		43
Information			2	1		3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date	8		29	3		40
Constituent Services			8			8
Facility	3		13	3		19
Warden			3			3
IDOC Resources/Policy Information	1		3			4
Records	4		2			6
Transfers			3			3
Work Release / ATC			3			3
Constituent Services			2			2
Facility			1			1
Visitation			1			1
Phone			1			1
IDOC Resources/Policy Information			1			1
Concern not noted			2			2
Unspecified			2			2
Constituent Services			1			1
Warden			1			1
Danville Correctional Center	38	1	293	82		414
Adjustment Committee/Discipline			4	3		7
Information			2	2		4
Constituent Services				1		1
Facility			1			1
IDOC Resources/Policy Information			1	1		2
Treatment			2	1		3
Facility			1			1
IDOC Resources/Policy Information			1	1		2
Classification			2	1		3
Information				1		1
IDOC Resources/Policy Information				1		1
Mail			1			1
Facility			1			1
Medication			1			1
Office of Health Services			1			1
Clemency			2	1		3
Information			2	1		3
Constituent Services			1			1
Prisoner Review Board			1	1		2
Commissary	1		1	2		4

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Clothing			1			1
Facility			1			1
Hygiene				1		1
Constituent Services				1		1
Information	1			1		2
IDOC Resources/Policy Information	1			1		2
Communication	3		5	6		14
Denials/ Restrictions				1		1
IDOC Resources/Policy Information				1		1
Electronic Messaging	1					1
IDOC Resources/Policy Information	1					1
Information	1		1	2		4
Constituent Services	1		1			2
Securus				1		1
IDOC Resources/Policy Information				1		1
Mail	1		3	3		7
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information	1		1	3		5
Protocols			1			1
Constituent Services			1			1
Electronic Detention			3			3
Information			2			2
Constituent Services			2			2
Sentence Calculation / Release Date			1			1
Facility			1			1
Employment	1					1
Information	1					1
IDOC Resources/Policy Information	1					1
Family Concerns			4	6		10
Information			2	5		7
Constituent Services			1			1
Facility				2		2
Parole				2		2
IDOC Resources/Policy Information			1	1		2
Unspecified			2	1		3
Facility				1		1
Warden			2			2
Grievances	1		2	1		4
Cell	1					1
Chief Inspector	1					1
Information			2	1		3
Constituent Services			1			1
Facility			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Medical	4		44	9		57
Dental			4			4
Facility			1			1
Office of Health Services			3			3
Information			5	2		7
Constituent Services			1			1
Facility			1			1
Office of Health Services			2	2		4
Warden			1			1
Level of Care	1		15	3		19
Constituent Services			3			3
Office of Health Services	1		12	3		16
Medication	1					1
Office of Health Services	1					1
Optical	1			1		2
Office of Health Services	1			1		2
Referral to Outside Provider			16	1		17
Constituent Services			3			3
Facility			1			1
Office of Health Services			12	1		13
Treatment	1		4	2		7
Constituent Services			1			1
Office of Health Services	1		2	1		4
Warden				1		1
IDOC Resources/Policy Information			1			1
Mental Health	1		5	1		7
Cell			1			1
Mental Health			1			1
Information	1		1			2
Constituent Services	1					1
Warden			1			1
Level of Care			3	1		4
Constituent Services			1			1
Mental Health			2	1		3
Other/ General	1		4	2		7
Information	1		2	1		4
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information	1					1
CMS				1		1
Unspecified			2	1		3
Constituent Services			2	1		3
Parole Concern	1		2	2		5

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Information			1	2		3
Facility			1	1		2
Parole				1		1
Residence Plan	1		1			2
Parole	1		1			2
Procurement				2		2
Information				2		2
IDOC Resources/Policy Information				2		2
Property			2	2		4
Clothing			1			1
IDOC Resources/Policy Information			1			1
Information			1	2		3
Chief Chaplain				1		1
IDOC Resources/Policy Information			1	1		2
Safety Concerns	1		12	4		17
Cell			1	1		2
Warden			1	1		2
Information			7	1		8
Chief Inspector				1		1
Constituent Services			3			3
IDOC Resources/Policy Information			4			4
Level of Care				1		1
Warden				1		1
Protocols	1					1
Warden	1					1
Treatment			4			4
Chief Inspector			3			3
Warden			1			1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Sentence Credit	3		80	8		91
Denials/ Restrictions			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Information			7			7
Facility			6			6
IDOC Resources/Policy Information			1			1
Referral to Outside Provider			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	3		68	8		79
Chief Inspector			2			2
Constituent Services			29			29
Facility	3		25	6		34
IDOC Resources/Policy Information			9	2		11

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Records			3			3
Work Release / ATC			1			1
Records			1			1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Staff Conduct	1		7	3		11
Information			1	1		2
Constituent Services			1			1
Investigations				1		1
Phone			1			1
IDOC Resources/Policy Information			1			1
PREA			1			1
Investigations			1			1
Treatment	1		3	2		6
Constituent Services			1			1
Investigations				1		1
Mental Health			1			1
Warden	1					1
IDOC Resources/Policy Information			1	1		2
Unspecified			1			1
Chief Inspector			1			1
Technical Problems/Website				2		2
Information				2		2
IDOC Resources/Policy Information				2		2
Transfers	2		38	3		43
Denials/ Restrictions				1		1
IDOC Resources/Policy Information				1		1
Information	1		27	1		29
Constituent Services			8			8
Facility			9			9
Transfer Coordinator			6	1		7
IDOC Resources/Policy Information	1		4			5
Treatment			1			1
Facility			1			1
Work Release / ATC	1		8			9
Constituent Services			2			2
Facility			5			5
Transfer Coordinator			1			1
IDOC Resources/Policy Information	1					1
Unspecified			2	1		3
Transfer Coordinator				1		1
Warden			2			2
Visitation	12	1	18	12		43
Clothing	2					2

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Facility	1					1
Visitation Coordinator	1					1
Denials/ Restrictions	5		2	4		11
Constituent Services	2					2
Facility	2		1	1		4
Warden	1		1	1		3
IDOC Resources/Policy Information				1		1
Visitation Coordinator				1		1
In person	1		1	2		4
Facility	1			1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Information	3	1	10	2		16
Constituent Services	1		1			2
Facility	1		3			4
Warden			3			3
IDOC Resources/Policy Information	1	1				2
Visitation Coordinator			3	2		5
Privileges			2			2
Constituent Services			1			1
Warden			1			1
Verification			1	1		2
Facility			1			1
Visitation Coordinator				1		1
Video	1		1	2		4
Constituent Services			1			1
Facility				1		1
Visitation Coordinator	1			1		2
Unspecified				1		1
Visitation Coordinator				1		1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Records Information	1		12	6		19
Education				1		1
Records				1		1
Information			8	4		12
Constituent Services			6			6
Facility			2	1		3
IDOC Resources/Policy Information				1		1
Records				1		1
Advocacy Liaison				1		1
Sentence Calculation / Release Date	1		3			4
Facility	1		1			2
Records			2			2

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sex offender Concerns			1			1
Records			1			1
Verification				1		1
IDOC Resources/Policy Information				1		1
Programs/ Services	3		10	3		16
Denials/ Restrictions			2			2
ADA Coordinator			2			2
Education			2			2
ADA Coordinator			2			2
Information	1					1
Facility	1					1
Information	2		2	2		6
ADA Coordinator			1			1
Constituent Services	1					1
IDOC Resources/Policy Information	1		1	2		4
Mail				1		1
IDOC Resources/Policy Information				1		1
Treatment			1			1
Chief Chaplain			1			1
Work Release / ATC			2			2
Constituent Services			1			1
Facility			1			1
Unspecified			1			1
Transfer Coordinator			1			1
Concern not noted			27			27
Unspecified			27			27
Constituent Services			20			20
Facility			5			5
IDOC Resources/Policy Information			2			2
Lockdown			6	2		8
Hygiene			1			1
Office of Health Services			1			1
Phone			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
Facility			1			1
Staffing				1		1
Visitation Coordinator				1		1
Water			1			1
Facility			1			1
Lockdown			2	1		3
Facility			2			2
IDOC Resources/Policy Information				1		1
Conditions of Facility	2		3	1		6

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Clothing	1					1
Constituent Services	1					1
Fans			1			1
Facility			1			1
Hygiene	1					1
Warden	1					1
Water			2	1		3
Constituent Services			1			1
IDOC Resources/Policy Information			1	1		2
Decatur Correctional Center	10	2	116	31		159
Adjustment Committee/Discipline			1			1
Information			1			1
Facility			1			1
Classification				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Communication			3	4		7
Information			2			2
Chief Inspector			1			1
Constituent Services			1			1
Mail			1	3		4
Chief Inspector			1			1
Constituent Services				1		1
IDOC Resources/Policy Information				2		2
Phone				1		1
IDOC Resources/Policy Information				1		1
Electronic Detention	1		5			6
Denials/ Restrictions	1					1
Constituent Services	1					1
Information			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			2			2
Constituent Services			1			1
Facility			1			1
Family Concerns			6			6
Information			4			4
Chief Chaplain			1			1
Constituent Services			3			3
Unspecified			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Grievances			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Calculation / Release Date			1			1
Facility			1			1
Medical	2		8			10
Dental	1		4			5
Constituent Services	1					1
Facility			2			2
Office of Health Services			2			2
Information			1			1
IDOC Resources/Policy Information			1			1
Level of Care			3			3
Facility			1			1
Office of Health Services			2			2
Treatment	1					1
Constituent Services	1					1
Money Issues				1		1
Send Money				1		1
IDOC Resources/Policy Information				1		1
Other/ General			2	2		4
Education			1			1
Constituent Services			1			1
Information			1			1
Constituent Services			1			1
Unspecified				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Parole Concern			3	1		4
Information			2	1		3
AMS				1		1
Constituent Services			1			1
Parole			1			1
Residence Plan			1			1
Interstate Compact			1			1
Property				5		5
Information				5		5
Facility				1		1
IDOC Resources/Policy Information				4		4
Recreational Opportunities			2			2
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Safety Concerns			4	1		5
Cell			1			1
Warden			1			1
Information			2			2

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
PREA			1			1
PREA Coordinator			1			1
Treatment				1		1
Warden				1		1
Sentence Credit	2	2	48	1		53
Denials/ Restrictions	1		1			2
IDOC Resources/Policy Information	1		1			2
Information			3	1		4
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date	1	2	41			44
Chief of Programs		1				1
Constituent Services			14			14
Facility	1		21			22
IDOC Resources/Policy Information		1	2			3
Records			4			4
Work Release / ATC			2			2
Constituent Services			1			1
Facility			1			1
Unspecified			1			1
Facility			1			1
Staff Conduct	2		1	1		4
Information	1		1	1		3
IDOC Resources/Policy Information	1		1	1		3
Treatment	1					1
Warden	1					1
Transfers			14	1		15
Information			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Work Release / ATC			13			13
Constituent Services			9			9
Facility			2			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Victim Services				1		1
Information				1		1
County				1		1
Visitation	3		4	7		14
Food Items	2			1		3
Warden	1					1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information	1			1		2
Information	1		4	5		10
Chief Inspector	1					1
Facility			3	1		4
IDOC Resources/Policy Information			1	1		2
Visitation Coordinator				3		3
Video				1		1
IDOC Resources/Policy Information				1		1
Records Information			1	4		5
Information				4		4
Records				4		4
Sentence Calculation / Release Date			1			1
Records			1			1
Programs/ Services			8	1		9
Education			2			2
Constituent Services			1			1
Facility			1			1
Information			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Jobs/Assignments			1			1
Facility			1			1
Sentence Calculation / Release Date			3			3
Facility			3			3
Work Release / ATC			1			1
Transfer Coordinator			1			1
Concern not noted			3			3
Unspecified			3			3
Constituent Services			2			2
Facility			1			1
Conditions of Facility			2			2
Sentence Calculation / Release Date			1			1
Facility			1			1
Yard			1			1
Facility			1			1
Dixon Correctional Center	33	2	237	63		335
Adjustment Committee/Discipline			4	1		5
Information			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Phone			1			1
Constituent Services			1			1
Protocols			1			1
Warden			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment			1			1
Warden			1			1
Classification			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Clemency				2		2
Information				2		2
Prisoner Review Board				1		1
IDOC Resources/Policy Information				1		1
Communication	2		9	3		14
Denials/ Restrictions			1			1
Facility			1			1
Information			4	2		6
Constituent Services			1			1
Warden			2			2
IDOC Resources/Policy Information			1	2		3
Mail				1		1
IDOC Resources/Policy Information				1		1
Phone	1		1			2
Chief Inspector	1					1
Facility			1			1
Unspecified	1		2			3
Constituent Services			2			2
Facility	1					1
Lockdown			1			1
Facility			1			1
Compassionate Release	1		3			4
Information			3			3
Constituent Services			2			2
Prisoner Review Board			1			1
Level of Care	1					1
IDOC Resources/Policy Information	1					1
Employment				3		3
Information				2		2
IDOC Resources/Policy Information				2		2
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Family Concerns			4	1		5
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Level of Care			2			2
Constituent Services			1			1
Mental Health			1			1
Unspecified			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Constituent Services			1			1
FOIA			1			1
Information			1			1
FOIA			1			1
Grievances			2			2
Information			1			1
Constituent Services			1			1
Treatment			1			1
Warden			1			1
Medical			2			2
Mental Health			2			2
Office of Health Services			2			2
Medical	3		33	2		38
Cell			1			1
Warden			1			1
Dental	2		2			4
Constituent Services	1					1
Office of Health Services	1		2			3
Information			2			2
Constituent Services			1			1
Office of Health Services			1			1
Level of Care	1		13	1		15
Constituent Services			5			5
Office of Health Services			8	1		9
IDOC Resources/Policy Information	1					1
Medical Supplies			3			3
Office of Health Services			3			3
Medication			2			2
Office of Health Services			2			2
Referral to Outside Provider			1			1
Office of Health Services			1			1
Treatment			8	1		9
Constituent Services			2			2
Office of Health Services			5	1		6
Warden			1			1
Unspecified			1			1
Constituent Services			1			1
Mental Health			12			12
Information			3			3
Constituent Services			1			1
Mental Health			2			2
Level of Care			4			4
Mental Health			3			3
Office of Health Services			1			1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Medication				1			1
Mental Health				1			1
Treatment				4			4
Mental Health				3			3
Office of Health Services				1			1
Money Issues					2		2
Unspecified					1		1
Warden					1		1
Send Money					1		1
Warden					1		1
Other/ General				3	8		11
Cell					1		1
Facility					1		1
Information				3	3		6
Constituent Services					3		3
Facility				2			2
Mental Health				1			1
Unspecified					4		4
Constituent Services					2		2
Facility					1		1
IDOC Resources/Policy Information					1		1
Parole Concern	1			10	4		15
Information				5	1		6
Constituent Services				2			2
Facility				3			3
IDOC Resources/Policy Information					1		1
Mail				1			1
Facility				1			1
Reentry				2			2
Facility				2			2
Residence Plan				2			2
Interstate Compact				1			1
IDOC Resources/Policy Information				1			1
Sentence Calculation / Release Date	1				2		3
Warden	1				2		3
Unspecified					1		1
Parole					1		1
Property				3	2		5
Denials/ Restrictions					2		2
Facility					2		2
In person				1			1
Constituent Services				1			1
Information				2			2
Constituent Services				1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Facility				1		1
Recreational Opportunities				3	1	4
Yard				3		3
Constituent Services				1		1
IDOC Resources/Policy Information				2		2
Outside of Cell Time					1	1
Warden					1	1
Safety Concerns	7			15	1	23
Denials/ Restrictions				1		1
Constituent Services				1		1
Information	1			8	1	10
Chief Inspector	1					1
Constituent Services				3		3
Facility				1		1
Warden				3	1	4
IDOC Resources/Policy Information				1		1
Level of Care				1		1
Constituent Services				1		1
PREA	3			1		4
Facility				1		1
PREA Coordinator	2					2
Warden	1					1
Protocols				1		1
Warden				1		1
Treatment	3			3		6
Chief Inspector	1			1		2
Constituent Services	2					2
Facility				1		1
IDOC Resources/Policy Information				1		1
Sentence Credit				50	5	55
Information				3		3
Facility				2		2
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date				45	5	50
Chief of Programs				5		5
Constituent Services				12		12
Facility				13		13
Office of Health Services				3		3
Warden				4		4
IDOC Resources/Policy Information				5	5	10
Records				3		3
Sex offender Concerns				1		1
Sex Offender Services				1		1
Work Release / ATC				1		1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Facility			1			1
Staff Conduct	10		17	1		28
Information	2		3			5
Chief Inspector	2					2
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Level of Care			2			2
Chief Inspector			1			1
Constituent Services			1			1
Medication			1			1
Warden			1			1
PREA			1			1
PREA Coordinator			1			1
Protocols	2		3			5
Chief Inspector			1			1
Warden	2		2			4
Treatment	6		7	1		14
Chief Inspector	4					4
Constituent Services			3	1		4
Warden	2		3			5
IDOC Resources/Policy Information			1			1
Transfers		1	21	2		24
Denials/ Restrictions			1			1
Chief Inspector			1			1
Information		1	13	1		15
Constituent Services			6			6
Facility			4			4
Transfer Coordinator		1	1	1		3
IDOC Resources/Policy Information			2			2
PREA			1			1
PREA Coordinator			1			1
Work Release / ATC			6	1		7
Constituent Services			1			1
Facility			2			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information				1		1
Records			2			2
Victim Services			1	1		2
Electronic Messaging			1			1
Victim Services			1			1
Unspecified				1		1
Victim Services				1		1
Visitation	4	1	4	10		19

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Denials/ Restrictions	2	1				3
Constituent Services	1					1
Facility		1				1
Warden	1					1
In person				1		1
Visitation Coordinator				1		1
Information	1		2	6		9
Facility	1			2		3
Warden				1		1
IDOC Resources/Policy Information			2	3		5
Privileges			1			1
Warden			1			1
Protocols	1					1
Constituent Services	1					1
Video				2		2
Facility				1		1
Warden				1		1
Lockdown			1	1		2
Facility			1	1		2
Wellness Check			2	4		6
Level of Care				3		3
Warden				1		1
IDOC Resources/Policy Information				2		2
Treatment			2	1		3
Mental Health			1			1
Warden			1			1
IDOC Resources/Policy Information				1		1
Records Information	1		4	5		10
Information	1		4	4		9
Constituent Services			2			2
Facility	1			1		2
FOIA			1			1
Records			1	3		4
Sentence Calculation / Release Date				1		1
IDOC Resources/Policy Information				1		1
Programs/ Services			7	2		9
Information				2		2
Chief Chaplain				1		1
IDOC Resources/Policy Information				1		1
Treatment			1			1
Constituent Services			1			1
Work Release / ATC			3			3
Facility			2			2
Warden			1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Unspecified			3			3
ADA Coordinator			1			1
Facility			2			2
Concern not noted			12			12
Unspecified			12			12
Constituent Services			12			12
Lockdown	2		6	1		9
Jobs/Assignments			1			1
Constituent Services			1			1
Lockdown	2		5	1		8
Constituent Services	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1		3	1		5
Conditions of Facility	2		7	2		11
Cell				1		1
Warden				1		1
Fans			1			1
Office of Health Services			1			1
Information	1		1			2
IDOC Resources/Policy Information			1			1
Visitation Coordinator	1					1
Level of Care				1		1
IDOC Resources/Policy Information				1		1
Temperature			1			1
Chief Inspector			1			1
Treatment	1		2			3
Constituent Services			1			1
IDOC Resources/Policy Information	1		1			2
Water			2			2
Facility			2			2
IIC Death Notice			1			1
Information			1			1
Facility			1			1
DuQuoin Impact Incarceration Program				1		1
Records Information				1		1
Information				1		1
Records				1		1
East Moline Correctional Center	38	3	120	45		206
Classification				1		1
Cell				1		1
IDOC Resources/Policy Information				1		1
Communication	2		1			3
Information			1			1
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Unspecified	2					2
IDOC Resources/Policy Information	2					2
Electronic Detention			1	1		2
Information			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Employment	1			2		3
Information				2		2
IDOC Resources/Policy Information				1		1
Personnel				1		1
Jobs/Assignments	1					1
Personnel	1					1
Grievances			1			1
Treatment			1			1
Constituent Services			1			1
Medical	1		18	2		21
Information			1			1
Constituent Services			1			1
Level of Care	1		2			3
Constituent Services	1		2			3
Medication			4			4
Office of Health Services			4			4
Treatment			10	2		12
Constituent Services				1		1
Facility			1			1
Office of Health Services			9	1		10
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Mental Health			1			1
Information			1			1
Constituent Services			1			1
Money Issues				2		2
Information				1		1
Facility				1		1
Send Money				1		1
IDOC Resources/Policy Information				1		1
Other/ General				1		1
Cell				1		1
IDOC Resources/Policy Information				1		1
Parole Concern			1			1
Information			1			1
Constituent Services			1			1
Property	1		3			4
Clothing			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Warden			1			1
GTL Technical Issue			1			1
IDOC Resources/Policy Information			1			1
Information	1		1			2
Warden	1		1			2
Safety Concerns	3		2			5
Information	1		1			2
Chief Inspector	1					1
Victim Services			1			1
Treatment	2		1			3
Warden	2		1			3
Sentence Credit	6	1	39	12		58
Denials/ Restrictions	1		2	1		4
Chief of Programs	1					1
Constituent Services			1			1
Facility			1	1		2
Information			3			3
Facility			3			3
Sentence Calculation / Release Date	5	1	31	10		47
Constituent Services			13			13
County				1		1
Facility	4		15	2		21
Interstate Compact			1			1
Warden		1		2		3
IDOC Resources/Policy Information	1		2	5		8
Work Release / ATC			2	1		3
Facility			2	1		3
Unspecified			1			1
Constituent Services			1			1
Staff Conduct	8		2	4		14
In person				1		1
Facility				1		1
Information	1			1		2
Warden	1					1
IDOC Resources/Policy Information				1		1
PREA				1		1
Warden				1		1
Protocols	2		1			3
Chief Inspector	1					1
Investigations	1					1
Warden			1			1
Staffing			1			1
Investigations			1			1
Treatment	5			1		6

FACILITY	CONCERN RECEIVED BY					TOTAL
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector	1					1
Constituent Services	1					1
Investigations	1					1
Warden	1			1		2
IDOC Resources/Policy Information	1					1
Transfers	8	2	32	5		47
Denials/ Restrictions	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Information	6	1	12	1		20
Constituent Services	2		3			5
Facility	1	1	7			9
Transfer Coordinator			1			1
Victim Services	1					1
IDOC Resources/Policy Information	2		1	1		4
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Verification		1				1
Transfer Coordinator		1				1
Work Release / ATC	1		18	4		23
Constituent Services			4			4
Facility			10	3		13
Prisoner Review Board			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information	1		2	1		4
Victim Services				1		1
Information				1		1
Victim Services				1		1
Visitation			2	5		7
Denials/ Restrictions			1	2		3
Constituent Services			1			1
Warden				1		1
Visitation Coordinator				1		1
Information				3		3
IDOC Resources/Policy Information				1		1
Visitation Coordinator				2		2
Video			1			1
Facility			1			1
Wellness Check	1		1			2
Information	1		1			2
Facility			1			1
Warden	1					1
Records Information			2	6		8
Information			2	6		8

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1	3		4
IDOC Resources/Policy Information				1		1
Records			1	2		3
Programs/ Services	4		8	2		14
Denials/ Restrictions	1					1
Warden	1					1
Education			1			1
Facility			1			1
Information				1		1
Warden				1		1
Jobs/Assignments			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	1		2			3
Constituent Services			1			1
Facility	1		1			2
Work Release / ATC	2		4			6
Constituent Services	1					1
Facility	1		4			5
Concern not noted			4			4
Unspecified			4			4
Constituent Services			4			4
Staffing Concerns	1					1
Information	1					1
Warden	1					1
Conditions of Facility	2		2	1		5
Information			1			1
Constituent Services			1			1
Level of Care	1		1			2
Constituent Services			1			1
Investigations	1					1
Protocols				1		1
Warden				1		1
Unspecified	1					1
Constituent Services	1					1
Fox Valley ATC			19	6		25
Commissary			1	1		2
Send Money			1	1		2
Constituent Services				1		1
Facility			1			1
Electronic Detention			5			5
Denials/ Restrictions			1			1
Facility			1			1
Information			1			1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility				1			1
Residence Plan				2			2
Constituent Services				1			1
Facility				1			1
Unspecified				1			1
Facility				1			1
Family Concerns					1		1
Level of Care					1		1
Warden					1		1
Grievances				2			2
Information				1			1
Constituent Services				1			1
Unspecified				1			1
Constituent Services				1			1
Medical					1		1
Information					1		1
Warden					1		1
Money Issues				1			1
Send Money				1			1
Facility				1			1
Other/ General					1		1
Information					1		1
IDOC Resources/Policy Information					1		1
Parole Concern				1			1
Information				1			1
AMS				1			1
Sentence Credit				5	1		6
Denials/ Restrictions				1			1
Facility				1			1
Sentence Calculation / Release Date				4	1		5
Facility				2	1		3
Warden				2			2
Transfers				1			1
Sentence Calculation / Release Date				1			1
Facility				1			1
Visitation				1	1		2
Denials/ Restrictions					1		1
Warden					1		1
Information				1			1
Facility				1			1
Records Information				1			1
Sentence Calculation / Release Date				1			1
Records				1			1
Concern not noted				1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Unspecified			1			1
Constituent Services			1			1
General Inquiry	150		449	679	4	1282
Adjustment Committee/Discipline			1			1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Classification			2	2		4
Information			1	2		3
Planning and Research				1		1
IDOC Resources/Policy Information			1	1		2
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Clemency	1			5		6
Information	1			4		5
Prisoner Review Board				4		4
IDOC Resources/Policy Information	1					1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Commissary	1			1		2
Education	1					1
Facility	1					1
Information				1		1
IDOC Resources/Policy Information				1		1
Communication	6		13	35		54
Denials/ Restrictions			1			1
Constituent Services			1			1
Electronic Messaging	1			2		3
IDOC Resources/Policy Information	1			2		3
GTL Technical Issue	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Information	1		6	18		25
Constituent Services			3	1		4
Facility			1	1		2
Public Information Officer			1	2		3
IDOC Resources/Policy Information	1		1	13		15
Reentry Manager				1		1
Mail	3		4	8		15
Chief Chaplain				1		1
Constituent Services	1		2			3
Facility			1	1		2
IDOC Resources/Policy Information	2		1	6		9
Phone				3		3
Facility				1		1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Securus				2		2
Video				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1	3		4
Constituent Services			1			1
Victim Services				1		1
IDOC Resources/Policy Information				2		2
Compassionate Release	1		1			2
Denials/ Restrictions	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			1			1
Facility			1			1
Electronic Detention			3			3
Information			2			2
Constituent Services			1			1
Facility			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Employment	3		5	105		113
Education				1		1
Personnel				1		1
In person				2		2
Personnel				2		2
Information	1		2	43		46
Central Screening				2		2
Constituent Services			2			2
Facility				8		8
IDOC Resources/Policy Information	1			22		23
Personnel				10		10
State Retirement System				1		1
Jobs/Assignments	1		1	32		34
Central Screening				1		1
Training Academy	1			1		2
IDOC Resources/Policy Information			1	25		26
Personnel				4		4
CMS				1		1
Reentry			1			1
Constituent Services			1			1
Verification			1	24		25
Constituent Services			1			1
Staff Wellness Response Team				1		1
Training Academy				2		2
IDOC Resources/Policy Information				9		9
Personnel				12		12

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Work Release / ATC				1		1
IDOC Resources/Policy Information				1		1
Unspecified	1			2		3
Investigations	1					1
IDOC Resources/Policy Information				2		2
Family Concerns	2		6	10		18
Denials/ Restrictions				2		2
IDOC Resources/Policy Information				2		2
Information	2		5	7		14
Chief Chaplain				1		1
Constituent Services	1		2			3
Facility			1	1		2
IDOC Resources/Policy Information			2	4		6
Federal Bureau of Prisons	1			1		2
Unspecified			1	1		2
Facility				1		1
Advocacy Liaison			1			1
FOIA	2		3	2		7
In person			1			1
Constituent Services			1			1
Information	2		2	2		6
FOIA	2		2			4
IDOC Resources/Policy Information				2		2
Grievances	1			2		3
Information	1			1		2
FOIA				1		1
IDOC Resources/Policy Information	1					1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Medical	7		20	6		33
Denials/ Restrictions	1					1
Office of Health Services	1					1
Information	2		7	3		12
Constituent Services			3	1		4
County			2			2
Facility			1			1
Office of Health Services	2		1	1		4
IDOC Resources/Policy Information				1		1
Level of Care	2		1	1		4
Constituent Services	1		1			2
Office of Health Services				1		1
Visitation Coordinator	1					1
Medical Supplies	1		3			4
Facility			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Office of Health Services			1			1
Records			1			1
Jail and Detention Standards Unit	1					1
Medication			4			4
Constituent Services			2			2
Facility			2			2
Optical			1	1		2
Facility			1			1
Office of Health Services				1		1
Treatment	1		2	1		4
Constituent Services	1					1
County			2			2
Office of Health Services				1		1
Unspecified			2			2
Constituent Services			2			2
Mental Health			1	3		4
Information				2		2
County				2		2
Level of Care				1		1
Public Information Officer				1		1
Treatment			1			1
Constituent Services			1			1
Money Issues	1		3	4		8
Information	1		2	3		6
Constituent Services	1		1			2
Facility				1		1
IDOC Resources/Policy Information				2		2
Federal Bureau of Prisons			1			1
Send Money			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Other/ General	23		61	76		160
Denials/ Restrictions				1		1
IDOC Resources/Policy Information				1		1
Education			1	2		3
Chief of Programs			1			1
Facility				2		2
Food Items				1		1
IDOC Resources/Policy Information				1		1
Hygiene			1	1		2
Constituent Services			1	1		2
In person			1	1		2
Warden				1		1
Records			1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information	12		31	39		82
Constituent Services	3		12	1		16
County			3			3
Director's Office	1					1
Facility			4	4		8
Interstate Compact			1			1
Legal Services			1	1		2
Planning and Research				2		2
Public Information Officer				5		5
IDOC Resources/Policy Information	3		7	24		34
Reentry Manager				1		1
Personnel	1		1			2
Records	1					1
Federal Bureau of Prisons			1			1
Jail and Detention Standards Unit	2			1		3
CMS	1		1			2
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Phone			1			1
Legal Services			1			1
PREA				1		1
PREA Coordinator				1		1
Reentry				1		1
Reentry Manager				1		1
Sex offender Concerns				1		1
IDOC Resources/Policy Information				1		1
Treatment				3		3
County				2		2
IDOC Resources/Policy Information				1		1
Video			1	2		3
Constituent Services			1			1
Facility				2		2
Unspecified	11		25	22		58
Chief Inspector				1		1
Constituent Services	6		17	9		32
County	2		2	1		5
Director's Office				1		1
Law Enforcement				2		2
Parole				1		1
Warden	1					1
IDOC Resources/Policy Information	1		2	5		8
Personnel			2			2
Records			1			1
Federal Bureau of Prisons			1			1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Jail and Detention Standards Unit				1		1
Advocacy Liaison	1					1
Illinois Department of Human Services				1		1
Parole Concern	5		21	37		63
Denials/ Restrictions				1		1
Parole				1		1
Education	1					1
Parole	1					1
In person				1		1
IDOC Resources/Policy Information				1		1
Information	3		16	27		46
AMS			2	8		10
Constituent Services			7	2		9
County				1		1
Facility			1			1
Interstate Compact	1		1			2
Law Enforcement				1		1
Parole			3	5		8
Prisoner Review Board	1					1
IDOC Resources/Policy Information	1		1	10		12
Sex Offender Services			1			1
Protocols				2		2
Parole				1		1
IDOC Resources/Policy Information				1		1
Reentry	1		1	1		3
Constituent Services			1			1
Planning and Research	1					1
Reentry Manager				1		1
Residence Plan			2	2		4
AMS				1		1
Constituent Services			1	1		2
Parole			1			1
Sentence Calculation / Release Date				2		2
Constituent Services				1		1
IDOC Resources/Policy Information				1		1
Sex offender Concerns			1			1
Constituent Services			1			1
Unspecified			1	1		2
Constituent Services			1			1
Parole				1		1
Procurement	5		3	5		13
Business Office	1					1
IDOC Resources/Policy Information	1					1
Food Items			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
IDOC Resources/Policy Information			1			1
Information	4		1	2		7
Constituent Services	1		1			2
IDOC Resources/Policy Information	3			2		5
Unspecified			1	3		4
Facility			1			1
IDOC Resources/Policy Information				3		3
Property	4		5	12		21
Cell	1			1		2
IDOC Resources/Policy Information	1			1		2
Clothing	1					1
Facility	1					1
Education				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Electronic Messaging				1		1
Constituent Services				1		1
Information	1		2	6		9
Constituent Services			2			2
Facility				2		2
IDOC Resources/Policy Information	1			4		5
Mail	1					1
Facility	1					1
Unspecified			3	2		5
Constituent Services			2			2
Facility				1		1
IDOC Resources/Policy Information			1	1		2
Safety Concerns	3		4	4		11
Information	1		1	3		5
Constituent Services	1		1	1		3
Warden				1		1
IDOC Resources/Policy Information				1		1
Level of Care				1		1
IDOC Resources/Policy Information				1		1
Protocols	1					1
Constituent Services	1					1
Treatment			1			1
Constituent Services			1			1
Unspecified	1		2			3
Constituent Services			1			1
County			1			1
Victim Services	1					1
Sentence Credit	20		36	15		71
Denials/ Restrictions	2					2

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
IDOC Resources/Policy Information	2					2
Information	5		10	5		20
Constituent Services			6			6
County				1		1
Facility	1		2	3		6
IDOC Resources/Policy Information	4		1			5
Records			1	1		2
Sentence Calculation / Release Date	12		24	10		46
Constituent Services	1		16			17
Facility	1		6	4		11
IDOC Resources/Policy Information	10		2	6		18
Work Release / ATC			1			1
Constituent Services			1			1
Unspecified	1		1			2
Constituent Services			1			1
Facility	1					1
Staff Conduct	1		4	9		14
Information			2	3		5
Chief Inspector				1		1
Constituent Services			2			2
IDOC Resources/Policy Information				2		2
Protocols	1		1	2		4
Constituent Services				2		2
Facility			1			1
Law Enforcement	1					1
Treatment			1	1		2
Constituent Services				1		1
Facility			1			1
Unspecified				2		2
Chief Inspector				1		1
Jail and Detention Standards Unit				1		1
Victim Services				1		1
Constituent Services				1		1
Technical Problems/Website				8		8
In person				1		1
Records				1		1
Information				5		5
DOIT				1		1
IDOC Resources/Policy Information				4		4
Unspecified				2		2
IDOC Resources/Policy Information				2		2
Transfers	5		31	5		41
Information			23	3		26
Constituent Services			13			13

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
County			2	1		3
Facility			2	1		3
Interstate Compact			1			1
Transfer Coordinator			3			3
IDOC Resources/Policy Information			1	1		2
Records			1			1
Sentence Calculation / Release Date			1			1
County			1			1
Treatment	1					1
Constituent Services	1					1
Work Release / ATC	4		5	2		11
Constituent Services	2		2			4
Facility			3	1		4
IDOC Resources/Policy Information	2			1		3
Unspecified			2			2
Constituent Services			2			2
Victim Services			5	5		10
Information			3	5		8
Constituent Services			2			2
Prisoner Review Board				1		1
Victim Services			1	4		5
Unspecified			2			2
Victim Services			2			2
Visitation	4		11	28		43
Denials/ Restrictions	1		3	5		9
Constituent Services			2			2
Warden	1			1		2
Visitation Coordinator			1	4		5
In person	1			2		3
Facility	1					1
Warden				1		1
Visitation Coordinator				1		1
Information	2		7	16		25
Constituent Services	1		1			2
Facility			2	5		7
Warden				2		2
IDOC Resources/Policy Information			4	6		10
Visitation Coordinator	1			3		4
Verification				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Video			1	2		3
Constituent Services			1			1
IDOC Resources/Policy Information				1		1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Visitation Coordinator				1		1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Wellness Check			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Records Information	28		80	242	2	352
Archive Search				2		2
Records				2		2
Education			1	3		4
IDOC Resources/Policy Information				1		1
School District			1	1		2
Records				1		1
In person				1		1
Records				1		1
Information	25		71	225		321
Constituent Services			17	4		21
Facility			6	32		38
FOIA	1					1
Office of Health Services				1		1
Planning and Research	3		1	1		5
Prisoner Review Board			1	1		2
Public Information Officer				1		1
IDOC Resources/Policy Information	8		4	33		45
School District			1	1		2
Personnel				1		1
Records	13		41	150		204
Reentry				1		1
Records				1		1
Sentence Calculation / Release Date	1		3	2	2	8
Facility			1			1
IDOC Resources/Policy Information				1		1
Records	1		2	1	2	6
Sex offender Concerns			3	4		7
Constituent Services			1			1
County				1		1
Illinois State Police				2		2
Records			2	1		3
Unspecified	2		2	4		8
Chief Inspector				1		1
County	2			1		3
Facility			2			2
Records				2		2
Programs/ Services	8		25	48		81

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Education			5	4		9
Chief of Programs			1			1
Constituent Services			3	1		4
IDOC Resources/Policy Information				2		2
Records			1			1
Chief of Women and Family Services				1		1
Information	3		12	25		40
Chief Chaplain				1		1
Chief Inspector	1					1
Constituent Services	1		7			8
Facility			1	1		2
Public Information Officer				1		1
IDOC Resources/Policy Information	1		3	21		25
Advocacy Liaison			1	1		2
Jobs/Assignments	1					1
IDOC Resources/Policy Information	1					1
Mail				1		1
IDOC Resources/Policy Information				1		1
Protocols				1		1
Illinois State Police				1		1
Reentry	2		3	5		10
Chief of Programs				1		1
Constituent Services			3			3
IDOC Resources/Policy Information	1			2		3
Reentry Manager	1			2		3
Sex offender Concerns			1	4		5
Constituent Services			1	1		2
Public Information Officer				1		1
Sex Offender Services				2		2
Work Release / ATC	2		1			3
Constituent Services			1			1
Facility	1					1
IDOC Resources/Policy Information	1					1
Unspecified			3	8		11
Constituent Services			3	1		4
Facility				2		2
Public Information Officer				2		2
IDOC Resources/Policy Information				2		2
Advocacy Liaison				1		1
Concern not noted	4		98			102
Information			1			1
Constituent Services			1			1
Unspecified	4		97			101
Constituent Services	4		72			76

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
County			1			1
Facility			20			20
IDOC Resources/Policy Information			4			4
Lockdown				1		1
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Staffing Concerns				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Dietary	2		1	1		4
Food Items			1			1
Constituent Services			1			1
In person	1					1
IDOC Resources/Policy Information	1					1
Information	1			1		2
Advocacy Liaison	1			1		2
Conditions of Facility	3		4	7		14
Cell				1		1
Constituent Services				1		1
Fans			1	1		2
IDOC Resources/Policy Information			1	1		2
Information			1	1		2
Facility			1			1
Public Information Officer				1		1
Protocols	1					1
Constituent Services	1					1
Temperature			1	1		2
IDOC Resources/Policy Information			1	1		2
Treatment	2					2
IDOC Resources/Policy Information	1					1
Jail and Detention Standards Unit	1					1
Water				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1	2		3
Chief Inspector				1		1
County			1			1
Jail and Detention Standards Unit				1		1
Scripted Inquiry	10				2	12
Information	5					5
Records	5					5
Sentence Calculation / Release Date	5				2	7
Records	5				2	7
IIC Death Notice			1			1
Information			1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Legal Services			1			1
Graham Correctional Center	58	2	307	138		505
Adjustment Committee/Discipline			6	2		8
Information			2	2		4
Facility			1			1
IDOC Resources/Policy Information			1	2		3
Protocols			2			2
Constituent Services			1			1
Warden			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Classification			1	1		2
Information			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Clemency			1			1
Information			1			1
Constituent Services			1			1
Commissary			3	2		5
Art Supplies				1		1
IDOC Resources/Policy Information				1		1
Clothing			1			1
Warden			1			1
Hygiene				1		1
Chief Inspector				1		1
Mail			1			1
Constituent Services			1			1
Unspecified			1			1
Constituent Services			1			1
Communication	3		13	15		31
Electronic Messaging			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Information			4	8		12
Constituent Services			1			1
Facility			1	2		3
IDOC Resources/Policy Information			1	6		7
Visitation Coordinator			1			1
Mail	2		6	3		11
Constituent Services			4			4
Facility	1		1			2
IDOC Resources/Policy Information	1		1	3		5

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Phone	1		2	2		5
Constituent Services				1		1
Facility	1		1			2
IDOC Resources/Policy Information			1	1		2
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Compassionate Release			9			9
Information			4			4
Chief of Programs			1			1
Prisoner Review Board			3			3
Level of Care			2			2
Chief of Programs			2			2
Sentence Calculation / Release Date			2			2
Prisoner Review Board			2			2
Treatment			1			1
Chief Inspector			1			1
Electronic Detention			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Family Concerns	3		6	2		11
Cell			1			1
IDOC Resources/Policy Information			1			1
Information	1		4	1		6
Chief Chaplain			1			1
Facility			3	1		4
Warden	1					1
Phone	1					1
Facility	1					1
Unspecified	1		1	1		3
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information				1		1
Medical	11		42	12		65
Dental			1			1
Office of Health Services			1			1
Information	1		4			5
Constituent Services			2			2
Facility	1					1
Office of Health Services			1			1
IDOC Resources/Policy Information			1			1
Level of Care	5		18	9		32
Chief Inspector			1			1
Constituent Services			4	1		5
Facility			2	1		3

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Office of Health Services	5		11	5		21
IDOC Resources/Policy Information				2		2
Medical Supplies			1			1
Office of Health Services			1			1
Medication	1		8			9
Constituent Services			1			1
Office of Health Services	1		7			8
Protocols	1					1
Office of Health Services	1					1
Referral to Outside Provider			2			2
Office of Health Services			2			2
Treatment	3		5	3		11
Constituent Services			1			1
Facility				1		1
Office of Health Services	3		4	2		9
Unspecified			1			1
Office of Health Services			1			1
Lockdown			2			2
Office of Health Services			2			2
Mental Health			1			1
Treatment			1			1
Constituent Services			1			1
Money Issues			1	1		2
Information				1		1
IDOC Resources/Policy Information				1		1
Send Money			1			1
Facility			1			1
Other/ General			4	6		10
Information			1	4		5
Legal Services				1		1
IDOC Resources/Policy Information			1	3		4
Unspecified			3	2		5
Constituent Services			3			3
Facility				1		1
Warden				1		1
Parole Concern			10	9		19
Information			5	9		14
AMS				1		1
Constituent Services			3			3
Facility			1	2		3
Parole			1			1
Prisoner Review Board				1		1
IDOC Resources/Policy Information				5		5
Phone			1			1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Residence Plan			4			4
Constituent Services			1			1
Parole			3			3
Property	1		7	4		12
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Clothing			1			1
Constituent Services			1			1
Information			4	3		7
Constituent Services			1			1
Facility				2		2
Warden			1			1
IDOC Resources/Policy Information			2	1		3
Protocols			1			1
Warden			1			1
Unspecified	1		1			2
Constituent Services	1					1
Facility			1			1
Safety Concerns	1		8			9
Cell	1		6			7
Facility			1			1
Office of Health Services			2			2
Warden	1		2			3
IDOC Resources/Policy Information			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
Constituent Services			1			1
Sentence Credit	9	2	84	10		105
Denials/ Restrictions	1		3			4
Facility	1		1			2
IDOC Resources/Policy Information			2			2
In person			1			1
Facility			1			1
Information		1	6	4		11
Constituent Services			1			1
Facility		1	5	3		9
Facility Inquiry Board Oversight Manager				1		1
Level of Care	1					1
Office of Health Services	1					1
Protocols			2			2
Chief of Programs			1			1
IDOC Resources/Policy Information			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Sentence Calculation / Release Date	7	1	68	5		81
Chief of Programs		1	1			2
Constituent Services	1		25			26
Facility	3		23	3		29
IDOC Resources/Policy Information	3		15	2		20
Records			4			4
Sex offender Concerns			2			2
Records			1			1
Sex Offender Services			1			1
Work Release / ATC				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
Constituent Services			1			1
Lockdown			1			1
Facility			1			1
Staff Conduct	1		2	5		8
PREA			1			1
PREA Coordinator			1			1
Protocols			1			1
Warden			1			1
Treatment	1			1		2
Chief Inspector	1					1
IDOC Resources/Policy Information				1		1
Lockdown				4		4
IDOC Resources/Policy Information				4		4
Transfers	6		44	15		65
Denials/ Restrictions				1		1
IDOC Resources/Policy Information				1		1
In person			2			2
Constituent Services			1			1
Facility			1			1
Information			1			1
Constituent Services			1			1
Information	3		25	10		38
Constituent Services			10			10
Facility	2		12	2		16
Transfer Coordinator	1		2	2		5
Warden			1			1
IDOC Resources/Policy Information				6		6
Treatment			1			1
Constituent Services			1			1
Work Release / ATC	3		11	4		18
Constituent Services	1		4			5
Facility			5			5

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Transfer Coordinator			1			1
IDOC Resources/Policy Information	2		1	4		7
Unspecified			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Lockdown			1			1
Transfer Coordinator			1			1
Victim Services			1			1
Information			1			1
Victim Services			1			1
Visitation	2		8	28		38
Art Supplies			2			2
Facility			2			2
Denials/ Restrictions			1	3		4
Constituent Services			1			1
Facility				2		2
Visitation Coordinator				1		1
In person	1		1	3		5
Constituent Services	1		1			2
Warden				2		2
IDOC Resources/Policy Information				1		1
Information			3	18		21
Constituent Services			1			1
Facility				6		6
Warden				4		4
IDOC Resources/Policy Information				2		2
Visitation Coordinator			2	6		8
Sign-up Genius				1		1
IDOC Resources/Policy Information				1		1
Verification				1		1
IDOC Resources/Policy Information				1		1
Video	1		1	2		4
IDOC Resources/Policy Information			1	1		2
Visitation Coordinator	1			1		2
Wellness Check	2		2	1		5
Information	1		1	1		3
Facility	1					1
Warden			1			1
IDOC Resources/Policy Information				1		1
Treatment	1		1			2
Warden	1		1			2
Records Information	1		6	8		15
Information	1		2	8		11
Constituent Services			2	1		3

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility				1		1
IDOC Resources/Policy Information				3		3
Records	1			3		4
Sentence Calculation / Release Date			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Programs/ Services	3		5	2		10
Education				1		1
IDOC Resources/Policy Information				1		1
Information	1		1			2
Facility	1					1
IDOC Resources/Policy Information			1			1
Jobs/Assignments			1			1
Facility			1			1
Level of Care	1					1
Chief Inspector	1					1
Sentence Calculation / Release Date			1			1
Facility			1			1
Treatment	1			1		2
IDOC Resources/Policy Information	1			1		2
Work Release / ATC			2			2
Facility			2			2
Concern not noted			19			19
Unspecified			19			19
Constituent Services			17			17
Facility			2			2
Lockdown	11		21	12		44
Education			1			1
Constituent Services			1			1
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Level of Care			1			1
Office of Health Services			1			1
Mail				1		1
IDOC Resources/Policy Information				1		1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Lockdown	10		16	10		36
Chief Chaplain				1		1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector			1			1
Constituent Services	1		4			5
Facility			3	2		5
IDOC Resources/Policy Information	9		8	7		24
Outside of Cell Time	1					1
IDOC Resources/Policy Information	1					1
Staffing Concerns			1			1
Treatment			1			1
Chief Inspector			1			1
Conditions of Facility			1	3		4
Information				2		2
IDOC Resources/Policy Information				2		2
Temperature			1			1
Constituent Services			1			1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Scripted Inquiry	4					4
Denials/ Restrictions	2					2
Transfer Coordinator	2					2
Information	2					2
Transfer Coordinator	2					2
Graham R&C			30	5		35
Classification			1			1
Information			1			1
Transfer Coordinator			1			1
Communication			3	2		5
Information			3	2		5
Facility			1			1
IDOC Resources/Policy Information			2	2		4
Medical			1			1
Level of Care			1			1
Office of Health Services			1			1
Mental Health			2			2
Information			2			2
Mental Health			2			2
Parole Concern			2			2
Information			1			1
AMS			1			1
Permits			1			1
Parole			1			1
Sentence Credit			6			6
Sentence Calculation / Release Date			6			6
Constituent Services			2			2
Facility			4			4

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Transfers			9			9
Information			8			8
Constituent Services			1			1
Facility			4			4
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Sex offender Concerns			1			1
Sex Offender Services			1			1
Visitation			1	1		2
Information			1	1		2
Constituent Services			1			1
Warden				1		1
Wellness Check			1			1
Information			1			1
Facility			1			1
Records Information			1			1
Information			1			1
Facility			1			1
Programs/ Services			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Conditions of Facility			2			2
Cell			2			2
Warden			2			2
Scripted Inquiry				2		2
Information				2		2
Transfer Coordinator				2		2
Hill Correctional Center	35	2	207	44		288
Adjustment Committee/Discipline	3		12			15
Cell			1			1
Constituent Services			1			1
Denials/ Restrictions			2			2
Facility			2			2
Information			6			6
Constituent Services			1			1
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Advocacy Liaison			2			2
Phone			1			1
ADA Coordinator			1			1
Protocols	3		1			4
Chief Inspector	2					2
Facility Inquiry Board Oversight Manager	1		1			2

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Unspecified			1			1
Constituent Services			1			1
Classification	1		5	3		9
Denials/ Restrictions			1			1
Facility			1			1
Information	1		4	2		7
Constituent Services			1			1
IDOC Resources/Policy Information	1		3	2		6
Sex offender Concerns				1		1
IDOC Resources/Policy Information				1		1
Commissary				1		1
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Communication	1		3	3		7
Denials/ Restrictions				1		1
IDOC Resources/Policy Information				1		1
Information			3	1		4
Constituent Services			1	1		2
IDOC Resources/Policy Information			2			2
Mail				1		1
IDOC Resources/Policy Information				1		1
Unspecified	1					1
Constituent Services	1					1
Family Concerns			5	4		9
Information			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Treatment				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Unspecified			2	2		4
Constituent Services			2			2
Warden				1		1
IDOC Resources/Policy Information				1		1
Grievances	4		8			12
Cell			1			1
Mental Health			1			1
Information	2		5			7
ADA Coordinator			1			1
Constituent Services	1		1			2
IDOC Resources/Policy Information	1		1			2
Facility Inquiry Board Oversight Manager			2			2
Medication			1			1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			1			1
Protocols	2		1			3
IDOC Resources/Policy Information	1					1
Administrative Review Board	1					1
Facility Inquiry Board Oversight Manager			1			1
Medical			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Medical	3		27	2		32
In person			1			1
IDOC Resources/Policy Information			1			1
Information			3	1		4
Facility			1			1
Office of Health Services			2	1		3
Level of Care	2		11			13
Constituent Services	1		1			2
Office of Health Services	1		10			11
Medical Supplies			1			1
ADA Coordinator			1			1
Medication			4			4
Constituent Services			1			1
Office of Health Services			3			3
Permits			1			1
ADA Coordinator			1			1
Protocols			2			2
Office of Health Services			2			2
Referral to Outside Provider	1					1
Office of Health Services	1					1
Treatment			4	1		5
Office of Health Services			4	1		5
Money Issues				1		1
Send Money				1		1
IDOC Resources/Policy Information				1		1
Other/ General			3	1		4
Cell			1			1
Constituent Services			1			1
Information				1		1
IDOC Resources/Policy Information				1		1
Referral to Outside Provider			1			1
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1
Parole Concern			1			1
Protocols			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Parole				1		1
Property				2	4	6
GTL Technical Issue					1	1
Facility					1	1
Information				1	1	2
Facility				1		1
IDOC Resources/Policy Information					1	1
Protocols				1	1	2
Constituent Services				1		1
IDOC Resources/Policy Information					1	1
Unspecified					1	1
Constituent Services					1	1
Safety Concerns	2			9	3	14
Cell				3	1	4
Constituent Services				1		1
Facility				2		2
Investigations					1	1
Information				3	2	5
ADA Coordinator				2		2
Chief Inspector					1	1
Facility				1		1
IDOC Resources/Policy Information					1	1
Level of Care				1		1
ADA Coordinator				1		1
Protocols				1		1
Warden				1		1
Treatment	2			1		3
Warden	2					2
IDOC Resources/Policy Information				1		1
Sentence Credit	4			33	3	40
Information				1		1
Constituent Services				1		1
Sentence Calculation / Release Date	4			32	3	39
Constituent Services				11		11
Facility	2			15	1	18
Prisoner Review Board				1		1
IDOC Resources/Policy Information	2			4	1	7
Records				1	1	2
Staff Conduct	1			6		7
Cell				2		2
Chief Inspector				1		1
PREA Coordinator				1		1
Information				1		1
IDOC Resources/Policy Information				1		1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Protocols			3			3
Facility			1			1
Warden			2			2
Treatment	1					1
Warden	1					1
Technical Problems/Website				2		2
Cell				1		1
IDOC Resources/Policy Information				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Transfers	5	1	35			41
Denials/ Restrictions	2					2
Facility	1					1
IDOC Resources/Policy Information	1					1
Information	1	1	33			35
Constituent Services			16			16
Facility	1	1	10			12
Transfer Coordinator			4			4
IDOC Resources/Policy Information			3			3
Protocols	1					1
Facility	1					1
Treatment	1					1
Facility	1					1
Work Release / ATC			1			1
Constituent Services			1			1
Unspecified			1			1
Constituent Services			1			1
Victim Services		1	1			2
Phone			1			1
Constituent Services			1			1
Sentence Calculation / Release Date		1				1
Victim Services		1				1
Visitation	6		25	14		45
Denials/ Restrictions	1		4	5		10
Constituent Services			1			1
Facility			2			2
Warden	1			2		3
IDOC Resources/Policy Information			1	2		3
Visitation Coordinator				1		1
In person	1		1	1		3
Facility	1			1		2
Visitation Coordinator			1			1
Information	3		16	4		23
Constituent Services	2		3			5

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility				5	1		6
Warden				1	1		2
IDOC Resources/Policy Information	1			3			4
Visitation Coordinator				4	2		6
Video				3	2		5
Constituent Services				2			2
Facility				1			1
Visitation Coordinator					2		2
Unspecified	1			1	1		3
Constituent Services				1			1
Warden					1		1
Visitation Coordinator	1						1
Resentencing Task Force					1		1
Warden					1		1
Wellness Check	1			2			3
Information				1			1
Warden				1			1
Protocols	1						1
Warden	1						1
Treatment				1			1
Facility				1			1
Records Information				2	2		4
Information				2	2		4
Facility				1			1
IDOC Resources/Policy Information					2		2
Records				1			1
Programs/ Services	1			7			8
Denials/ Restrictions	1						1
Chief of Programs	1						1
Information				1			1
Facility				1			1
Sex offender Concerns				4			4
Constituent Services				2			2
Sex Offender Services				2			2
Unspecified				2			2
Constituent Services				1			1
Facility				1			1
Concern not noted				10			10
Unspecified				10			10
Constituent Services				10			10
Conditions of Facility	2			10	1		13
Cell	1						1
IDOC Resources/Policy Information	1						1
Information					1		1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information					1		1
Level of Care				1			1
Constituent Services				1			1
Treatment				1			1
Constituent Services				1			1
Water	1			7			8
Constituent Services				1			1
Facility				2			2
Warden	1			3			4
IDOC Resources/Policy Information				1			1
Lockdown				1			1
Warden				1			1
Scripted Inquiry	1						1
Protocols	1						1
Facility Inquiry Board Oversight Manager	1						1
Illinois River Correctional Center	29	2	326	76			433
Adjustment Committee/Discipline		1	1				2
Information			1				1
Facility			1				1
Mail				1			1
Warden				1			1
Classification				5			5
Information				4			4
Constituent Services				1			1
Facility				3			3
Sex offender Concerns				1			1
Facility				1			1
Clemency				1			1
Information				1			1
Prisoner Review Board				1			1
Commissary				2			2
Hygiene				1			1
IDOC Resources/Policy Information				1			1
Information				1			1
Facility				1			1
Communication	1			6	7		14
Denials/ Restrictions				2			2
Constituent Services				1			1
Facility				1			1
GTL Technical Issue				1			1
IDOC Resources/Policy Information				1			1
Information				3	3		6
Constituent Services				1			1
Facility				2			2

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				3		3
Level of Care				1		1
IDOC Resources/Policy Information				1		1
Mail				1		1
Warden				1		1
Phone				2		2
Constituent Services				1		1
IDOC Resources/Policy Information				1		1
Unspecified	1					1
Warden	1					1
Compassionate Release			1			1
Level of Care			1			1
IDOC Resources/Policy Information			1			1
Family Concerns			3			3
Information			1			1
Facility			1			1
Treatment			1			1
Facility			1			1
Unspecified			1			1
Warden			1			1
Grievances	1		8			9
Information	1		5			6
Chief Inspector	1					1
Constituent Services			1			1
Facility			1			1
Office of Health Services			1			1
IDOC Resources/Policy Information			2			2
Mail			1			1
Facility Inquiry Board Oversight Manager			1			1
Medical Supplies			1			1
Facility Inquiry Board Oversight Manager			1			1
Protocols			1			1
Constituent Services			1			1
Medical	2		17	10		29
Information			2			2
Constituent Services			1			1
Office of Health Services			1			1
Level of Care	2		6	6		14
Constituent Services			1			1
Facility			1			1
Office of Health Services	2		2	6		10
Prisoner Review Board			1			1
IDOC Resources/Policy Information			1			1
Medical Supplies			1			1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			1			1
Medication			3	1		4
Constituent Services			2			2
Office of Health Services			1	1		2
Referral to Outside Provider			2			2
Office of Health Services			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Office of Health Services			1			1
Treatment			2	3		5
Office of Health Services			2	3		5
Mental Health			5			5
Information			2			2
Constituent Services			1			1
Warden			1			1
PREA			3			3
Mental Health			2			2
Office of Health Services			1			1
Money Issues			1			1
Trust Fund			1			1
Warden			1			1
Other/ General	1		4	4		9
Denials/ Restrictions			1			1
Facility			1			1
Education				2		2
IDOC Resources/Policy Information				2		2
Information	1		1	1		3
Warden			1			1
IDOC Resources/Policy Information	1					1
Records				1		1
Reentry				1		1
IDOC Resources/Policy Information				1		1
Unspecified			2			2
Constituent Services			1			1
Facility			1			1
Parole Concern			3	2		5
Information			2	1		3
AMS			1	1		2
Constituent Services			1			1
Sentence Calculation / Release Date			1	1		2
Facility				1		1
Parole			1			1
Property	1		3	2		6
Clothing	1		1			2

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Constituent Services			1			1
Facility	1					1
Information			1	2		3
Warden				1		1
IDOC Resources/Policy Information			1	1		2
Mail			1			1
Facility			1			1
Recreational Opportunities	1					1
Yard	1					1
Chief Inspector	1					1
Safety Concerns	1		4	1		6
Information			2			2
Constituent Services			1			1
Warden			1			1
Level of Care	1					1
Facility	1					1
Treatment			2	1		3
Chief Inspector			2			2
Warden				1		1
Sentence Credit	10	1	100	13		124
Denials/ Restrictions	1		1	1		3
Constituent Services				1		1
Facility	1					1
IDOC Resources/Policy Information			1			1
Information		1	11			12
Constituent Services			2			2
Facility			9			9
Facility Inquiry Board Oversight Manager		1				1
Mail			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	9		79	12		100
Constituent Services			24			24
Facility	3		40	5		48
IDOC Resources/Policy Information	6		8	7		21
Records			6			6
Facility Inquiry Board Oversight Manager			1			1
Sex offender Concerns			2			2
Facility			1			1
Sex Offender Services			1			1
Work Release / ATC			5			5
Constituent Services			1			1
Facility			4			4
Unspecified			1			1
IDOC Resources/Policy Information			1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Staff Conduct			9	2		11
Information				1		1
IDOC Resources/Policy Information				1		1
Jobs/Assignments			1			1
Facility			1			1
Protocols			3	1		4
Warden			1			1
IDOC Resources/Policy Information			2	1		3
Treatment			5			5
Chief Inspector			3			3
PREA Coordinator			1			1
Warden			1			1
Transfers	4		88	7		99
Denials/ Restrictions			2			2
Facility			2			2
In person			1			1
Facility			1			1
Information	2		61	5		68
Constituent Services			16	1		17
Facility			22	2		24
Transfer Coordinator			9	1		10
Warden	1		1			2
IDOC Resources/Policy Information	1		8	1		10
Records			4			4
Sex Offender Services			1			1
Protocols	1		1			2
Chief Inspector	1					1
Transfer Coordinator			1			1
Sex offender Concerns			1			1
Facility			1			1
Work Release / ATC			21	1		22
Constituent Services			9			9
Facility			8	1		9
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Sex Offender Services			1			1
Unspecified	1			1		2
Constituent Services				1		1
Transfer Coordinator	1					1
Substance Abuse			1			1
Facility			1			1
Victim Services			1	3		4
Denials/ Restrictions				2		2
IDOC Resources/Policy Information				2		2

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Information			1	1		2
Victim Services			1	1		2
Visitation	4		12	20		36
Denials/ Restrictions			3	1		4
Constituent Services			1			1
Warden			2			2
IDOC Resources/Policy Information				1		1
In person	1		2	1		4
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information				1		1
Visitation Coordinator			1			1
Information	2		3	15		20
Constituent Services	1		1			2
Facility				2		2
Warden	1			3		4
IDOC Resources/Policy Information			1	3		4
Visitation Coordinator			1	7		8
Phone			1			1
Constituent Services			1			1
Protocols	1					1
Chief Inspector	1					1
Video			2	3		5
Warden				1		1
IDOC Resources/Policy Information			2	1		3
Visitation Coordinator				1		1
Unspecified			1			1
Constituent Services			1			1
Wellness Check			3	1		4
Information			3			3
Mental Health			1			1
Warden			2			2
Unspecified				1		1
Warden				1		1
Records Information	1		7	2		10
Information	1		4	2		7
Constituent Services	1					1
Facility				1		1
IDOC Resources/Policy Information			1	1		2
Records			3			3
Sentence Calculation / Release Date			3			3
Records			3			3
Programs/ Services			15	2		17
Denials/ Restrictions			2			2

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Facility				2		2
Education				3	1	4
Constituent Services				2		2
Facility				1		1
IDOC Resources/Policy Information					1	1
Information				1		1
IDOC Resources/Policy Information				1		1
Mail				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date				3	1	4
Constituent Services				1		1
Facility				2	1	3
Sex offender Concerns				2		2
IDOC Resources/Policy Information				2		2
Treatment				1		1
Facility				1		1
Work Release / ATC				2		2
Constituent Services				1		1
Facility				1		1
Concern not noted	1			20		21
Unspecified	1			20		21
Constituent Services	1			17		18
Facility				3		3
Staffing Concerns				2		2
Treatment				2		2
Chief Inspector				1		1
Warden				1		1
Conditions of Facility	1			5		6
Fans				3		3
Facility				2		2
IDOC Resources/Policy Information				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Temperature	1			1		2
Facility				1		1
IDOC Resources/Policy Information	1					1
Jacksonville Correctional Center	15	3	146	41		205
Adjustment Committee/Discipline				2		2
Information				2		2
IDOC Resources/Policy Information				2		2
Communication				1	4	5
Information					3	3
Victim Services					1	1
IDOC Resources/Policy Information					2	2

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Mail			1			1
Facility			1			1
Unspecified				1		1
Facility				1		1
Electronic Detention			1			1
Information			1			1
County			1			1
Employment				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Family Concerns		1	1			2
Information		1	1			2
Constituent Services		1				1
Warden			1			1
Grievances	1		1			2
Information	1		1			2
ADA Coordinator			1			1
Office of Health Services	1					1
Medical	5		10	4		19
Cell			1			1
Facility			1			1
Dental			2			2
Office of Health Services			2			2
Information	1		2	1		4
Office of Health Services				1		1
IDOC Resources/Policy Information	1		2			3
Level of Care			2			2
Chief Inspector			1			1
Office of Health Services			1			1
Medical Supplies	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
Sentence Calculation / Release Date	1					1
Office of Health Services	1					1
Treatment	2		1	2		5
Office of Health Services	2		1	2		5
Unspecified				1		1
Warden				1		1
Other/ General			1	1		2
Information				1		1
IDOC Resources/Policy Information				1		1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Unspecified			1			1
Constituent Services			1			1
Parole Concern			1	3		4
Information			1	2		3
Constituent Services				1		1
Facility				1		1
Parole			1			1
Sentence Calculation / Release Date				1		1
IDOC Resources/Policy Information				1		1
Property			3			3
Clothing			1			1
Constituent Services			1			1
Mail			1			1
Constituent Services			1			1
Unspecified			1			1
Constituent Services			1			1
Safety Concerns			2			2
Information			1			1
Victim Services			1			1
Unspecified			1			1
Constituent Services			1			1
Sentence Credit	7	2	50	11		70
Denials/ Restrictions			1			1
Facility			1			1
Information				1		1
Facility				1		1
Sentence Calculation / Release Date	7	2	47	8		64
Constituent Services			14			14
Facility	2	1	26	2		31
IDOC Resources/Policy Information	4	1	4	6		15
Records	1		3			4
Work Release / ATC			2	2		4
Constituent Services			1			1
Facility				1		1
IDOC Resources/Policy Information				1		1
Records			1			1
Staff Conduct			1	3		4
Information				1		1
IDOC Resources/Policy Information				1		1
Protocols				2		2
Chief Inspector				2		2
Treatment			1			1
Warden			1			1
Transfers	2		34	3		39

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Denials/ Restrictions			2				2
Facility			1				1
Transfer Coordinator			1				1
Information			6				6
Constituent Services			3				3
Facility			2				2
IDOC Resources/Policy Information			1				1
Sentence Calculation / Release Date			1				1
Facility			1				1
Verification			1				1
Constituent Services			1				1
Work Release / ATC	2		24	3			29
Constituent Services			8				8
Facility			10	1			11
Transfer Coordinator			2	1			3
Warden			1				1
IDOC Resources/Policy Information	2		3	1			6
Victim Services				1			1
Information				1			1
IDOC Resources/Policy Information				1			1
Visitation			7	7			14
Denials/ Restrictions			4				4
Warden			1				1
IDOC Resources/Policy Information			3				3
Information			1	4			5
Facility				1			1
IDOC Resources/Policy Information				1			1
Visitation Coordinator			1	2			3
Protocols			1				1
Constituent Services			1				1
Video				3			3
Facility				1			1
IDOC Resources/Policy Information				1			1
Visitation Coordinator				1			1
Unspecified			1				1
Warden			1				1
Records Information			4	1			5
Information			2	1			3
Constituent Services			1				1
Facility			1				1
Records				1			1
Sentence Calculation / Release Date			2				2
Constituent Services			2				2
Programs/ Services			15	1			16

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Education				3			3
Constituent Services				1			1
Facility				2			2
Information				2	1		3
Constituent Services				1			1
Facility				1	1		2
Sentence Calculation / Release Date				2			2
Facility				2			2
Sex offender Concerns				1			1
IDOC Resources/Policy Information				1			1
Treatment				2			2
Facility				2			2
Work Release / ATC				3			3
Constituent Services				2			2
Facility				1			1
Unspecified				2			2
Constituent Services				2			2
Concern not noted				12	1		13
Unspecified				12	1		13
Constituent Services				11			11
Facility				1			1
IDOC Resources/Policy Information					1		1
Joliet Treatment Center	2			28	6		36
Classification				1			1
Information				1			1
Constituent Services				1			1
Commissary					1		1
Information					1		1
IDOC Resources/Policy Information					1		1
Electronic Detention				1			1
Information				1			1
Facility				1			1
Employment				1			1
Unspecified				1			1
Constituent Services				1			1
Grievances				1			1
Information				1			1
IDOC Resources/Policy Information				1			1
Medical				4	2		6
Dental					1		1
Office of Health Services					1		1
Information				1			1
Office of Health Services				1			1
Level of Care				2			2

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector				1			1
Constituent Services				1			1
Treatment					1		1
Office of Health Services					1		1
Verification				1			1
Office of Health Services				1			1
Other/ General				1			1
Information				1			1
Facility				1			1
Safety Concerns				2			2
Information				1			1
Warden				1			1
Treatment				1			1
Constituent Services				1			1
Sentence Credit				1			1
Sentence Calculation / Release Date				1			1
Facility				1			1
Staff Conduct	1				2		3
Temperature					1		1
Chief Inspector					1		1
Treatment	1				1		2
Investigations	1						1
IDOC Resources/Policy Information					1		1
Transfers				7			7
Information				3			3
Constituent Services				2			2
Facility				1			1
Work Release / ATC				2			2
Constituent Services				1			1
Facility				1			1
Unspecified				2			2
Constituent Services				2			2
Visitation	1			3	1		5
Information				2	1		3
Facility				1			1
Warden					1		1
IDOC Resources/Policy Information				1			1
Protocols	1			1			2
Warden	1			1			2
Wellness Check				1			1
Information				1			1
Facility				1			1
Concern not noted				4			4
Unspecified				4			4

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			3			3
Facility			1			1
Conditions of Facility			1			1
Water			1			1
Office of Health Services			1			1
Kewanee Life Skills Re-Entry Center	3		18	5		26
Electronic Detention			1			1
Information			1			1
Facility			1			1
Grievances			1			1
Sentence Calculation / Release Date			1			1
Facility Inquiry Board Oversight Manager			1			1
Medical			1	1		2
Information			1			1
Facility			1			1
Medication				1		1
IDOC Resources/Policy Information				1		1
Parole Concern			1			1
Information			1			1
Facility			1			1
Sentence Credit	1		11	2		14
Denials/ Restrictions	1					1
Records	1					1
Information			1			1
Facility			1			1
Sentence Calculation / Release Date			10	2		12
Constituent Services			3			3
Facility			5	2		7
IDOC Resources/Policy Information			1			1
Records			1			1
Transfers	1		1	2		4
Information			1	1		2
Constituent Services			1			1
Facility				1		1
Work Release / ATC	1			1		2
Transfer Coordinator				1		1
IDOC Resources/Policy Information	1					1
Visitation			1			1
Information			1			1
Facility			1			1
Records Information	1					1
Information	1					1
County	1					1
Concern not noted			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Unspecified			1			1
Constituent Services			1			1
Lawrence Correctional Center	43	3	168	68		282
Adjustment Committee/Discipline			7	1		8
In person			1			1
Mental Health			1			1
Information			2	1		3
Constituent Services			1			1
IDOC Resources/Policy Information			1	1		2
Protocols			2			2
Constituent Services			1			1
Warden			1			1
Treatment			2			2
Chief Inspector			1			1
Warden			1			1
Classification			7	1		8
Information			7	1		8
Constituent Services			4	1		5
Facility			1			1
IDOC Resources/Policy Information			2			2
Commissary			2			2
Information			1			1
Constituent Services			1			1
Send Money			1			1
Facility			1			1
Communication			3	2		5
In person			1			1
Constituent Services			1			1
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Phone				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
Constituent Services			1			1
Employment				1		1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Family Concerns				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Grievances			2			2
Information			2			2
IDOC Resources/Policy Information			1			1
Facility Inquiry Board Oversight Manager			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Medical	11	2	21	7		41
Information	1		2			3
Constituent Services			2			2
Office of Health Services	1					1
Level of Care	6	1	5	3		15
Constituent Services	4		1			5
County	1					1
Facility			1			1
Office of Health Services	1	1	3	3		8
Medical Supplies	2		1			3
Office of Health Services	1					1
Warden	1		1			2
Medication			3			3
Office of Health Services			3			3
Optical	2		2			4
Facility	2					2
Office of Health Services			1			1
Warden			1			1
Protocols			1			1
Office of Health Services			1			1
Referral to Outside Provider		1	2			3
Constituent Services			2			2
Office of Health Services		1				1
Treatment			5	3		8
Constituent Services			1			1
Office of Health Services			4	3		7
Unspecified				1		1
Office of Health Services				1		1
Mental Health	6		10			16
Information			5			5
Constituent Services			4			4
Mental Health			1			1
Level of Care	4		1			5
Constituent Services	2		1			3
Mental Health	1					1
Warden	1					1
Treatment	1		2			3
Constituent Services			1			1
Mental Health			1			1
Office of Health Services	1					1
Unspecified			1			1
Constituent Services			1			1
Lockdown	1		1			2
Mental Health	1		1			2

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Other/ General	3		3	2		8
Education				1		1
IDOC Resources/Policy Information				1		1
Information	2		3	1		6
Constituent Services	1		2			3
Facility	1		1			2
IDOC Resources/Policy Information				1		1
Unspecified	1					1
Facility	1					1
Parole Concern			1			1
Information			1			1
AMS			1			1
Property	2		10	2		14
Clothing			2			2
Constituent Services			1			1
Warden			1			1
Denials/ Restrictions			1			1
Constituent Services			1			1
Food Items			1			1
Constituent Services			1			1
In person			1			1
Facility			1			1
Information			2	2		4
Constituent Services			1			1
IDOC Resources/Policy Information			1	2		3
Mail	1					1
Warden	1					1
Optical			1			1
Facility			1			1
Trust Fund			1			1
Constituent Services			1			1
Unspecified			1			1
Constituent Services			1			1
Written Correspondence	1					1
Warden	1					1
Safety Concerns	2	1	6	2		11
Hygiene			1			1
Warden			1			1
Information		1	4			5
Constituent Services			1			1
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information		1	1			2
Medical Supplies			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Office of Health Services			1			1
Sentence Calculation / Release Date				1		1
Facility				1		1
Treatment	2			1		3
Chief Inspector	1					1
Constituent Services				1		1
Mental Health	1					1
Sentence Credit	4		17	3		24
Denials/ Restrictions	3					3
IDOC Resources/Policy Information	3					3
Information			2			2
Facility			2			2
Sentence Calculation / Release Date	1		15	3		19
Constituent Services			8			8
Facility	1		6	2		9
IDOC Resources/Policy Information			1	1		2
Staff Conduct	3		17	28		48
In person	1					1
Visitation Coordinator	1					1
Information				25		25
Chief Inspector				1		1
Facility				3		3
IDOC Resources/Policy Information				21		21
Level of Care			2			2
Warden			2			2
Medication			1			1
Warden			1			1
PREA	1			1		2
PREA Coordinator	1			1		2
Protocols				1		1
Chief Inspector				1		1
Treatment	1		14	1		16
Chief Inspector			3			3
Constituent Services			3			3
Facility			1			1
Mental Health			1			1
Office of Health Services			5			5
Warden	1		1	1		3
Transfers	2		14	1		17
In person			1			1
IDOC Resources/Policy Information			1			1
Information	2		12	1		15
Constituent Services			3			3
Facility	2		8	1		11

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
Transfer Coordinator			1			1
Victim Services			1	1		2
Information			1			1
Victim Services			1			1
Victim Services				1		1
Victim Services				1		1
Visitation	5		14	6		25
Denials/ Restrictions	2		4			6
Facility			2			2
Warden	2		2			4
Information	3		6	3		12
Chief Inspector	1		1			2
Constituent Services			1			1
Facility			3	3		6
IDOC Resources/Policy Information	1					1
Visitation Coordinator	1		1			2
Phone				1		1
Constituent Services				1		1
Video			3	2		5
Facility			2			2
Warden			1			1
IDOC Resources/Policy Information				1		1
Visitation Coordinator				1		1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Wellness Check	1		6	1		8
In person			1			1
Mental Health			1			1
Information	1		1			2
Mental Health			1			1
Advocacy Liaison	1					1
Level of Care			3	1		4
Facility				1		1
Office of Health Services			1			1
Warden			2			2
Protocols			1			1
Warden			1			1
Records Information			1	2		3
Information				2		2
County				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Records				1			1
Programs/ Services				4	2		6
Education				1	1		2
Constituent Services				1			1
Warden					1		1
Information				1	1		2
Constituent Services				1			1
IDOC Resources/Policy Information					1		1
Sentence Calculation / Release Date				1			1
Constituent Services				1			1
Work Release / ATC				1			1
Facility				1			1
Concern not noted				11			11
Unspecified				11			11
Constituent Services				8			8
Facility				2			2
IDOC Resources/Policy Information				1			1
Lockdown	3			8	5		16
Information					2		2
Facility					1		1
IDOC Resources/Policy Information					1		1
Protocols	1						1
FOIA	1						1
Lockdown	2			8	3		13
Constituent Services				4			4
Facility				1	2		3
IDOC Resources/Policy Information	2			3	1		6
Staffing Concerns	1			1			2
Information				1			1
Constituent Services				1			1
Treatment	1						1
Warden	1						1
Conditions of Facility				1			1
Information				1			1
Constituent Services				1			1
Scripted Inquiry				1			1
Referral to Outside Provider				1			1
Constituent Services				1			1
Lincoln Correctional Center	20	1	371	50			442
Communication				5	5		10
In person				1			1
IDOC Resources/Policy Information				1			1
Information					1		1
IDOC Resources/Policy Information					1		1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			1	2		3
IDOC Resources/Policy Information			1	2		3
Mail			1	1		2
IDOC Resources/Policy Information			1	1		2
Phone			1	1		2
IDOC Resources/Policy Information			1	1		2
Video			1			1
Facility			1			1
Compassionate Release			5			5
Information			1			1
Constituent Services			1			1
Level of Care			2			2
Office of Health Services			2			2
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment			1			1
Warden			1			1
Electronic Detention			14	1		15
Information			11			11
Chief of Programs			2			2
Facility			8			8
Prisoner Review Board			1			1
Medication			1			1
Facility			1			1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Video				1		1
IDOC Resources/Policy Information				1		1
Grievances			2	1		3
Information			1			1
IDOC Resources/Policy Information			1			1
Mail			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date				1		1
Facility Inquiry Board Oversight Manager				1		1
Medical	4		25	1		30
Dental			4			4
Constituent Services			1			1
Office of Health Services			3			3
Food Items			1			1
Constituent Services			1			1
Information			3			3
Facility			2			2

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			1			1
Level of Care	3		3			6
Office of Health Services	3		3			6
Medical Supplies			1			1
Office of Health Services			1			1
Medication			3	1		4
Office of Health Services			3	1		4
Referral to Outside Provider			2			2
Facility			1			1
Office of Health Services			1			1
Sentence Calculation / Release Date			3			3
Office of Health Services			3			3
Treatment	1		4			5
Constituent Services			2			2
Facility	1					1
Office of Health Services			2			2
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Mental Health			1			1
Treatment			1			1
Mental Health			1			1
Money Issues			1			1
Send Money			1			1
Office of Health Services			1			1
Other/ General			2			2
Unspecified			2			2
Constituent Services			2			2
Parole Concern	2		6	4		12
Denials/ Restrictions	1			1		2
AMS				1		1
Office of Health Services	1					1
Information			4	2		6
AMS				2		2
Constituent Services			1			1
Interstate Compact			2			2
Transfer Coordinator			1			1
Residence Plan	1		2	1		4
AMS				1		1
Parole			2			2
IDOC Resources/Policy Information	1					1
Property				1		1
Information				1		1
Facility				1		1
Safety Concerns				1		1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information				1		1
IDOC Resources/Policy Information				1		1
Sentence Credit	8	1	246	15		270
Denials/ Restrictions			7			7
Chief Inspector			1			1
Facility			3			3
Office of Health Services			1			1
IDOC Resources/Policy Information			1			1
Records			1			1
Dental			1			1
Office of Health Services			1			1
Information			16	1		17
Chief Inspector			1			1
Constituent Services			2			2
Facility			9	1		10
IDOC Resources/Policy Information			4			4
Sentence Calculation / Release Date	8	1	205	14		228
Constituent Services	2		58			60
County				1		1
Facility	5	1	115	9		130
Prisoner Review Board			1			1
Warden			1			1
IDOC Resources/Policy Information	1		24	3		28
Records			5	1		6
Facility Inquiry Board Oversight Manager			1			1
Sex offender Concerns			2			2
Facility			1			1
Sex Offender Services			1			1
Work Release / ATC			13			13
Constituent Services			5			5
Facility			8			8
Unspecified			1			1
Constituent Services			1			1
Victim Services			1			1
Victim Services			1			1
Transfers			13	1		14
Information			1			1
Facility			1			1
Information			5			5
Facility			3			3
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			7	1		8
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY					
	EMAIL	LETTER	PHONE	WEBMASTER	MULTIPLE ENTRIES	TOTAL
Facility			5			5
IDOC Resources/Policy Information			1	1		2
Victim Services			2			2
Information			2			2
Victim Services			2			2
Visitation	2		5	8		15
Denials/ Restrictions				2		2
Warden				1		1
Visitation Coordinator				1		1
In person			1			1
IDOC Resources/Policy Information			1			1
Information	2		3	2		7
Facility				1		1
Warden			1			1
Visitation Coordinator	2		2	1		5
Verification				1		1
Warden				1		1
Video			1	3		4
Constituent Services			1			1
Visitation Coordinator				3		3
Records Information	2		14	6		22
Information	2		7	5		14
Constituent Services			1			1
Facility			1	2		3
IDOC Resources/Policy Information			1			1
Records	2		4	3		9
Sentence Calculation / Release Date			7			7
Facility			1			1
Records			6			6
Verification				1		1
Records				1		1
Programs/ Services	1		5	3		9
Education	1			1		2
Facility				1		1
Office of Health Services	1					1
Information			1			1
Sex Offender Services			1			1
Jobs/Assignments			2	1		3
Facility			2	1		3
Sentence Calculation / Release Date			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Work Release / ATC			1			1
Facility			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Concern not noted			25			25
Unspecified			25			25
Constituent Services			21			21
Facility			4			4
Lockdown				1		1
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Conditions of Facility	1			2		3
Fans	1					1
Constituent Services	1					1
Sentence Calculation / Release Date				1		1
Facility				1		1
Temperature				1		1
Facility				1		1
Logan Correctional Center	11	1	166	75		253
Adjustment Committee/Discipline			1			1
Treatment			1			1
Warden			1			1
Classification			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Commissary				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Communication	3		7	11		21
Electronic Messaging	1					1
Facility	1					1
Information			3	4		7
Constituent Services			1			1
Victim Services				1		1
Warden			1			1
IDOC Resources/Policy Information			1	3		4
Mail	2		3	3		8
Constituent Services			2			2
Facility				1		1
Office of Health Services			1			1
IDOC Resources/Policy Information	2			2		4
Phone				3		3
IDOC Resources/Policy Information				3		3
Unspecified			1	1		2
Director's Office			1			1
Warden				1		1
Compassionate Release				1		1
Information				1		1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Electronic Detention	1					1
Information	1					1
Constituent Services	1					1
Employment				2		2
Information				1		1
IDOC Resources/Policy Information				1		1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Family Concerns	1		4			5
Cell	1					1
Facility	1					1
Information			2			2
Facility			1			1
Warden			1			1
Unspecified			2			2
Facility			2			2
Grievances			1			1
Denials/ Restrictions			1			1
Constituent Services			1			1
Medical		1	32	3		36
Dental			20	1		21
Constituent Services			1			1
Facility			1			1
Office of Health Services			18	1		19
In person			1			1
Office of Health Services			1			1
Level of Care			5			5
Office of Health Services			5			5
Medication			1			1
Constituent Services			1			1
Referral to Outside Provider			2			2
Constituent Services			1			1
Office of Health Services			1			1
Treatment		1	3	2		6
Constituent Services			1			1
Office of Health Services		1	2	2		5
Money Issues			1			1
Send Money			1			1
Facility			1			1
Other/ General			1	5		6
Information			1	4		5
Chief Chaplain				1		1
IDOC Resources/Policy Information			1	3		4

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Calculation / Release Date				1		1
County				1		1
Parole Concern			13	12		25
Information			5	10		15
Constituent Services			4			4
Interstate Compact			1			1
IDOC Resources/Policy Information				10		10
Protocols			2			2
IDOC Resources/Policy Information			2			2
Residence Plan			2			2
Parole			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Unspecified			1	2		3
Warden				1		1
IDOC Resources/Policy Information			1	1		2
Victim Services			2			2
Constituent Services			1			1
Records			1			1
Property			6	2		8
Care Packages			1			1
IDOC Resources/Policy Information			1			1
Information			2	2		4
IDOC Resources/Policy Information			2	2		4
Mail			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Office of Health Services			1			1
Safety Concerns			5	1		6
Information				1		1
IDOC Resources/Policy Information				1		1
PREA			3			3
PREA Coordinator			2			2
IDOC Resources/Policy Information			1			1
Treatment			1			1
PREA Coordinator			1			1
Victim Services			1			1
Constituent Services			1			1
Sentence Credit	2		29	5		36
Denials/ Restrictions	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1					1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			4			4
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	1		24	5		30
Chief of Programs	1					1
Constituent Services			7			7
Facility			12	5		17
IDOC Resources/Policy Information			3			3
Records			2			2
Staff Conduct			4	1		5
Information			2	1		3
Facility			1			1
IDOC Resources/Policy Information			1	1		2
PREA			2			2
PREA Coordinator			2			2
Transfers			17			17
Information			14			14
Constituent Services			10			10
Facility			4			4
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Work Release / ATC			2			2
Constituent Services			2			2
Victim Services			1			1
Phone			1			1
Victim Services			1			1
Visitation			20	15		35
Denials/ Restrictions			1	1		2
ADA Coordinator				1		1
Visitation Coordinator			1			1
GTL Technical Issue			1			1
Facility			1			1
In person			5			5
Constituent Services			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1			1
Information			10	6		16
Constituent Services			4			4
Warden			1	1		2
IDOC Resources/Policy Information			2	2		4
Visitation Coordinator			3	3		6
Video			1	8		9

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1	2		3
Warden				1		1
IDOC Resources/Policy Information				1		1
Visitation Coordinator				3		3
GTL Helpdesk				1		1
Unspecified			2			2
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1			1
Wellness Check			1			1
PREA			1			1
Warden			1			1
Records Information			3	11		14
Information			1	11		12
Facility			1			1
IDOC Resources/Policy Information				7		7
Records				4		4
Sentence Calculation / Release Date			2			2
Constituent Services			2			2
Programs/ Services			2	2		4
Education			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Information			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Concern not noted			13	1		14
Unspecified			13	1		14
Constituent Services			12	1		13
IDOC Resources/Policy Information			1			1
Staffing Concerns			1			1
Protocols			1			1
Chief of Programs			1			1
Conditions of Facility	4		3	2		9
Information			1			1
IDOC Resources/Policy Information			1			1
Referral to Outside Provider			1			1
Constituent Services			1			1
Temperature	1		1			2
Facility			1			1
Warden	1					1
Water	3			1		4
Constituent Services	1					1
Office of Health Services	1					1
Warden	1					1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Logan R&C			5			5
Sentence Credit			2			2
Sentence Calculation / Release Date			2			2
Facility			2			2
Transfers			1			1
Information			1			1
Facility			1			1
Programs/ Services			1			1
Information			1			1
Facility			1			1
Concern not noted			1			1
Unspecified			1			1
Constituent Services			1			1
Menard Correctional Center	61	4	345	94	2	506
Adjustment Committee/Discipline			7			7
Information			5			5
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			2			2
Protocols			2			2
Constituent Services			2			2
Classification			4			4
Information			4			4
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			2			2
Clemency			1	1		2
In person			1			1
IDOC Resources/Policy Information			1			1
Information				1		1
Prisoner Review Board				1		1
Commissary	1			1		2
Prices				1		1
Facility				1		1
Lockdown	1					1
Constituent Services	1					1
Communication	4		16	14	1	35
Denials/ Restrictions	1		1			2
ADA Coordinator			1			1
IDOC Resources/Policy Information	1					1
GTL Technical Issue			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
GTL Helpdesk			1			1
In person	1					1
Facility	1					1
Information			6	7		13
ADA Coordinator			2			2
Constituent Services			3			3
Investigations				1		1
Warden				2		2
IDOC Resources/Policy Information			1	4		5
Mail			5	3		8
Chief Inspector			1			1
Constituent Services			1			1
Facility			1	1		2
Warden			1			1
IDOC Resources/Policy Information			1	2		3
Phone	2		2	4	1	9
ADA Coordinator	2				1	3
Constituent Services			1			1
Facility				2		2
IDOC Resources/Policy Information			1	2		3
Victim Services			1			1
Constituent Services			1			1
Electronic Detention			2			2
Information			1			1
Facility			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Employment			1	1		2
Information			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Family Concerns			4	1		5
Information			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
Facility			1			1
Grievances	1		7	2		10
Information	1		5	1		7
ADA Coordinator			1			1
Constituent Services			1			1
IDOC Resources/Policy Information			2	1		3

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility Inquiry Board Oversight Manager	1		1			2
Protocols			2			2
Warden			2			2
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Medical	14	2	69	12		97
Dental			2			2
Facility			1			1
Office of Health Services			1			1
Information	1		7	2		10
ADA Coordinator			1			1
Facility			2			2
Office of Health Services	1		2	2		5
IDOC Resources/Policy Information			2			2
Level of Care	6		15	5		26
Constituent Services	1		3	1		5
Office of Health Services	5		11	4		20
IDOC Resources/Policy Information			1			1
Medication	1	2	16	2		21
Constituent Services			3			3
Facility		1				1
Office of Health Services	1	1	12	2		16
Facility Inquiry Board Oversight Manager			1			1
Permits	3					3
Office of Health Services	1					1
IDOC Resources/Policy Information	2					2
Phone			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
Warden			1			1
Referral to Outside Provider			12			12
Constituent Services			4			4
Office of Health Services			8			8
Sentence Calculation / Release Date			1			1
Office of Health Services			1			1
Treatment	2		12	3		17
Constituent Services			1			1
Facility			1			1
Office of Health Services	2		8	1		11
Warden			1	2		3
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Lockdown	1					1
IDOC Resources/Policy Information	1					1
Mental Health	3		20	1		24
Cell	1					1
Chief Inspector	1					1
Information			4			4
Constituent Services			1			1
Facility			1			1
Mental Health			1			1
Warden			1			1
Level of Care	1		2			3
Constituent Services	1					1
Mental Health			2			2
Medication			3			3
Mental Health			1			1
Office of Health Services			2			2
Treatment	1		9	1		11
ADA Coordinator			1			1
Constituent Services			2			2
Facility	1					1
Mental Health			5	1		6
Office of Health Services			1			1
Work Release / ATC			1			1
Mental Health			1			1
Lockdown			1			1
Facility			1			1
Money Issues			1			1
Send Money			1			1
Facility			1			1
Other/ General	1	1	5	9		16
Information	1	1	3	6		11
Constituent Services			1			1
Facility		1	1	1		3
Public Information Officer				1		1
Warden			1			1
IDOC Resources/Policy Information	1			4		5
Unspecified			2	3		5
Chief of Staff			1			1
Transfer Coordinator			1			1
Warden				1		1
IDOC Resources/Policy Information				2		2
Parole Concern	2		4	1		7
Information	2		3	1		6
Constituent Services	1		3			4

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Facility	1					1
Parole				1		1
Residence Plan			1			1
Parole			1			1
Property			7	4		11
Clothing			1	1		2
Constituent Services			1			1
Warden				1		1
Information			3	2		5
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1	2		3
Mail			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Unspecified				1		1
Warden				1		1
Safety Concerns	7		21	4		32
Information	2		6	1		9
Chief Inspector	2					2
Facility			1			1
Warden			2			2
IDOC Resources/Policy Information			3	1		4
Level of Care			3			3
Office of Health Services			3			3
Phone			1			1
Transfer Coordinator			1			1
PREA				1		1
PREA Coordinator				1		1
Protocols	1					1
Office of Health Services	1					1
Treatment	4		9	2		15
Chief Inspector	2		1			3
Constituent Services			3			3
Facility			2	1		3
Mental Health			2	1		3
Warden	2		1			3
Unspecified			1			1
Warden			1			1
Victim Services			1			1
Warden			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Credit	4		27	3		34
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education			1			1
Facility			1			1
Information			2			2
Constituent Services			1			1
Facility			1			1
Sentence Calculation / Release Date	4		23	3		30
Chief of Programs	2		2			4
Constituent Services			7			7
Facility	1		8	2		11
Prisoner Review Board			1			1
Warden			2			2
IDOC Resources/Policy Information	1		3	1		5
Staff Conduct	1		16	1		18
Information			5	1		6
Chief Inspector			1			1
Facility			1			1
Warden			3			3
IDOC Resources/Policy Information				1		1
Level of Care			1			1
Chief Inspector			1			1
Protocols	1					1
Facility	1					1
Treatment			10			10
Constituent Services			2			2
Warden			8			8
Technical Problems/Website	1		1			2
Phone			1			1
Facility			1			1
Protocols	1					1
IDOC Resources/Policy Information	1					1
Transfers	2		39	8		49
Cell			1			1
Facility			1			1
In person			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Information	2		33	6		41
Constituent Services			17			17
Facility			4	1		5
Investigations			1			1
Transfer Coordinator	1		2	3		6

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
IDOC Resources/Policy Information	1		9	1		11
Protocols			1			1
Transfer Coordinator			1			1
Treatment			1			1
Chief Inspector			1			1
Work Release / ATC			1	1		2
Transfer Coordinator				1		1
IDOC Resources/Policy Information			1			1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Visitation	12	1	29	18	1	61
Denials/ Restrictions	5		13	3	1	22
Chief Inspector	2				1	3
Constituent Services			3			3
Facility	1		8			9
Warden	2			2		4
IDOC Resources/Policy Information			2	1		3
In person	2		1			3
Constituent Services	1					1
Investigations	1					1
IDOC Resources/Policy Information			1			1
Information	3	1	7	5		16
Chief Inspector			1			1
Constituent Services	1	1	2			4
Facility			2	2		4
Warden	2					2
IDOC Resources/Policy Information				3		3
Visitation Coordinator			2			2
Legal Services				1		1
Facility				1		1
Phone			1	1		2
Chief Inspector				1		1
Constituent Services			1			1
Privileges			1	3		4
Constituent Services			1			1
IDOC Resources/Policy Information				3		3
Protocols			1			1
Constituent Services			1			1
Verification				1		1
Warden				1		1
Video	2		3	2		7
Chief Inspector	1					1
Constituent Services			2	1		3

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Visitation Coordinator	1		1	1		3
Unspecified			1	2		3
Warden			1	1		2
IDOC Resources/Policy Information				1		1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Wellness Check			10	1		11
Information			6	1		7
Mental Health			1			1
Warden			5			5
IDOC Resources/Policy Information				1		1
Treatment			4			4
Warden			4			4
Records Information	1		7	7		15
Information	1		4	6		11
Constituent Services			1			1
Facility			1	1		2
Office of Health Services				1		1
IDOC Resources/Policy Information			2	1		3
Records	1			3		4
Level of Care			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			2	1		3
Facility				1		1
Records			2			2
Programs/ Services			5	2		7
Denials/ Restrictions			1			1
Chief Inspector			1			1
Education			1			1
Constituent Services			1			1
Information			1	1		2
Facility			1	1		2
Reentry			1			1
Facility			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Sex offender Concerns				1		1
IDOC Resources/Policy Information				1		1
Concern not noted			20			20
Unspecified			20			20
Constituent Services			17			17
Facility			3			3
Lockdown	2		7	1		10
In person			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Constituent Services			1			1
Information			1			1
Facility			1			1
Protocols			1			1
Constituent Services			1			1
Temperature			1			1
Constituent Services			1			1
Lockdown	2		3	1		6
Constituent Services			2			2
Facility				1		1
IDOC Resources/Policy Information	2		1			3
Staffing Concerns	1		2			3
Information	1					1
Chief Inspector	1					1
Protocols			1			1
Facility			1			1
Treatment			1			1
Facility			1			1
Dietary			2			2
Food Items			1			1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
Facility			1			1
Conditions of Facility	1		6	2		9
Cell			2			2
Constituent Services			1			1
Warden			1			1
Information			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Protocols	1					1
Chief Inspector	1					1
Treatment			2	1		3
Office of Health Services			1			1
Warden			1	1		2
Water				1		1
Warden				1		1
Scripted Inquiry	3		5			8
Denials/ Restrictions	1					1
Warden	1					1
Information	2					2
Constituent Services	1					1
Transfer Coordinator	1					1
Level of Care			5			5

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			5			5
Menard Medium Security Unit		1	4	3		8
Classification				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Communication				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Family Concerns				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Medical			1			1
Medication			1			1
Office of Health Services			1			1
Sentence Credit		1	1			2
Sentence Calculation / Release Date		1	1			2
Facility			1			1
IDOC Resources/Policy Information		1				1
Staff Conduct			2			2
Protocols			1			1
Constituent Services			1			1
Treatment			1			1
Constituent Services			1			1
Menard R&C			1			1
Property			1			1
Mail			1			1
Constituent Services			1			1
Murphysboro	1		1	1		3
Transfers			1			1
Work Release / ATC			1			1
Facility			1			1
Conditions of Facility				1		1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
IIC Death Notice	1					1
Information	1					1
Warden	1					1
North Lawndale ATC	4		35	4		43
Classification			1			1
Information			1			1
Warden			1			1
Grievances			1			1
Sentence Calculation / Release Date			1			1
Facility Inquiry Board Oversight Manager			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Parole Concern			1			1
Information			1			1
Facility			1			1
Sentence Credit	4		25	1		30
Sentence Calculation / Release Date	4		25	1		30
Constituent Services			2			2
Facility	4		9			13
Warden			5			5
IDOC Resources/Policy Information			5			5
Records			4	1		5
Victim Services			1			1
Work Release / ATC			1			1
Victim Services			1			1
Records Information			3			3
Information			1			1
Records			1			1
Sentence Calculation / Release Date			2			2
Records			2			2
Programs/ Services			1	3		4
Education			1			1
Constituent Services			1			1
Information				3		3
Facility				1		1
IDOC Resources/Policy Information				2		2
Concern not noted			2			2
Unspecified			2			2
Constituent Services			1			1
Facility			1			1
Northern R&C	13		217	34	1	265
Classification			1	1		2
Information			1	1		2
Facility			1			1
Office of Health Services				1		1
Commissary			1			1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Communication	2		14	3		19
Information	1		8			9
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information	1		5			6
Mail	1		1	1		3
Constituent Services	1		1			2
IDOC Resources/Policy Information				1		1

FACILITY	CONCERN RECEIVED BY					
	EMAIL	LETTER	PHONE	WEBMASTER	MULTIPLE ENTRIES	TOTAL
Phone			5	2		7
Victim Services			2			2
Warden			2			2
IDOC Resources/Policy Information			1	2		3
Electronic Detention			8			8
Information			7			7
Constituent Services			1			1
Facility			3			3
IDOC Resources/Policy Information			1			1
Records			2			2
Sentence Calculation / Release Date			1			1
Facility			1			1
Family Concerns				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Grievances			1			1
Information			1			1
Mental Health			1			1
Medical	1		22	3		26
Information			7			7
Constituent Services			2			2
Facility			1			1
Office of Health Services			4			4
Level of Care			3	1		4
Constituent Services			1			1
Office of Health Services			2	1		3
Medication			8	1		9
Office of Health Services			8	1		9
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Records			1			1
Treatment	1		2	1		4
Office of Health Services	1		2	1		4
Mental Health	1		2			3
Information	1		1			2
Mental Health	1		1			2
Treatment			1			1
Mental Health			1			1
Money Issues				3		3
Trust Fund				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Send Money				1		1
Constituent Services				1		1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Other/ General	1		3			4
Information			2			2
Constituent Services			2			2
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1
Unspecified	1					1
Constituent Services	1					1
Parole Concern	1		19	1		21
Information	1		13	1		15
AMS			1			1
Constituent Services			1			1
Facility			3			3
Parole	1		6			7
Prisoner Review Board			1			1
IDOC Resources/Policy Information			1	1		2
Protocols			1			1
Facility			1			1
Residence Plan			3			3
Parole			2			2
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			2			2
AMS			1			1
Victim Services			1			1
Property	3		1	1		5
Hygiene	3			1		4
Facility	3			1		4
Information			1			1
Facility			1			1
Safety Concerns			2			2
Information			1			1
Warden			1			1
Mail			1			1
Investigations			1			1
Sentence Credit			28			28
Information			3			3
Constituent Services			1			1
Facility			2			2
Sentence Calculation / Release Date			22			22
Constituent Services			6			6
Facility			10			10
IDOC Resources/Policy Information			3			3
Records			3			3
Work Release / ATC			3			3
Constituent Services			2			2

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Facility			1			1
Staff Conduct			1	1		2
Protocols			1			1
Constituent Services			1			1
Unspecified				1		1
Warden				1		1
Technical Problems/Website				1		1
(blank)				1		1
Warden				1		1
Transfers	1		74	7		82
In person			1			1
Constituent Services			1			1
Information	1		62	7		70
Chief Inspector			2			2
Constituent Services			13			13
Facility			23	2		25
Office of Health Services			1			1
Transfer Coordinator	1		12	3		16
IDOC Resources/Policy Information			11	2		13
Medication			1			1
Office of Health Services			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment			2			2
Chief Inspector			1			1
Transfer Coordinator			1			1
Work Release / ATC			4			4
Facility			4			4
Unspecified			3			3
Constituent Services			3			3
Visitation			5	3	1	9
Denials/ Restrictions			1		1	2
Constituent Services			1			1
Visitation Coordinator					1	1
Information			2	3		5
Facility			1			1
IDOC Resources/Policy Information			1	2		3
Visitation Coordinator				1		1
Video			2			2
IDOC Resources/Policy Information			2			2
Wellness Check			4			4
Information			2			2
Facility			1			1
Warden			1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment			2			2
Constituent Services			1			1
Facility			1			1
Records Information			12	1		13
Denials/ Restrictions			1			1
Facility			1			1
Information			9			9
Constituent Services			4			4
Facility			2			2
IDOC Resources/Policy Information			2			2
Records			1			1
Reentry				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Records			1			1
Unspecified			1			1
Records			1			1
Programs/ Services			2			2
Information			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
Facility			1			1
Concern not noted			10			10
Unspecified			10			10
Constituent Services			9			9
IDOC Resources/Policy Information			1			1
Conditions of Facility	3		6	2		11
Food Items			1			1
Constituent Services			1			1
Information			2			2
Facility			2			2
Level of Care	1			1		2
Constituent Services	1					1
Transfer Coordinator				1		1
Treatment	2		1			3
Facility	1					1
Office of Health Services	1					1
Warden			1			1
Water			2	1		3
Facility			2			2
IDOC Resources/Policy Information				1		1
Scripted Inquiry				6		6
Information				6		6
Transfer Coordinator				6		6

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Records Information				1			1
Sentence Calculation / Release Date				1			1
Facility				1			1
Parole	5			137	160		302
Communication				2	1		3
Information				2			2
Parole				1			1
IDOC Resources/Policy Information				1			1
Video					1		1
IDOC Resources/Policy Information					1		1
Electronic Detention				2			2
Information				2			2
Parole				2			2
Family Concerns				2	1		3
Information				2	1		3
Law Enforcement					1		1
Parole				2			2
Grievances				3			3
Information				3			3
Constituent Services				2			2
Facility				1			1
Medical				1	1		2
Information				1			1
Constituent Services				1			1
Level of Care					1		1
Office of Health Services					1		1
Other/ General				3	1		4
Information				1	1		2
Constituent Services				1			1
Parole					1		1
Unspecified				2			2
Constituent Services				1			1
Parole				1			1
Parole Concern	3			83	135		221
In person				1	1		2
AMS					1		1
Parole				1			1
Information	2			67	103		172
AMS	1			10	49		60
Constituent Services				14	3		17
County					3		3
Facility				5	8		13
Interstate Compact				2			2
Law Enforcement					1		1

FACILITY	CONCERN RECEIVED BY					
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries
Parole	1		21	29		51
Prisoner Review Board			2	2		4
Victim Services			3			3
IDOC Resources/Policy Information			9	7		16
Records			1	1		2
Jobs/Assignments				1		1
Prisoner Review Board				1		1
Level of Care				1		1
AMS				1		1
Mail			1			1
Chief Inspector			1			1
Phone				1		1
AMS				1		1
Protocols			1	3		4
AMS				2		2
Chief Inspector			1			1
Parole				1		1
Residence Plan	1		8	11		20
AMS			1	5		6
Constituent Services			1	1		2
Parole	1		5	3		9
IDOC Resources/Policy Information			1	1		2
Reentry Manager				1		1
Sentence Calculation / Release Date			1	1		2
AMS			1	1		2
Sex offender Concerns			1	3		4
AMS				2		2
Parole			1			1
Sex Offender Services				1		1
Treatment				3		3
Parole				3		3
Verification			1			1
Constituent Services			1			1
Unspecified			2	6		8
AMS			1	2		3
Constituent Services			1			1
Parole				3		3
Prisoner Review Board				1		1
Victim Services				1		1
AMS				1		1
Property			1	1		2
Clothing			1			1
Constituent Services			1			1
Information				1		1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility					1		1
Safety Concerns				2	2		4
Information				2	2		4
Parole				2	2		4
Sentence Credit	1			7	2		10
Information				3			3
Constituent Services				1			1
Facility				1			1
Records				1			1
Sentence Calculation / Release Date	1			4	2		7
AMS				1			1
Constituent Services				2			2
Facility					1		1
Parole	1						1
IDOC Resources/Policy Information				1	1		2
Transfers				3			3
Information				1			1
Constituent Services				1			1
Work Release / ATC				2			2
Constituent Services				1			1
Facility				1			1
Victim Services	1			6	3		10
Denials/ Restrictions				1	1		2
Constituent Services				1			1
Victim Services					1		1
Information	1			3			4
Constituent Services				1			1
Victim Services	1			1			2
IDOC Resources/Policy Information				1			1
Protocols					2		2
Victim Services					2		2
Sex offender Concerns				1			1
Parole				1			1
Victim Services				1			1
Victim Services				1			1
Visitation				1			1
Information				1			1
IDOC Resources/Policy Information				1			1
Records Information				13	13		26
Information				12	13		25
AMS					4		4
Constituent Services				4			4
Facility				1	6		7
Parole				1	1		2

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Records			5	2		7
Unspecified			1			1
Constituent Services			1			1
Concern not noted			6			6
Unspecified			6			6
Constituent Services			5			5
Parole			1			1
Scripted Inquiry			2			2
Information			2			2
Facility			2			2
Peoria ATC		1	40	8		49
Adjustment Committee/Discipline			4	1		5
Information			1			1
IDOC Resources/Policy Information			1			1
Protocols			3			3
Constituent Services			1			1
Warden			1			1
Facility Inquiry Board Oversight Manager			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Commissary			2			2
Information			1			1
IDOC Resources/Policy Information			1			1
Prices			1			1
IDOC Resources/Policy Information			1			1
Communication			1			1
Information			1			1
Facility			1			1
Family Concerns			1			1
Denials/ Restrictions			1			1
Facility			1			1
Grievances			1	1		2
Protocols			1			1
Constituent Services			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Other/ General				2		2
Information				1		1
Constituent Services				1		1
Protocols				1		1
IDOC Resources/Policy Information				1		1
Parole Concern				1		1
Residence Plan				1		1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
AMS					1		1
Sentence Credit		1	19	1			21
Denials/ Restrictions			1				1
Facility			1				1
Sentence Calculation / Release Date		1	18	1			20
Chief of Programs		1					1
Constituent Services			4				4
Facility			8				8
Warden			5				5
IDOC Resources/Policy Information			1	1			2
Staff Conduct					1		1
Treatment					1		1
Chief Inspector					1		1
Transfers			1				1
Work Release / ATC			1				1
Victim Services			1				1
Victim Services			1				1
Work Release / ATC			1				1
Victim Services			1				1
Visitation			2				2
Information			1				1
Constituent Services			1				1
Sign-up Genius			1				1
Visitation Coordinator			1				1
Programs/ Services			2				2
Jobs/Assignments			1				1
IDOC Resources/Policy Information			1				1
Work Release / ATC			1				1
IDOC Resources/Policy Information			1				1
Concern not noted			3	1			4
Unspecified			3	1			4
Constituent Services			2				2
Facility					1		1
Public Information Officer			1				1
Conditions of Facility			3				3
Food Items			1				1
Facility			1				1
Information			1				1
Facility			1				1
Unspecified			1				1
Warden			1				1
Pinckneyville Correctional Center	47	1	282	68			398
Adjustment Committee/Discipline	2		3	3			8
Cell					1		1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
In person			1			1
Facility			1			1
Information			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Protocols	2		1	1		4
Facility	2					2
IDOC Resources/Policy Information			1	1		2
Classification	1		1			2
Information	1					1
Chief Inspector	1					1
Sentence Calculation / Release Date			1			1
Facility			1			1
Clemency			2			2
Denials/ Restrictions			2			2
Constituent Services			2			2
Commissary			5	1		6
Education				1		1
Warden				1		1
Food Items			1			1
Constituent Services			1			1
Hygiene			2			2
Constituent Services			1			1
Office of Health Services			1			1
Information			1			1
Warden			1			1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Communication	3		2	3		8
Denials/ Restrictions				1		1
IDOC Resources/Policy Information				1		1
Information			2	1		3
Constituent Services			1			1
Victim Services				1		1
IDOC Resources/Policy Information			1			1
Mail	2			1		3
Victim Services	1					1
IDOC Resources/Policy Information	1			1		2
Phone	1					1
Facility	1					1
Electronic Detention			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Employment				2		2
Information				1		1
IDOC Resources/Policy Information				1		1
Jobs/Assignments				1		1
Personnel				1		1
Family Concerns			3	2		5
Denials/ Restrictions			1			1
Constituent Services			1			1
Information				2		2
Chief Chaplain				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
Facility			1			1
Lockdown			1			1
Facility			1			1
FOIA			1	1		2
Information			1	1		2
FOIA			1	1		2
Grievances	5		11			16
Information	3		8			11
Chief Inspector	2					2
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			1			1
Facility Inquiry Board Oversight Manager	1		4			5
Protocols	2					2
Chief Inspector	1					1
Facility Inquiry Board Oversight Manager	1					1
Treatment			3			3
Constituent Services			2			2
Facility			1			1
Medical	5	1	36	10		52
Cell			1			1
Office of Health Services			1			1
Dental	4					4
Constituent Services	1					1
Office of Health Services	3					3
Food Items			1			1
Office of Health Services			1			1
Information			1	1		2
Office of Health Services			1			1
IDOC Resources/Policy Information				1		1
Level of Care			17	5		22
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Mental Health				1			1
Office of Health Services				15	5		20
Medical Supplies				1			1
Office of Health Services				1			1
Medication			1	2			3
Office of Health Services			1	2			3
Optical				3			3
Office of Health Services				3			3
PREA				1			1
Office of Health Services				1			1
Referral to Outside Provider				2	1		3
Office of Health Services				2	1		3
Treatment	1			7	3		11
Constituent Services	1						1
Office of Health Services				6	2		8
Warden				1	1		2
Mental Health	1			5			6
Information				1			1
Mental Health				1			1
Medication				2			2
Mental Health				2			2
Treatment				1			1
Warden				1			1
Lockdown	1			1			2
Constituent Services	1						1
Mental Health				1			1
Money Issues				1	1		2
Information				1			1
Facility				1			1
Unspecified					1		1
IDOC Resources/Policy Information					1		1
Other/ General	1			3	1		5
Information				2	1		3
Constituent Services				1			1
Facility				1			1
IDOC Resources/Policy Information					1		1
Unspecified	1			1			2
Constituent Services				1			1
Facility	1						1
Parole Concern				2	3		5
Information				2	3		5
AMS					1		1
Constituent Services				1			1
Parole				1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Prisoner Review Board				1		1
IDOC Resources/Policy Information				1		1
Property	2		6	5		13
Cell				1		1
Constituent Services				1		1
Information				4		4
Facility				3		3
IDOC Resources/Policy Information				1		1
Mail	1		3			4
Constituent Services			2			2
Facility			1			1
Warden	1					1
Unspecified	1		3			4
Constituent Services			2			2
Facility	1		1			2
Safety Concerns	1		4	4		9
Cell			1			1
Warden			1			1
Hygiene			1			1
Warden			1			1
Information			1	3		4
Constituent Services			1	1		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Protocols			1			1
Chief Inspector			1			1
Treatment	1			1		2
Chief Inspector	1					1
Warden				1		1
Sentence Credit	6		40	6		52
Denials/ Restrictions			1			1
Facility			1			1
Information	2		2			4
Constituent Services			1			1
Facility	1		1			2
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date	4		36	6		46
Chief of Programs			1	1		2
Constituent Services	1		15			16
Facility	2		12	5		19
IDOC Resources/Policy Information	1		8			9
Work Release / ATC			1			1
Constituent Services			1			1
Staff Conduct			5	1		6

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Information			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Treatment			3			3
Facility			1			1
Warden			2			2
Water			1			1
Facility			1			1
Transfers	12		85	8		105
Denials/ Restrictions			1			1
Transfer Coordinator			1			1
Education	1					1
Chief of Programs	1					1
Information	9		72	8		89
Constituent Services	2		33			35
Facility			17	2		19
Transfer Coordinator	2		15	1		18
Warden	2					2
IDOC Resources/Policy Information	3		6	5		14
Facility Oversight Manager			1			1
Sex offender Concerns			1			1
Sex Offender Services			1			1
Treatment	1		2			3
Constituent Services	1					1
Facility			1			1
Transfer Coordinator			1			1
Work Release / ATC	1		5			6
Constituent Services			3			3
Facility			2			2
IDOC Resources/Policy Information	1					1
Unspecified			3			3
Constituent Services			3			3
Lockdown			1			1
Facility			1			1
Victim Services			1	1		2
Denials/ Restrictions				1		1
Facility				1		1
Information			1			1
Victim Services			1			1
Visitation	3		15	7		25
In person			1	1		2
Constituent Services			1			1
Warden				1		1
Information	2		8	2		12

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Constituent Services			1			1
Facility			2	1		3
Warden			2			2
IDOC Resources/Policy Information	1		2			3
Visitation Coordinator	1		1	1		3
Optical			1			1
Facility			1			1
Protocols			2			2
Warden			2			2
Temperature				1		1
Constituent Services				1		1
Treatment	1					1
Chief Inspector	1					1
Video			2	2		4
Facility				1		1
Visitation Coordinator			2	1		3
Unspecified				1		1
Visitation Coordinator				1		1
Lockdown			1			1
Facility			1			1
Wellness Check			2	1		3
Information			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Level of Care			1			1
Warden			1			1
Records Information			1	1		2
Information				1		1
Records				1		1
Sentence Calculation / Release Date			1			1
Facility			1			1
Programs/ Services	2		9	2		13
Education			1			1
Mental Health			1			1
Information			3	2		5
Facility			2			2
IDOC Resources/Policy Information			1	2		3
Protocols	1		1			2
Chief Inspector	1					1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment	1		1			2
Facility	1		1			2

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Work Release / ATC			1			1
Constituent Services			1			1
Lockdown			1			1
Facility			1			1
Concern not noted			19			19
Unspecified			19			19
Constituent Services			17			17
Facility			1			1
IDOC Resources/Policy Information			1			1
Lockdown	2		9			11
Treatment	1					1
IDOC Resources/Policy Information	1					1
Lockdown	1		9			10
Constituent Services			3			3
Facility			4			4
IDOC Resources/Policy Information	1		2			3
Staffing Concerns				1		1
Protocols				1		1
IDOC Resources/Policy Information				1		1
Dietary			2			2
Denials/ Restrictions			1			1
Office of Health Services			1			1
Food Items			1			1
Office of Health Services			1			1
Conditions of Facility			8	4		12
Cell			2			2
Warden			2			2
Fans			2			2
Chief Inspector			1			1
Facility			1			1
Information			1	2		3
Constituent Services			1			1
IDOC Resources/Policy Information				2		2
Temperature				1		1
IDOC Resources/Policy Information				1		1
Treatment				1		1
Office of Health Services				1		1
Water			1			1
Warden			1			1
Lockdown			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Scripted Inquiry	1					1
Information	1					1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
IDOC Resources/Policy Information	1					1
Pittsfield Work Camp	2		17	4		23
Safety Concerns			1			1
Information			1			1
Facility			1			1
Sentence Credit	2		9	3		14
Information	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date	1		9	3		13
Constituent Services			3			3
Facility	1		4	2		7
IDOC Resources/Policy Information				1		1
Records			2			2
Transfers			6	1		7
Information			3			3
Facility			2			2
Transfer Coordinator			1			1
Work Release / ATC			3	1		4
Facility			3			3
IDOC Resources/Policy Information				1		1
Programs/ Services			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Pontiac Correctional Center	48	2	140	52		242
Adjustment Committee/Discipline	3		3	1		7
Cell				1		1
IDOC Resources/Policy Information				1		1
Information			1			1
Facility			1			1
Mail	1					1
Constituent Services	1					1
Protocols	1		1			2
Constituent Services	1					1
Warden			1			1
Treatment	1					1
Facility	1					1
(blank)			1			1
IDOC Resources/Policy Information			1			1
Classification			1	1		2
Cell			1			1
Constituent Services			1			1
Information				1		1
Warden				1		1
Communication				8		8

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information				3		3
Facility				1		1
IDOC Resources/Policy Information				2		2
Mail				3		3
Warden				1		1
IDOC Resources/Policy Information				2		2
Phone				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Family Concerns			1			1
Level of Care			1			1
Office of Health Services			1			1
Grievances	2		1			3
Cell	2					2
IDOC Resources/Policy Information	2					2
Information			1			1
Facility			1			1
Medical	10		40	10		60
Cell	1					1
Investigations	1					1
In person				1		1
Warden				1		1
Information	3		7			10
Chief Inspector			2			2
Constituent Services	1		4			5
Office of Health Services	2		1			3
Level of Care	3		14	4		21
Constituent Services			6			6
Mental Health			1			1
Office of Health Services	3		6	4		13
Warden			1			1
Medication	2		10	1		13
Constituent Services			3			3
Office of Health Services	2		7			9
IDOC Resources/Policy Information				1		1
Treatment	1		9	4		14
Chief Inspector			1			1
Constituent Services			3			3
Facility			1			1
Office of Health Services	1		4	4		9
Mental Health	6		8			14
Information	3		1			4
Constituent Services	1					1
Mental Health	1		1			2

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services	1					1
Level of Care			3			3
Mental Health			2			2
Office of Health Services			1			1
Phone	1		1			2
Constituent Services	1					1
Facility			1			1
Reentry			1			1
Facility			1			1
Treatment	1					1
Mental Health	1					1
Unspecified			2			2
Chief Inspector			2			2
Lockdown	1					1
Mental Health	1					1
Other/ General			4	3		7
Information			2	2		4
Constituent Services			2			2
Facility				1		1
IDOC Resources/Policy Information				1		1
Unspecified			2			2
Constituent Services			2			2
Send Money				1		1
Facility				1		1
Parole Concern	2		4			6
Information	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Reentry	1					1
Parole	1					1
Residence Plan			1			1
Parole			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1
Property			3			3
Mail			1			1
Warden			1			1
Unspecified			2			2
Constituent Services			2			2
Recreational Opportunities			2			2
Yard			1			1
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Outside of Cell Time			1			1
Constituent Services			1			1
Safety Concerns	2		13	6		21
Cell			1			1
Warden			1			1
Denials/ Restrictions			1			1
Victim Services			1			1
Information	1		1	3		5
Constituent Services			1			1
Warden	1			2		3
IDOC Resources/Policy Information				1		1
Level of Care	1		2			3
ADA Coordinator			1			1
Constituent Services	1					1
Warden			1			1
Phone			1			1
Constituent Services			1			1
PREA				1		1
PREA Coordinator				1		1
Treatment			5	1		6
Constituent Services			2			2
Warden			3			3
IDOC Resources/Policy Information				1		1
Unspecified			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
Constituent Services			1			1
Sentence Credit			3			3
Sentence Calculation / Release Date			3			3
Constituent Services			1			1
Facility			2			2
Staff Conduct	1	1	18	2		22
Hygiene			1			1
Warden			1			1
Information			3			3
Chief Inspector			1			1
Constituent Services			1			1
Facility			1			1
PREA		1	6			7
PREA Coordinator		1	6			7
Protocols			3			3
Chief Inspector			1			1
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Warden			1			1
Treatment	1		5	2		8
Chief Inspector			1	1		2
Facility	1		1			2
PREA Coordinator			1			1
Warden			1	1		2
IDOC Resources/Policy Information			1			1
Transfers	4	1	7	2		14
Information	4		7	1		12
Constituent Services	1		1			2
Facility			2			2
Transfer Coordinator	3		4			7
Warden				1		1
Level of Care		1				1
Warden		1				1
Lockdown				1		1
Transfer Coordinator				1		1
Visitation	1		8	8		17
Denials/ Restrictions			2	2		4
Constituent Services			2			2
Warden				1		1
IDOC Resources/Policy Information				1		1
In person			1	1		2
Constituent Services			1			1
Facility				1		1
Information			2	4		6
Victim Services			1			1
IDOC Resources/Policy Information			1	2		3
Visitation Coordinator				2		2
Treatment			1			1
Warden			1			1
Verification			1			1
Constituent Services			1			1
Video	1		1	1		3
Facility			1			1
Mental Health	1					1
Visitation Coordinator				1		1
Records Information			1	6		7
Education				1		1
Records				1		1
Information			1	5		6
Constituent Services			1			1
Facility				1		1
Records				4		4

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Concern not noted			9			9
Temperature			1			1
IDOC Resources/Policy Information			1			1
Unspecified			8			8
Constituent Services			6			6
Facility			2			2
Lockdown	4		4	5		13
Cell			1			1
Warden			1			1
Hygiene	1					1
Warden	1					1
In person	1			1		2
IDOC Resources/Policy Information	1			1		2
Information			3	1		4
Facility			1	1		2
IDOC Resources/Policy Information			2			2
Mail	1					1
Warden	1					1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Lockdown	1			2		3
Facility				2		2
IDOC Resources/Policy Information	1					1
Staffing Concerns			1			1
Treatment			1			1
Chief Inspector			1			1
Conditions of Facility			7			7
Cell			1			1
Facility			1			1
Information			2			2
Constituent Services			1			1
Facility			1			1
Level of Care			1			1
Office of Health Services			1			1
Treatment			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Water			1			1
Constituent Services			1			1
Scripted Inquiry	13		2			15
Information			1			1
Constituent Services			1			1
Level of Care	11					11
Constituent Services	11					11

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Treatment	2		1			3
Constituent Services	2		1			3
Robinson Correctional Center	56	3	449	70		578
Adjustment Committee/Discipline			2			2
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Classification	1			1		2
Denials/ Restrictions	1					1
Warden	1					1
Information				1		1
IDOC Resources/Policy Information				1		1
Clemency				1		1
Information				1		1
Prisoner Review Board				1		1
Commissary			1			1
Send Money			1			1
Facility			1			1
Communication	1		2	1		4
Information	1		2			3
Constituent Services			1			1
Victim Services	1					1
IDOC Resources/Policy Information			1			1
Phone				1		1
IDOC Resources/Policy Information				1		1
Compassionate Release			1			1
Level of Care			1			1
Constituent Services			1			1
Electronic Detention			1			1
Work Release / ATC			1			1
Facility			1			1
Employment				1		1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Family Concerns			2	3		5
Information			1	2		3
Facility			1			1
IDOC Resources/Policy Information				2		2
Level of Care				1		1
Facility				1		1
Unspecified			1			1
Constituent Services			1			1
Grievances			3	2		5
Information			1	1		2

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Facility				1		1
PREA			1			1
PREA Coordinator			1			1
Work Release / ATC			1			1
Facility			1			1
Unspecified				1		1
Facility Inquiry Board Oversight Manager				1		1
Medical	20		40	5		65
Dental			9			9
Constituent Services			3			3
Facility			1			1
Office of Health Services			5			5
Information			1			1
Facility			1			1
Level of Care	6		14	2		22
Constituent Services	1		3			4
Office of Health Services	4		11	2		17
IDOC Resources/Policy Information	1					1
Medical Supplies			1			1
Office of Health Services			1			1
Medication			6	1		7
Constituent Services			1			1
Office of Health Services			5	1		6
Sentence Calculation / Release Date			1			1
Office of Health Services			1			1
Treatment	13		5	2		20
Constituent Services			1			1
Facility				1		1
Office of Health Services	13		4			17
Warden				1		1
Verification			1			1
Constituent Services			1			1
Unspecified	1		2			3
Constituent Services			2			2
Warden	1					1
Mental Health	1		1			2
Level of Care	1		1			2
Constituent Services			1			1
Warden	1					1
Money Issues				3		3
Information				2		2
IDOC Resources/Policy Information				2		2
Unspecified				1		1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Other/ General			8	3		11
Information			6	2		8
Constituent Services			4			4
IDOC Resources/Policy Information			2	2		4
Sex offender Concerns			1			1
Sex Offender Services			1			1
Unspecified			1	1		2
Constituent Services			1	1		2
Parole Concern	1		10	2		13
Information	1		6			7
Constituent Services			4			4
Facility			1			1
Parole	1		1			2
Residence Plan				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Facility			1			1
Treatment			3			3
Facility			1			1
Parole			2			2
Property	5		3	4		12
Hygiene	1					1
Constituent Services	1					1
Information	3		1	3		7
Constituent Services	2					2
Facility	1			1		2
IDOC Resources/Policy Information			1	2		3
Mail	1			1		2
IDOC Resources/Policy Information	1			1		2
Protocols			1			1
Facility			1			1
Treatment			1			1
Facility			1			1
Safety Concerns	2			2		4
Information				1		1
IDOC Resources/Policy Information				1		1
Treatment	2					2
Warden	2					2
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Sentence Credit	12	2	198	15		227
Denials/ Restrictions	1		2			3

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Constituent Services			1			1
IDOC Resources/Policy Information	1		1			2
Education			1			1
Facility			1			1
Information	2		13	2		17
Chief of Programs				1		1
Facility			11	1		12
IDOC Resources/Policy Information	2		1			3
Records			1			1
Sentence Calculation / Release Date	9	2	175	13		199
Chief Inspector	1					1
Chief of Programs	2		2			4
Constituent Services			55	1		56
Facility	2	2	86	5		95
Office of Health Services			2			2
Transfer Coordinator			1			1
Warden			2			2
IDOC Resources/Policy Information	4		23	7		34
Records			3			3
Facility Inquiry Board Oversight Manager			1			1
Sex offender Concerns			2			2
Facility			1			1
Sex Offender Services			1			1
Work Release / ATC			3			3
Constituent Services			1			1
Facility			2			2
Unspecified			2			2
Constituent Services			1			1
Facility			1			1
Staff Conduct	1		2	1		4
Information			1			1
Facility			1			1
Protocols	1					1
Warden	1					1
Treatment			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Transfers	5	1	81	3		90
In person			1			1
Constituent Services			1			1
Information	2	1	34	1		38
Constituent Services			12			12
Facility		1	15			16
Transfer Coordinator			4			4

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
IDOC Resources/Policy Information	2		3	1		6
Protocols			1			1
Constituent Services			1			1
Work Release / ATC	3		45	1		49
Constituent Services			17			17
Facility	1		22			23
Transfer Coordinator			2			2
IDOC Resources/Policy Information	2		4	1		7
Unspecified				1		1
Warden				1		1
Visitation			10	9		19
Denials/ Restrictions			1			1
Constituent Services			1			1
In person			1			1
IDOC Resources/Policy Information			1			1
Information			3	7		10
Facility			2	3		5
Warden				1		1
IDOC Resources/Policy Information				1		1
Visitation Coordinator			1	2		3
Sex offender Concerns			1			1
Facility			1			1
Video			3	2		5
Constituent Services			2			2
Facility			1	1		2
Visitation Coordinator				1		1
Unspecified			1			1
Visitation Coordinator			1			1
Wellness Check			2			2
Information			2			2
Facility			2			2
Records Information	2		11	4		17
Information	2		6	4		12
County				1		1
Facility	1		1	1		3
FOIA	1					1
Records			5	2		7
PREA			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			3			3
Facility			1			1
Records			2			2
Sex offender Concerns			1			1
Sex Offender Services			1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Programs/ Services	3		27	7		37
Education			5	1		6
Constituent Services			3			3
Facility			1			1
IDOC Resources/Policy Information			1	1		2
Information			7	4		11
Constituent Services			2			2
Facility			3	2		5
IDOC Resources/Policy Information			2	2		4
Jobs/Assignments			2			2
Constituent Services			2			2
Sentence Calculation / Release Date			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Sex offender Concerns			2			2
Constituent Services			1			1
Sex Offender Services			1			1
Treatment	1		2			3
Facility	1		2			3
Work Release / ATC	2		7	1		10
Constituent Services			1			1
Facility	2		5			7
Warden			1			1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
Constituent Services			1			1
Concern not noted			44			44
Information			1			1
Constituent Services			1			1
Unspecified			43			43
Constituent Services			42			42
Facility			1			1
Lockdown				2		2
Lockdown				2		2
IDOC Resources/Policy Information				2		2
Conditions of Facility				1		1
Water				1		1
IDOC Resources/Policy Information				1		1
Scripted Inquiry	2					2
Treatment	2					2
Warden	2					2
Shawnee Correctional Center	34	2	315	49		400
Adjustment Committee/Discipline			6	2		8
Information			3	1		4

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Facility			2			2
IDOC Resources/Policy Information			1	1		2
Phone			1			1
Constituent Services			1			1
Protocols			2			2
Chief Inspector			1			1
Constituent Services			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Classification	3		5			8
Information	3		2			5
Constituent Services	2					2
Facility			1			1
IDOC Resources/Policy Information	1		1			2
Sentence Calculation / Release Date			1			1
Facility			1			1
Unspecified			1			1
Office of Health Services			1			1
Lockdown			1			1
Facility			1			1
Commissary			1			1
Send Money			1			1
Facility			1			1
Communication	1		4	2		7
Information	1		2	2		5
Constituent Services	1		1			2
IDOC Resources/Policy Information			1	2		3
Mail			1			1
Office of Health Services			1			1
Phone			1			1
Warden			1			1
Compassionate Release			2			2
Denials/ Restrictions			1			1
Prisoner Review Board			1			1
Information			1			1
Constituent Services			1			1
Employment	1			1		2
Information	1			1		2
Facility				1		1
IDOC Resources/Policy Information	1					1
Family Concerns			4	1		5
Information			4			4
Constituent Services			1			1
Facility			1			1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1			1
IDOC Resources/Policy Information				1			1
Unspecified					1		1
Facility					1		1
Grievances				5			5
Information				3			3
Constituent Services				1			1
Facility Inquiry Board Oversight Manager				2			2
Protocols				2			2
Facility				1			1
Facility Inquiry Board Oversight Manager				1			1
Medical		4		10	2		16
Dental				2			2
Constituent Services				1			1
Agency Medical Director				1			1
Information					1		1
Office of Health Services					1		1
Level of Care		1		2	1		4
Constituent Services				2			2
Office of Health Services		1			1		2
Medical Supplies				1			1
IDOC Resources/Policy Information				1			1
Referral to Outside Provider		3		4			7
Constituent Services				1			1
Office of Health Services		3		3			6
Unspecified				1			1
Constituent Services				1			1
Mental Health				3	1		4
Cell				1			1
Office of Health Services				1			1
Level of Care					1		1
IDOC Resources/Policy Information					1		1
Medication				1			1
Mental Health				1			1
Lockdown				1			1
Warden				1			1
Other/ General				1	1		2
Information				1	1		2
Facility				1			1
IDOC Resources/Policy Information					1		1
Parole Concern				6			6
Information				5			5
AMS				3			3
Constituent Services				1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	
Victim Services				1		1
Sentence Calculation / Release Date				1		1
Facility				1		1
Property				3		3
Care Packages				1		1
Facility				1		1
GTL Technical Issue				1		1
Facility				1		1
Information				1		1
Facility				1		1
Recreational Opportunities	1			3		4
Yard	1			3		4
Constituent Services				1		1
Facility				1		1
Warden	1			1		2
Safety Concerns	2			11		13
Cell				1		1
Constituent Services				1		1
Information				4		4
Warden				4		4
Level of Care				3		3
Warden				3		3
Sex offender Concerns				1		1
Constituent Services				1		1
Treatment	2			2		4
Chief Inspector				1		1
Facility	1					1
Warden	1			1		2
Sentence Credit	11	1	105	9		126
Denials/ Restrictions				6		6
Facility				3		3
Records				2		2
Sex Offender Services				1		1
Information	2	1	11			14
Constituent Services				2		2
Facility		1	7			8
IDOC Resources/Policy Information	2			1		3
Sex Offender Services				1		1
Residence Plan				1		1
Facility				1		1
Sentence Calculation / Release Date	9			85	9	103
Constituent Services	3			36	2	41
Facility	4			32	4	40
Victim Services				1		1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Warden	2					2
IDOC Resources/Policy Information			12	3		15
Records			4			4
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Staff Conduct	1		11			12
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Medical Supplies			1			1
Warden			1			1
PREA			3			3
PREA Coordinator			3			3
Protocols			3			3
Warden			2			2
Facility Inquiry Board Oversight Manager			1			1
Treatment	1		1			2
Warden			1			1
IDOC Resources/Policy Information	1					1
Work Release / ATC			1			1
Warden			1			1
Transfers	1		65	6		72
Education			1			1
IDOC Resources/Policy Information			1			1
Information	1		43	4		48
Constituent Services			13			13
County			1			1
Facility			13	1		14
Transfer Coordinator	1		14	1		16
IDOC Resources/Policy Information			2	2		4
Jobs/Assignments			2			2
Facility			2			2
Level of Care			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			3			3
Facility			2			2
Records			1			1
Sex offender Concerns			1			1
Facility			1			1
Verification				1		1
IDOC Resources/Policy Information				1		1
Work Release / ATC			13			13

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Constituent Services			5			5
Facility			7			7
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1
Verification				1		1
Facility				1		1
Visitation	1		21	15		37
Denials/ Restrictions			6			6
Constituent Services			1			1
Facility			3			3
Warden			2			2
In person			2	2		4
Facility			2			2
Visitation Coordinator				2		2
Information	1		9	8		18
Constituent Services			5			5
Facility	1			2		3
Warden			2			2
IDOC Resources/Policy Information			2	2		4
Visitation Coordinator				4		4
Protocols			1			1
Warden			1			1
Sign-up Genius				1		1
Facility				1		1
Verification			1			1
Constituent Services			1			1
Video			2	4		6
Facility			1	1		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Visitation Coordinator			1	1		2
Wellness Check	2		3	2		7
In person			1			1
Constituent Services			1			1
Information			2			2
Constituent Services			1			1
Facility			1			1
Treatment	2					2
Constituent Services	1					1
Warden	1					1
Unspecified				2		2
Warden				2		2
Records Information			7	5		12

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
In person				1		1
Records				1		1
Information			4	3		7
Constituent Services			4			4
IDOC Resources/Policy Information				2		2
Records				1		1
Sentence Calculation / Release Date			2	1		3
IDOC Resources/Policy Information				1		1
Records			2			2
Video			1			1
Records			1			1
Programs/ Services	6		8	1		15
Education	2		1			3
Facility	1		1			2
Warden	1					1
Information	2		1			3
Constituent Services	1					1
IDOC Resources/Policy Information	1		1			2
Jobs/Assignments	1					1
Constituent Services	1					1
Reentry			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Work Release / ATC	1		3			4
Constituent Services	1					1
Facility			2			2
IDOC Resources/Policy Information			1			1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Concern not noted			28			28
Unspecified			28			28
Constituent Services			26			26
Facility			1			1
IDOC Resources/Policy Information			1			1
Conditions of Facility		1	3	1		5
Fans				1		1
IDOC Resources/Policy Information				1		1
Information		1				1
Facility		1				1
Treatment			1			1
Constituent Services			1			1
Water			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Sheridan Correctional Center	36		197	67		300
Adjustment Committee/Discipline			3			3
Information			1			1
Constituent Services			1			1
Protocols			1			1
Facility			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Classification	2		1			3
Information	2					2
Office of Health Services	1					1
IDOC Resources/Policy Information	1					1
Unspecified			1			1
Constituent Services			1			1
Communication			2	1		3
Information			1			1
Facility			1			1
Mail			1			1
IDOC Resources/Policy Information			1			1
Phone				1		1
Warden				1		1
Compassionate Release			3			3
Information			2			2
IDOC Resources/Policy Information			1			1
Records			1			1
Sentence Calculation / Release Date			1			1
Prisoner Review Board			1			1
Electronic Detention	1		2			3
Information	1		2			3
Constituent Services			1			1
Facility			1			1
Prisoner Review Board	1					1
Employment				1		1
Education				1		1
IDOC Resources/Policy Information				1		1
Family Concerns			2			2
Information			2			2
Facility			2			2
Grievances			2			2
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Treatment			1			1
Constituent Services			1			1
Medical	13		27	11		51
Cell			1			1
Constituent Services			1			1
Information	4		2	3		9
Constituent Services	1		2	1		4
Office of Health Services	3					3
IDOC Resources/Policy Information				2		2
Level of Care	4		6	1		11
Office of Health Services	4		6	1		11
Medical Supplies			2			2
Constituent Services			1			1
Office of Health Services			1			1
Medication			4			4
Office of Health Services			4			4
Optical				2		2
Office of Health Services				2		2
Referral to Outside Provider			5	1		6
Constituent Services			1			1
Office of Health Services			4	1		5
Treatment	5		7	3		15
Constituent Services	1		1			2
Facility	1					1
Office of Health Services	3		6	3		12
Unspecified				1		1
Chief Inspector				1		1
Money Issues			2			2
Information			1			1
Constituent Services			1			1
Send Money			1			1
Constituent Services			1			1
Other/ General	2		2			4
Information	2		1			3
Facility	1		1			2
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Parole Concern			7			7
Information			4			4
AMS			1			1
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Residence Plan			2			2

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Parole			2			2
Unspecified			1			1
Parole			1			1
Property	2					2
Information	1					1
Facility	1					1
Unspecified	1					1
IDOC Resources/Policy Information	1					1
Safety Concerns	1		3	4		8
Information				1		1
IDOC Resources/Policy Information				1		1
Protocols				2		2
Warden				2		2
Temperature	1		1			2
Constituent Services	1					1
Office of Health Services			1			1
Treatment			2	1		3
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information			1			1
Sentence Credit	9		79	13		101
Denials/ Restrictions			4			4
Facility			4			4
Education			1			1
Facility			1			1
Information	2		4	1		7
Facility	1		4			5
IDOC Resources/Policy Information	1			1		2
Sentence Calculation / Release Date	7		69	10		86
Constituent Services			21			21
Facility	1		38	6		45
IDOC Resources/Policy Information	6		8	4		18
Records			2			2
Sex offender Concerns				1		1
IDOC Resources/Policy Information				1		1
Work Release / ATC			1	1		2
Facility			1	1		2
Staff Conduct	1		5	2		8
Information				1		1
IDOC Resources/Policy Information				1		1
Information			1			1
Warden			1			1
Protocols	1		1			2
Chief Inspector	1					1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden			1			1
Treatment			3	1		4
Chief Inspector			2			2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Technical Problems/Website				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Transfers	1		19			20
Information			6			6
Constituent Services			4			4
Facility			2			2
Treatment	1					1
Office of Health Services	1					1
Work Release / ATC			12			12
Constituent Services			3			3
Facility			9			9
Unspecified			1			1
Facility			1			1
Visitation	3		7	21		31
Denials/ Restrictions	1		2	3		6
Constituent Services			1			1
Facility	1			1		2
Victim Services			1			1
Warden				1		1
Visitation Coordinator				1		1
In person	1		1	1		3
Constituent Services			1			1
Visitation Coordinator	1			1		2
Information			2	12		14
Chief Inspector			1			1
Constituent Services				1		1
Facility				3		3
Warden				3		3
IDOC Resources/Policy Information				4		4
Visitation Coordinator			1	1		2
Privileges				1		1
Facility				1		1
Treatment				1		1
Warden				1		1
Verification				2		2
Warden				1		1
Visitation Coordinator				1		1
Video			1			1

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Visitation Coordinator			1			1
Unspecified	1		1			2
Constituent Services	1					1
Facility			1			1
Victim Services				1		1
IDOC Resources/Policy Information				1		1
Wellness Check				1		1
Level of Care				1		1
Constituent Services				1		1
Records Information			3	6		9
Information			3	6		9
Facility			1	2		3
IDOC Resources/Policy Information			1	1		2
Records			1	3		4
Programs/ Services			10	5		15
Education			2	1		3
Chief Chaplain			1			1
Facility			1			1
School District				1		1
Information			3	3		6
Constituent Services			1			1
Facility			2	2		4
IDOC Resources/Policy Information				1		1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Work Release / ATC			5			5
Facility			5			5
Concern not noted			14			14
Unspecified			14			14
Constituent Services			14			14
Lockdown			1			1
Information			1			1
Facility			1			1
Conditions of Facility	1		3	1		5
Information				1		1
IDOC Resources/Policy Information				1		1
Temperature	1		1			2
Facility			1			1
Warden	1					1
Water			2			2
Facility			1			1
Warden			1			1
Southwestern Illinois Correctional Center	13		226	41		280
Commissary			1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment			1			1
Constituent Services			1			1
Communication	3		1	1		5
Mail	2			1		3
IDOC Resources/Policy Information	2			1		3
Phone	1		1			2
Constituent Services			1			1
Facility	1					1
Compassionate Release			3			3
Level of Care			1			1
Office of Health Services			1			1
Optical			1			1
Office of Health Services			1			1
Sentence Calculation / Release Date			1			1
Prisoner Review Board			1			1
Electronic Detention			9			9
Information			6			6
Constituent Services			1			1
Facility			4			4
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			3			3
Facility			3			3
Employment				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Grievances	1		6			7
Information			4			4
Constituent Services			1			1
Facility			2			2
Facility Inquiry Board Oversight Manager			1			1
Protocols	1		2			3
Constituent Services			1			1
Facility Oversight Manager			1			1
Facility Inquiry Board Oversight Manager	1					1
Medical	1		23	9		33
Dental				3		3
Office of Health Services				3		3
Information			2	2		4
Constituent Services			1			1
Office of Health Services				2		2
IDOC Resources/Policy Information			1			1
Level of Care	1		9	1		11
Chief Inspector			1			1
Constituent Services			3			3

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Office of Health Services	1		5	1		7
Medication			4	2		6
Facility			1			1
Office of Health Services			3	1		4
IDOC Resources/Policy Information				1		1
Optical			2	1		3
Office of Health Services			2	1		3
PREA			1			1
PREA Coordinator			1			1
Sentence Calculation / Release Date			1			1
Office of Health Services			1			1
Treatment			4			4
Constituent Services			2			2
Office of Health Services			2			2
Money Issues			1	1		2
Send Money			1	1		2
Facility			1			1
Chief Financial Officer				1		1
Other/ General				1		1
Information				1		1
Public Information Officer				1		1
Parole Concern	1		3	2		6
Information	1			2		3
Facility				1		1
Parole	1					1
IDOC Resources/Policy Information				1		1
Residence Plan			3			3
Facility			1			1
Parole			2			2
Property	1			3		4
Information	1			3		4
Facility				1		1
Warden	1					1
IDOC Resources/Policy Information				2		2
Safety Concerns			2			2
Sentence Calculation / Release Date			2			2
Facility			2			2
Sentence Credit	2		134	11		147
Denials/ Restrictions			5			5
Facility			4			4
IDOC Resources/Policy Information			1			1
Information			8			8
Constituent Services			1			1
Facility			6			6

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Records			1			1
Sentence Calculation / Release Date	2		107	10		119
AMS				1		1
Constituent Services			40			40
Facility	2		53	4		59
IDOC Resources/Policy Information			14	5		19
Sex offender Concerns			1			1
Facility			1			1
Work Release / ATC			12	1		13
Constituent Services			4			4
Facility			7	1		8
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1
Transfers			28	1		29
In person			1			1
Facility			1			1
Information			2			2
Constituent Services			1			1
Facility			1			1
Jobs/Assignments			2			2
IDOC Resources/Policy Information			2			2
Work Release / ATC			23	1		24
Constituent Services			5			5
Facility			14			14
Transfer Coordinator			1			1
Warden			1			1
IDOC Resources/Policy Information			2	1		3
Visitation	3		4	5		12
Clothing				1		1
Warden				1		1
In person	1					1
Facility	1					1
Information	2		4	2		8
Constituent Services			4			4
IDOC Resources/Policy Information	1					1
Visitation Coordinator	1			2		3
Privileges				1		1
Warden				1		1
Video				1		1
Visitation Coordinator				1		1
Records Information			2	5		7
Information			1	4		5
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility				2		2
Records				2		2
Sentence Calculation / Release Date			1			1
Records			1			1
Treatment				1		1
Records				1		1
Programs/ Services	1		3	1		5
Education				1		1
Volunteer Services				1		1
Information			1			1
Constituent Services			1			1
Jobs/Assignments			1			1
Constituent Services			1			1
Work Release / ATC	1		1			2
Facility	1		1			2
Concern not noted			6			6
Unspecified			6			6
Constituent Services			6			6
Southwestern Illinois Work Camp			2	1		3
Electronic Detention			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Sentence Credit				1		1
Sentence Calculation / Release Date				1		1
Facility				1		1
Transfers			1			1
Work Release / ATC			1			1
Constituent Services			1			1
Stateville Correctional Center	55	2	217	139		413
Adjustment Committee/Discipline			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Classification				8		8
Information				7		7
Facility				4		4
IDOC Resources/Policy Information				3		3
Sentence Calculation / Release Date				1		1
Facility				1		1
Commissary				1		1
Information				1		1
Facility				1		1
Communication	4		3	13		20
Hygiene				1		1
IDOC Resources/Policy Information				1		1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information	1		2	7		10
Chief Inspector				1		1
Constituent Services			1			1
Facility	1					1
IDOC Resources/Policy Information			1	6		7
Mail	1		1	1		3
Facility	1		1			2
IDOC Resources/Policy Information				1		1
Phone	2			4		6
Constituent Services	2			2		4
Facility				1		1
IDOC Resources/Policy Information				1		1
Compassionate Release			2			2
Level of Care			1			1
Office of Health Services			1			1
Treatment			1			1
Prisoner Review Board			1			1
Electronic Detention			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Employment				5		5
Information				3		3
IDOC Resources/Policy Information				3		3
Jobs/Assignments				1		1
Personnel				1		1
Unspecified				1		1
Personnel				1		1
Family Concerns	2		2	6		10
Information	2			4		6
Chief Chaplain				1		1
Facility				1		1
Warden	1					1
IDOC Resources/Policy Information	1			2		3
Optical				1		1
IDOC Resources/Policy Information				1		1
Unspecified			2	1		3
Constituent Services			1			1
IDOC Resources/Policy Information			1	1		2
Grievances			3			3
Information			1			1
Constituent Services			1			1
Protocols			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Facility Inquiry Board Oversight Manager			1			1
Medical	9		35	5		49
Information			7	2		9
Constituent Services			6	1		7
Facility			1			1
Office of Health Services				1		1
Level of Care	2		12	1		15
ADA Coordinator				1		1
Constituent Services			5			5
Facility			2			2
Office of Health Services	2		4			6
IDOC Resources/Policy Information			1			1
Medical Supplies			1			1
Office of Health Services			1			1
Medication	3		6	1		10
Constituent Services			1			1
Office of Health Services	3		5	1		9
Optical			1			1
IDOC Resources/Policy Information			1			1
Referral to Outside Provider			1			1
Records			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment	4		5	1		10
Chief Inspector			1			1
Constituent Services	1		1			2
Facility	1					1
Office of Health Services	2		3	1		6
Unspecified			1			1
Constituent Services			1			1
Mental Health	4		4			8
Cell			1			1
IDOC Resources/Policy Information			1			1
Information			1			1
Warden			1			1
Level of Care	1		1			2
Constituent Services			1			1
Mental Health	1					1
Treatment	2		1			3
Mental Health	2					2
Warden			1			1
Yard	1					1
Facility	1					1
Money Issues				3		3

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Information				3		3
IDOC Resources/Policy Information				3		3
Other/ General	1		3	11		15
Clothing			1			1
Personnel			1			1
Information			2	10		12
Constituent Services			1	1		2
Facility				1		1
Public Information Officer				1		1
IDOC Resources/Policy Information			1	7		8
Unspecified	1			1		2
Warden				1		1
IDOC Resources/Policy Information	1					1
Parole Concern	1		7	6		14
Information	1		4	5		10
AMS			1	1		2
Constituent Services			2			2
Facility				1		1
Interstate Compact	1					1
Prisoner Review Board				1		1
Warden			1			1
IDOC Resources/Policy Information				2		2
Residence Plan			3	1		4
AMS				1		1
Constituent Services			2			2
Parole			1			1
Procurement				2		2
Information				1		1
IDOC Resources/Policy Information				1		1
Unspecified				1		1
Warden				1		1
Property	1		2	4		7
Denials/ Restrictions			2			2
Facility			2			2
Information				4		4
Facility				2		2
IDOC Resources/Policy Information				2		2
Mail	1					1
Warden	1					1
Safety Concerns	2		4	3		9
Cell	1		1	1		3
IDOC Resources/Policy Information	1		1	1		3
Information			2			2
Constituent Services			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
IDOC Resources/Policy Information			1			1
Protocols				2		2
Facility				2		2
Treatment	1		1			2
Constituent Services			1			1
Advocacy Liaison	1					1
Sentence Credit	10	1	68	8		87
Information			5			5
Constituent Services			1			1
Facility			3			3
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	10	1	57	8		76
Chief of Programs	1					1
Constituent Services	1		20			21
Facility	1	1	28	4		34
IDOC Resources/Policy Information	3		8	3		14
Records	4		1	1		6
Work Release / ATC			5			5
Facility			3			3
IDOC Resources/Policy Information			1			1
Records			1			1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Staff Conduct	5		7	2		14
Information			2	1		3
Chief Inspector			1			1
Facility			1			1
IDOC Resources/Policy Information				1		1
Mail			1			1
Chief Inspector			1			1
Protocols	3		1			4
Chief Inspector	1					1
Warden	2		1			3
Treatment	2		3			5
Chief Inspector	1		1			2
Facility			1			1
Warden	1		1			2
Unspecified				1		1
Facility				1		1
Transfers	1		23	8		32
Education			1			1
Facility			1			1
In person			1			1
IDOC Resources/Policy Information			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Information	1		6	7		14
Constituent Services			1			1
Facility			2			2
Transfer Coordinator	1		1	2		4
IDOC Resources/Policy Information			2	4		6
Facility Inquiry Board Oversight Manager				1		1
Residence Plan			1			1
Interstate Compact			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Work Release / ATC			13	1		14
Constituent Services			3			3
Facility			8			8
Transfer Coordinator			1	1		2
Records			1			1
Visitation	7		11	18		36
Denials/ Restrictions	2		1			3
Warden	2		1			3
GTL Technical Issue			1	1		2
Facility			1			1
Investigations				1		1
In person	1			2		3
Warden				1		1
Visitation Coordinator	1			1		2
Information			5	13		18
Constituent Services			2			2
Facility			1	2		3
Warden			1			1
IDOC Resources/Policy Information			1	7		8
Visitation Coordinator				4		4
Phone	1		1	1		3
IDOC Resources/Policy Information			1			1
Visitation Coordinator	1			1		2
Privileges				1		1
Warden				1		1
Protocols	2		2			4
Constituent Services	1		1			2
Facility	1					1
IDOC Resources/Policy Information			1			1
Treatment	1					1
Warden	1					1
Video			1			1
Facility			1			1
Wellness Check			2	2		4

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			2	2		4
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information				2		2
Records Information			2	16		18
Information			2	16		18
Constituent Services				1		1
Facility				2		2
Warden				1		1
IDOC Resources/Policy Information				5		5
Records			2	7		9
Programs/ Services	3		9	4		16
Denials/ Restrictions			2			2
Facility			2			2
Education			2	1		3
Constituent Services			1			1
Facility			1			1
Advocacy Liaison				1		1
Information	1		2	3		6
Chief Chaplain				1		1
Facility	1		2	1		4
IDOC Resources/Policy Information				1		1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Work Release / ATC			3			3
Facility			3			3
Unspecified	1					1
Facility	1					1
Concern not noted			11	1		12
Information			1			1
IDOC Resources/Policy Information			1			1
Mail				1		1
Constituent Services				1		1
Unspecified			10			10
Constituent Services			8			8
Facility			1			1
IDOC Resources/Policy Information			1			1
Conditions of Facility	5	1	17	13		36
Cell				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Hygiene	1					1
Chief Inspector	1					1
Information	1	1		5		7

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
IDOC Resources/Policy Information	1	1		5		7
Temperature	1		1	1		3
Chief Inspector				1		1
Constituent Services			1			1
Warden	1					1
Treatment	2		1			3
Chief Inspector	2					2
IDOC Resources/Policy Information			1			1
Water			13	2		15
Constituent Services			4			4
Facility			5	1		6
IDOC Resources/Policy Information			4	1		5
Yard			1			1
Constituent Services			1			1
Unspecified				2		2
IDOC Resources/Policy Information				2		2
Lockdown			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Stateville Minimum	1		9	8		18
Communication				2		2
Information				1		1
IDOC Resources/Policy Information				1		1
Phone				1		1
Facility				1		1
Medical			1			1
Medication			1			1
Office of Health Services			1			1
Mental Health			1			1
Treatment			1			1
Office of Health Services			1			1
Staff Conduct			2			2
PREA			2			2
Constituent Services			1			1
PREA Coordinator			1			1
Transfers			2	2		4
Information			1			1
Facility			1			1
Work Release / ATC			1	2		3
Facility			1			1
IDOC Resources/Policy Information				2		2
Visitation			2	2		4
Information				1		1
Facility				1		1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Protocols			2			2
Warden			2			2
Video				1		1
Facility				1		1
Records Information				1		1
Information				1		1
Records				1		1
Programs/ Services	1		1			2
Education	1					1
Warden	1					1
Work Release / ATC			1			1
Facility			1			1
Conditions of Facility				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Taylorville Correctional Center	14		128	34		176
Commissary			1			1
Information			1			1
Constituent Services			1			1
Communication			3	2		5
GTL Technical Issue			1			1
GTL Helpdesk			1			1
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Mail				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
Constituent Services			1			1
Compassionate Release			1	1		2
Information			1	1		2
Facility			1			1
Prisoner Review Board				1		1
Family Concerns				2		2
Information				2		2
Facility				2		2
Grievances			1			1
Work Release / ATC			1			1
Facility			1			1
Medical	3		13	2		18
Food Items	1		2			3
Office of Health Services	1		2			3
Information			1			1
Constituent Services			1			1
Level of Care	1		5	1		7

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			2			2
Office of Health Services			2			2
IDOC Resources/Policy Information	1		1	1		3
Medication				1		1
Office of Health Services				1		1
Referral to Outside Provider			3			3
Constituent Services			3			3
Treatment	1		2			3
Office of Health Services			2			2
Warden	1					1
Parole Concern			9	1		10
Information			5	1		6
AMS			1	1		2
Constituent Services			3			3
Parole			1			1
Residence Plan			3			3
Constituent Services			2			2
Parole			1			1
Sex offender Concerns			1			1
Parole			1			1
Property			4	1		5
Clothing			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
GTL Technical Issue			1			1
Facility			1			1
Information			1			1
Constituent Services			1			1
Protocols			1			1
Constituent Services			1			1
Safety Concerns				1		1
Treatment				1		1
Warden				1		1
Sentence Credit	4		65	6		75
Denials/ Restrictions	1			1		2
AMS				1		1
IDOC Resources/Policy Information	1					1
Information			5			5
County			1			1
Facility			4			4
Sentence Calculation / Release Date	2		54	5		61
Chief Chaplain			1			1
Constituent Services	1		16			17
County			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Facility	1		21	1		23
Warden			2			2
IDOC Resources/Policy Information			8	4		12
Records			2			2
Sex Offender Services			1			1
Facility Inquiry Board Oversight Manager			2			2
Sex offender Concerns	1		4			5
Facility	1		3			4
Sex Offender Services			1			1
Unspecified			2			2
Constituent Services			2			2
Staff Conduct			1			1
Protocols			1			1
Facility			1			1
Transfers			5			5
Information			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
Facility			1			1
Unspecified			1			1
Constituent Services			1			1
Visitation	3		2	11		16
Denials/ Restrictions				1		1
Visitation Coordinator				1		1
In person	1			1		2
Warden				1		1
Visitation Coordinator	1					1
Information	1		2	5		8
Constituent Services	1		1			2
Facility			1	2		3
Warden				3		3
Protocols	1					1
Constituent Services	1					1
Verification				2		2
IDOC Resources/Policy Information				1		1
Visitation Coordinator				1		1
Video				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Records Information	2		3	2		7
Information	1		2	2		5
Constituent Services			1			1
Records	1		1	2		4

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
	Sentence Calculation / Release Date			1			1
	Records			1			1
	Sex offender Concerns	1					1
	Records	1					1
	Programs/ Services	2		13	2		17
	Denials/ Restrictions				1		1
	IDOC Resources/Policy Information				1		1
	Education			2			2
	Constituent Services			2			2
	Information	1		5			6
	Constituent Services	1		2			3
	Facility			1			1
	IDOC Resources/Policy Information			2			2
	Jobs/Assignments			1			1
	Facility			1			1
	Sentence Calculation / Release Date			3			3
	Constituent Services			1			1
	Facility			2			2
	Sex offender Concerns	1		2	1		4
	Facility			1			1
	IDOC Resources/Policy Information				1		1
	Sex Offender Services	1		1			2
	Concern not noted			7	2		9
	Unspecified			7	2		9
	Constituent Services			6	2		8
	Facility			1			1
	Dietary				1		1
	Food Items				1		1
	IDOC Resources/Policy Information				1		1
	Vandalia Correctional Center	25	8	348	83		464
	Classification				1		1
	Information				1		1
	IDOC Resources/Policy Information				1		1
	Commissary			1			1
	Treatment			1			1
	Constituent Services			1			1
	Communication	1		4	4		9
	Information			2	1		3
	Constituent Services			1			1
	Facility			1			1
	IDOC Resources/Policy Information				1		1
	Mail	1			2		3
	IDOC Resources/Policy Information	1			2		3
	Phone			2	1		3

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Securus				1		1
IDOC Resources/Policy Information			1			1
Compassionate Release	1			2		3
Information	1			1		2
Prisoner Review Board	1			1		2
Level of Care				1		1
Prisoner Review Board				1		1
Electronic Detention			4	1		5
Information			4	1		5
Constituent Services			3			3
Facility			1			1
IDOC Resources/Policy Information				1		1
Employment				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Family Concerns			2	1		3
Information			1			1
Facility			1			1
Unspecified			1	1		2
Chief Chaplain				1		1
Constituent Services			1			1
Grievances			5			5
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Constituent Services			1			1
Unspecified			2			2
Chief Inspector			1			1
Constituent Services			1			1
Medical	1		2			3
Information			1			1
Office of Health Services			1			1
Level of Care	1					1
Office of Health Services	1					1
Treatment			1			1
Office of Health Services			1			1
Other/ General			3	1		4
Information			3			3
Constituent Services			2			2
Facility			1			1
Unspecified				1		1
Constituent Services				1		1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Parole Concern			7	3		10
Information			7	1		8
AMS				1		1
Constituent Services			4			4
Parole			1			1
IDOC Resources/Policy Information			2			2
Residence Plan				2		2
AMS				1		1
Facility				1		1
Safety Concerns			1	1		2
Temperature				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
Constituent Services			1			1
Sentence Credit	18	6	225	52		301
Denials/ Restrictions			3	2		5
Facility			3	2		5
In person			1			1
Facility			1			1
Information	2		22	3		27
Constituent Services			3			3
Facility			18	2		20
IDOC Resources/Policy Information	2		1	1		4
Level of Care			1			1
Facility			1			1
Privileges			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	16	6	192	47		261
Chief of Programs			1			1
Constituent Services			69			69
Facility	5	6	82	24		117
Warden				1		1
IDOC Resources/Policy Information	10		25	21		56
Records	1		14	1		16
Sex Offender Services			1			1
Work Release / ATC			4			4
Constituent Services			2			2
Facility			2			2
Denial			1			1
Constituent Services			1			1
Transfers	2	1	36			39
Denials/ Restrictions	1					1
IDOC Resources/Policy Information	1					1
In person			1			1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			1			1
Information	1	1	11			13
Constituent Services			2			2
Facility		1	5			6
Transfer Coordinator			4			4
IDOC Resources/Policy Information	1					1
Work Release / ATC			24			24
Constituent Services			9			9
Facility			12			12
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Victim Services				1		1
Information				1		1
Victim Services				1		1
Visitation	1		3	7		11
Denials/ Restrictions				2		2
Facility				1		1
Visitation Coordinator				1		1
Information	1		1	3		5
Facility				1		1
Warden	1					1
Visitation Coordinator			1	2		3
Phone			1			1
Facility			1			1
Privileges				1		1
Warden				1		1
Treatment			1			1
Constituent Services			1			1
Verification				1		1
Visitation Coordinator				1		1
Wellness Check			2			2
Information			1			1
Facility			1			1
Medication			1			1
Office of Health Services			1			1
Records Information			4	6		10
Information			2	6		8
Facility				1		1
IDOC Resources/Policy Information			1	2		3
Records			1	3		4
Sentence Calculation / Release Date			2			2
Records			2			2
Programs/ Services		1	18	1		20
Education		1	2			3

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1				1
Facility		1	1				2
Information			4				4
Facility			4				4
Jobs/Assignments			2				2
Facility			2				2
Sentence Calculation / Release Date			1	1			2
Facility			1	1			2
Work Release / ATC			9				9
Constituent Services			2				2
Facility			3				3
Warden			4				4
Concern not noted			30				30
Unspecified			30				30
Constituent Services			27				27
Facility			2				2
IDOC Resources/Policy Information			1				1
Lockdown					1		1
Lockdown					1		1
IDOC Resources/Policy Information					1		1
Staffing Concerns			1				1
Information			1				1
Victim Services			1				1
Conditions of Facility	1						1
Treatment	1						1
Chief Inspector	1						1
Vienna Correctional Center	11		219	43			273
Classification					1		1
Information					1		1
IDOC Resources/Policy Information					1		1
Clemency			1				1
Sentence Calculation / Release Date			1				1
Prisoner Review Board			1				1
Communication			1	3			4
Information				1			1
IDOC Resources/Policy Information				1			1
Mail				1			1
IDOC Resources/Policy Information				1			1
Phone			1	1			2
Constituent Services			1				1
Visitation Coordinator					1		1
Compassionate Release	1		1				2
Information	1						1
Prisoner Review Board	1						1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Calculation / Release Date			1			1
Parole			1			1
Electronic Detention			15			15
In person			1			1
Prisoner Review Board			1			1
Information			12			12
Constituent Services			4			4
Facility			7			7
Warden			1			1
Verification			1			1
Facility			1			1
Unspecified			1			1
Constituent Services			1			1
Employment				1		1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Family Concerns	1		1			2
Information	1					1
Facility	1					1
Unspecified			1			1
Constituent Services			1			1
Grievances	1		1	1		3
Information	1			1		2
Chief Inspector	1					1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Facility Inquiry Board Oversight Manager			1			1
Medical	2		9	1		12
Level of Care			3			3
Office of Health Services			3			3
Medical Supplies			1			1
Office of Health Services			1			1
Medication			2			2
Constituent Services			1			1
Office of Health Services			1			1
Optical				1		1
Facility				1		1
Phone			1			1
Facility			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Treatment	2		1			3
Office of Health Services	2		1			3
Money Issues				1		1

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Mail				1		1
IDOC Resources/Policy Information				1		1
Other/ General			2	2		4
Electronic Messaging				1		1
Warden				1		1
Information			2	1		3
IDOC Resources/Policy Information			2	1		3
Parole Concern			13	1		14
Information			7			7
Constituent Services			3			3
Interstate Compact			1			1
Parole			1			1
Victim Services			2			2
Residence Plan			5			5
Constituent Services			1			1
Interstate Compact			1			1
Parole			2			2
IDOC Resources/Policy Information			1			1
Sex offender Concerns			1			1
Facility			1			1
Verification				1		1
Facility				1		1
Property			1	2		3
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Cell			1			1
IDOC Resources/Policy Information			1			1
Information				1		1
IDOC Resources/Policy Information				1		1
Safety Concerns			3			3
Information			1			1
Facility			1			1
Treatment			2			2
Chief Inspector			2			2
Sentence Credit	1		111	17		129
Denials/ Restrictions			3			3
Constituent Services			1			1
Facility			2			2
Information			5	2		7
Constituent Services			1			1
Facility			1	1		2
IDOC Resources/Policy Information			2	1		3
Records			1			1
Sentence Calculation / Release Date	1		98	15		114

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Chief Inspector			1			1
Constituent Services			20	1		21
Facility	1		57	11		69
IDOC Resources/Policy Information			16	3		19
Records			4			4
Work Release / ATC			5			5
Constituent Services			2			2
Facility			3			3
Staff Conduct	3		3	1		7
Information	1					1
IDOC Resources/Policy Information	1					1
Protocols			1			1
Constituent Services			1			1
Treatment	2		1	1		4
Warden	2			1		3
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1
Transfers			37	1		38
Information			14			14
Constituent Services			7			7
Facility			5			5
Transfer Coordinator			2			2
Work Release / ATC			23	1		24
Constituent Services			7			7
Facility			16	1		17
Visitation	2		4	6		12
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
In person	1			1		2
Warden	1					1
Visitation Coordinator				1		1
Information	1		2	3		6
Facility				1		1
Warden				1		1
IDOC Resources/Policy Information			1			1
Visitation Coordinator	1		1	1		3
Video			1			1
Constituent Services			1			1
Unspecified				2		2
IDOC Resources/Policy Information				2		2
Records Information			1	5		6
Education				2		2
School District				1		1

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Records				1			1
In person			1				1
Records			1				1
Information					3		3
Records					3		3
Programs/ Services			1				1
Work Release / ATC			1				1
Transfer Coordinator			1				1
Concern not noted			13				13
Unspecified			13				13
Constituent Services			11				11
Facility			2				2
Conditions of Facility			1				1
Level of Care			1				1
Office of Health Services			1				1
Western Illinois Correctional Center	53	4	327	112			496
Adjustment Committee/Discipline			5	1			6
Information			4	1			5
Facility			1				1
IDOC Resources/Policy Information			3	1			4
Protocols			1				1
Warden			1				1
Classification			3	2			5
Cell				1			1
IDOC Resources/Policy Information					1		1
Information			1	1			2
Facility			1				1
IDOC Resources/Policy Information					1		1
Work Release / ATC			2				2
Constituent Services			1				1
Facility			1				1
Clemency			1	1			2
Information			1	1			2
Constituent Services			1				1
Prisoner Review Board					1		1
Commissary			1				1
Water			1				1
Facility			1				1
Communication	1		4	7			12
Denials/ Restrictions			2				2
Constituent Services			1				1
Warden			1				1
Information			1	3			4
Constituent Services			1				1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Facility				1		1
IDOC Resources/Policy Information				2		2
Mail				4		4
Warden				2		2
IDOC Resources/Policy Information				2		2
Phone	1					1
Facility	1					1
Unspecified			1			1
Constituent Services			1			1
Family Concerns	1		10	3		14
Information	1		8	1		10
Constituent Services			3			3
Facility	1		1			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information			3	1		4
Level of Care			1			1
Facility			1			1
Unspecified			1	2		3
Facility			1	1		2
IDOC Resources/Policy Information				1		1
Grievances			3			3
Information			2			2
Chief Inspector			1			1
Facility Inquiry Board Oversight Manager			1			1
Work Release / ATC			1			1
Constituent Services			1			1
Medical	11		49	10		70
Denials/ Restrictions			1			1
Office of Health Services			1			1
Dental	1		2	2		5
Constituent Services			1			1
Office of Health Services	1		1	2		4
Information	1		6			7
Constituent Services			2			2
Facility			2			2
Office of Health Services	1		2			3
Level of Care			18	1		19
Constituent Services			2			2
Office of Health Services			16	1		17
Medical Supplies			1			1
Constituent Services			1			1
Medication	4		7	2		13
Constituent Services			2			2
Office of Health Services	4		5	2		11

FACILITY	CONCERN RECEIVED					
	BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Optical			1			1
Office of Health Services			1			1
Referral to Outside Provider	1		5			6
Constituent Services			1			1
Facility			1			1
Office of Health Services	1		3			4
Treatment	3		6	5		14
Constituent Services			1			1
Office of Health Services	3		5	5		13
Unspecified	1		2			3
Constituent Services			2			2
Office of Health Services	1					1
Mental Health			5	1		6
Information			1			1
Constituent Services			1			1
Level of Care			1			1
Mental Health			1			1
Medication			1			1
Mental Health			1			1
Treatment			2	1		3
Constituent Services			1			1
Mental Health			1			1
Warden				1		1
Money Issues			1	3		4
Information				2		2
Facility				1		1
Records				1		1
Send Money			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Other/ General	3		3	1		7
Information	3		1	1		5
Chief Chaplain	2					2
Constituent Services				1		1
Facility	1		1			2
Medical Supplies			1			1
Constituent Services			1			1
Unspecified			1			1
Constituent Services			1			1
Parole Concern			3			3
Information			2			2
Constituent Services			2			2
Residence Plan			1			1
Parole			1			1

FACILITY	CONCERN RECEIVED BY					TOTAL
	Email	Letter	Phone	Webmaster	Multiple Entries	
Property	1		7	2		10
Information			4			4
Constituent Services			1			1
Facility			2			2
Warden			1			1
Mail	1		1	1		3
Constituent Services	1		1			2
IDOC Resources/Policy Information				1		1
Medical Supplies			1			1
Constituent Services			1			1
Optical			1			1
Constituent Services			1			1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Safety Concerns	3	1	14	7		25
Cell	1			1		2
Warden	1			1		2
Food Items			1			1
Warden			1			1
Information		1	4	1		6
Facility			2			2
Warden		1	1	1		3
IDOC Resources/Policy Information			1			1
Sex offender Concerns			1			1
Warden			1			1
Treatment	1		7	5		13
Facility			1	2		3
Warden	1		6	1		8
IDOC Resources/Policy Information				2		2
Unspecified	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Sentence Credit	9		55	14		78
Denials/ Restrictions	1		2			3
Constituent Services	1		1			2
Facility			1			1
Information			3			3
Facility			3			3
Sentence Calculation / Release Date	7		47	14		68
Constituent Services	1		14			15
Facility	2		22	9		33
Warden	2					2
IDOC Resources/Policy Information	2		10	5		17
Records			1			1

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment	1					1
Chief Inspector	1					1
Work Release / ATC			2			2
Facility			2			2
Unspecified			1			1
Constituent Services			1			1
Staff Conduct	3		25	6		34
Cell				1		1
IDOC Resources/Policy Information				1		1
In person	1		1			2
Constituent Services			1			1
Facility	1					1
Information			2	2		4
Chief Inspector				1		1
Constituent Services			2			2
Warden				1		1
Mail			2			2
Chief Inspector			2			2
PREA			6			6
PREA Coordinator			1			1
Warden			5			5
Protocols	1		3	1		5
Chief Inspector	1		2	1		4
Constituent Services			1			1
Treatment	1		11	2		14
Chief Inspector	1		2	1		4
Constituent Services			1			1
Warden			7			7
IDOC Resources/Policy Information				1		1
Facility Inquiry Board Oversight Manager			1			1
Transfers	10		85	17		112
Denials/ Restrictions			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
In person			1			1
Constituent Services			1			1
Information	7		66	12		85
Constituent Services			26	1		27
Facility	3		17	7		27
Transfer Coordinator	3		17	1		21
IDOC Resources/Policy Information	1		6	3		10
Sentence Calculation / Release Date			1			1
Transfer Coordinator			1			1
Treatment			2	2		4

FACILITY	CONCERN RECEIVED BY						
	NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services				1			1
Warden			2				2
IDOC Resources/Policy Information				1			1
Work Release / ATC	1		11	2			14
Constituent Services			2				2
Facility			9	1			10
IDOC Resources/Policy Information	1			1			2
Unspecified	2		1	1			4
Constituent Services			1				1
Facility	1						1
IDOC Resources/Policy Information	1			1			2
Lockdown			1				1
Facility			1				1
Visitation	4	1	19	26			50
Denials/ Restrictions			5	2			7
Constituent Services			3				3
Facility			1	2			3
IDOC Resources/Policy Information			1				1
In person			1	1			2
IDOC Resources/Policy Information			1	1			2
Information	2		5	13			20
Constituent Services			1				1
Facility			3	3			6
Warden	1			3			4
IDOC Resources/Policy Information				3			3
Visitation Coordinator	1		1	4			6
Privileges			1				1
Facility			1				1
Protocols			2	1			3
Facility			2				2
IDOC Resources/Policy Information				1			1
Treatment		1					1
Investigations		1					1
Verification				1			1
Visitation Coordinator				1			1
Video	1		4	4			9
Constituent Services			2				2
Facility			2				2
Warden				2			2
IDOC Resources/Policy Information	1						1
Visitation Coordinator				2			2
Unspecified	1		1	3			5
Constituent Services			1				1
Warden	1			1			2

FACILITY	CONCERN RECEIVED BY					
	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Visitation Coordinator				2		2
Lockdown				1		1
Visitation Coordinator				1		1
Wellness Check		1	1			2
Treatment		1	1			2
Warden		1	1			2
Records Information	2		3	4		9
Information	2		2	4		8
Constituent Services	1					1
Facility			1	1		2
IDOC Resources/Policy Information			1	1		2
School District				1		1
Records	1			1		2
Sentence Calculation / Release Date			1			1
Records			1			1
Programs/ Services	3	1	3	2		9
Information	3	1	3			7
Chief Chaplain	2					2
Facility	1		2			3
Warden		1	1			2
Unspecified				2		2
Facility				1		1
Warden				1		1
Concern not noted			16			16
Unspecified			16			16
Constituent Services			16			16
Lockdown	1		5	5		11
Information				1		1
Facility				1		1
Protocols			1			1
Constituent Services			1			1
Lockdown	1		4	4		9
Constituent Services			1			1
Facility	1		2	1		4
IDOC Resources/Policy Information			1	3		4
Staffing Concerns			1			1
PREA			1			1
PREA Coordinator			1			1
Conditions of Facility			5			5
Information			1			1
IDOC Resources/Policy Information			1			1
Level of Care			1			1
Constituent Services			1			1
Temperature			2			2

FACILITY	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Warden			1			1
Treatment			1			1
Constituent Services			1			1
Scripted Inquiry	1					1
Treatment	1					1
Warden	1					1
TOTAL	1001	51	7069	2594	7	10722