



ILLINOIS DEPARTMENT OF CORRECTIONS

Office of Constituent Services Fiscal Year 2025

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

January 1, 2026

JB Pritzker

Governor

Latoya Hughes

Director

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The Office of Constituent Services serves as a bridge between the Illinois Department of Corrections (“Department”), families, and the community at large, acting as a liaison between the Department and the public in addressing concerns received. This report was compiled pursuant to the requirements outlined in 730 ILCS 5/3-7-2(i)(2) (Public Act 102-108) which went into effect on June 10, 2022.

The reporting period for this General Assembly report is from July 1, 2024, through June 30, 2025¹. During this reporting period, the Constituent Services Unit received approximately 19,739 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 and identify concerns received. This report captures how those concerns were received, the number of concerns, concerns received by facility, and how the concerns were resolved or forwarded for further handling.

The Constituent Services Unit is comprised of a Community Outreach Administrator, a Community Outreach Specialist (Family Liaison), and an Administrative Assistant II. Our Family Liaison serves as a central point of contact between the public and staff within the Department 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 addressed. The Community Outreach Administrator works alongside the Family Liaison in developing communication processes between the Department, constituents, families, and friends. Our Administrative Assistant II provides support and expertise to the Unit. These team members work collaboratively and diligently to forward concerns received by the Unit to the appropriate facilities and units in a timely manner. The unit typically responding to constituents within one to two business days.

Upon receipt of a concern, the Unit provides a response back to the constituent, oftentimes 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-five (25) concerns received by the Unit were referred to the Department’s Internal Affairs and Investigation Unit for review. These concerns centered on the safety and security of Individuals in Custody, 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 forwarded to the appropriate unit for review and handling. Of the twenty-five (25) concerns that were forwarded, twenty-one (21) were found to be unsubstantiated, two (2) were substantiated, and two (2) are currently under review.

¹ 730 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 provided the Constituent Services Unit data to the Governor’s Office and General Assembly on a fiscal year end beginning January 1, 2025. For this year’s report, the Department continues to report data on a fiscal-year basis.

To increase our outreach efforts, our staff team visited the Menard Correctional Center, Lincoln Correctional Center, Logan Correctional Center, and the Decatur Correctional Center. The purpose of these visits was to view the facilities and their visiting areas while also learning the day-to-day operations of the facility. Additionally, the unit used these visits as an opportunity to meet with individuals in custody and explain both what the Constituent Services Unit is and how the unit works to provide responses to their loved ones. The unit also heard from the individuals in custody regarding how policy implementation impacts them and received feedback on areas of improvement. Our Family Liaison has also been very instrumental with convening stakeholder engagement in partnership with IDOC's Statewide Advocacy Liaison. Together they have engaged with organizations such as Restore Justice, the John Howard Association, gathering their concerns and working to improve communication, family reunification, visitation, and other raised concerns.

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Big Muddy River Correctional Center	74	12	320	123		529
Adjustment Committee/Discipline	1		10	1		12
Cell			1			1
IDOC Resources/Policy Information			1			1
Clothing				1		1
IDOC Resources/Policy Information				1		1
Information			3			3
Constituent Services			1			1
Facility Oversight Manager			2			2
Treatment	1		5			6
Constituent Services	1		3			4
Warden			1			1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
Facility			1			1
Classification			7			7
Clothing			1			1
Constituent Services			1			1
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Jobs/Assignments			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Facility			1			1
Lockdown			1			1
Transfer Coordinator			1			1
Commissary	3		5	3		11
Clothing	1					1
Warden	1					1
Food Items			2			2
Constituent Services			1			1
Warden			1			1
Hygiene				1		1
IDOC Resources/Policy Information				1		1
Information	1					1
Warden	1					1
Mail				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Phone	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Treatment				1		1
Warden				1		1
Lockdown			1			1
Chief Inspector			1			1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Communication	13	2	18	15		48
Education			1			1
IDOC Resources/Policy Information			1			1
Electronic Messaging	1		1	4		6
Constituent Services				1		1
Warden	1					1
IDOC Resources/Policy Information			1	3		4
GTL Technical Issue	2					2
Facility	1					1
Warden	1					1
Information		1	3	6		10
Facility				1		1
IDOC Resources/Policy Information			3	4		7
Advocacy Liaison		1		1		2
Legal Services			1			1
IDOC Resources/Policy Information			1			1
Mail	1	1	4	2		8
Constituent Services		1	3			4
Warden				2		2
IDOC Resources/Policy Information	1		1			2
Other				1		1
IDOC Resources/Policy Information			1			1
Phone	9		6	3		18
Constituent Services	2		2			4
Warden	1					1
IDOC Resources/Policy Information	5		3	3		11
Visitation Coordinator	1		1			2
Lockdown			1			1
Constituent Services			1			1
Concern not noted			13			13

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			1			1
Constituent Services			1			1
Unspecified			12			12
Constituent Services			8			8
Facility			3			3
IDOC Resources/Policy Information			1			1
Conditions of Facility			3	2		5
Information			1			1
Facility			1			1
Other				1		1
Visitation Coordinator				1		1
Water			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
IDOC Resources/Policy Information				1		1
Dietary				2		2
Food Items				2		2
Warden				2		2
Employment				2		2
Information				1		1
Personnel				1		1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Family Concerns	14	1	5	3		23
Information	4		3	1		8
Constituent Services	2		2			4
Facility				1		1
Warden	2					2
IDOC Resources/Policy Information			1			1
Other		1		2		3
Warden		1				1
IDOC Resources/Policy Information				2		2
Treatment	1		1			2
Warden	1		1			2
Marriage Request	9		1			10
Chief Inspector	5		1			6
Constituent Services	2					2
Facility	1					1
IDOC Resources/Policy Information	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Grievances		1	10	3		14
Cell			1			1
Facility Oversight Manager			1			1
Information		1	4	1		6
Constituent Services			1			1
IDOC Resources/Policy Information		1	3	1		5
Other			1			1
Facility Inquiry Board Oversight Manager			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Staffing				2		2
Constituent Services				1		1
Warden				1		1
Treatment			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			1			1
Lockdown	4		6	8		18
Education			1			1
Constituent Services			1			1
Information				2		2
Chief Inspector				1		1
Warden				1		1
Staffing	1			1		2
IDOC Resources/Policy Information	1			1		2
Treatment	1					1
IDOC Resources/Policy Information	1					1
Lockdown				1		1
Constituent Services			1			1
Outside of Cell Time	1		4	5		10
Chief Inspector			1			1
Warden				1		1
IDOC Resources/Policy Information	1		3	4		8
Exposure	1					1
Constituent Services	1					1
Medical	5	2	25	7		39
Cell				1		1
Office of Health Services			1			1
Dental				2		2
Office of Health Services				2		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
GTL Technical Issue				1		1
Facility				1		1
Information	1		3	1		5
Constituent Services			1			1
Facility			1			1
Office of Health Services	1			1		2
IDOC Resources/Policy Information			1			1
Level of Care		1	5			6
Constituent Services			1			1
Office of Health Services		1	3			4
IDOC Resources/Policy Information			1			1
Medical Supplies			1			1
IDOC Resources/Policy Information			1			1
Medication		1	1	1		3
Office of Health Services			1	1		2
IDOC Resources/Policy Information		1				1
Other	1		1	1		3
Office of Health Services	1			1		2
IDOC Resources/Policy Information			1			1
Protocols			1			1
Facility			1			1
Referral to Outside Provider			3			3
Constituent Services			1			1
Facility			1			1
Office of Health Services			1			1
Temperature			1			1
Constituent Services			1			1
Treatment	3		8	1		12
Constituent Services	1		1			2
Office of Health Services	1		6			7
Warden	1			1		2
IDOC Resources/Policy Information			1			1
Mental Health			5	2		7
Information			1			1
IDOC Resources/Policy Information			1			1
Medication				1		1
Mental Health				1		1
Other			1			1
IDOC Resources/Policy Information			1			1
Treatment			2	1		3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Mental Health			2	1		3
Outside of Cell Time			1			1
Constituent Services			1			1
Money Issues	1			1		2
Trust Fund	1			1		2
Facility	1					1
Facility Oversight Manager				1		1
Other/ General	2	1	4	5		12
Cell		1				1
Constituent Services		1				1
Information			4	1		5
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			1	1		2
Other	2			4		6
Constituent Services				1		1
Facility	1			1		2
Law Enforcement				1		1
Warden	1			1		2
Parole Concern	1		7	2		10
Information			2	1		3
Facility			1			1
Parole			1			1
Prisoner Review Board				1		1
Reentry			3	1		4
Parole			1	1		2
Warden			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	1		2			3
AMS			1			1
Facility			1			1
IDOC Resources/Policy Information	1					1
Procurement	1					1
Information	1					1
IDOC Resources/Policy Information	1					1
Programs/ Services	3		21	2		26
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information			2	1		3
Facility				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			2			2
Jobs/Assignments			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	1		4			5
Constituent Services	1					1
Facility			1			1
IDOC Resources/Policy Information			3			3
Sex offender Concerns	2		5	1		8
Constituent Services			1			1
Facility	1					1
IDOC Resources/Policy Information	1		2			3
Sex Offender Services			2	1		3
Treatment			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			7			7
Constituent Services			2			2
Facility			3			3
IDOC Resources/Policy Information			2			2
Property	2	1	8	6		17
Cell			1			1
Constituent Services			1			1
Clothing			1			1
Warden			1			1
Dental				1		1
Office of Health Services				1		1
Education			1			1
IDOC Resources/Policy Information			1			1
Information		1	2	3		6
Facility		1		1		2
Warden				1		1
IDOC Resources/Policy Information			2	1		3
Mail			1			1
Facility			1			1
Other				1		1
IDOC Resources/Policy Information				1		1
Staffing	1					1
Warden	1					1
Treatment	1					1
Warden	1					1
Work Release / ATC			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Lockdown			1			1
Warden			1			1
Records Information				1		1
Information				1		1
Records				1		1
Records Information	2		3	3		8
Information	2		2	2		6
Constituent Services	1		1			2
IDOC Resources/Policy Information			1	1		2
Records	1			1		2
Sentence Calculation / Release Date			1			1
Records			1			1
Sex offender Concerns				1		1
Facility				1		1
Recreational Opportunities	1					1
Outside of Cell Time	1					1
Warden	1					1
Safety Concerns		1	14	4		19
Cell			6	1		7
Chief Inspector			1			1
Constituent Services			3			3
Warden			1			1
IDOC Resources/Policy Information			1	1		2
Information		1	4			5
Facility			1			1
Warden		1				1
IDOC Resources/Policy Information			3			3
Other				1		1
Warden				1		1
Sex offender Concerns			1	1		2
Warden			1			1
IDOC Resources/Policy Information				1		1
Temperature			1			1
IDOC Resources/Policy Information			1			1
Treatment			2			2
Warden			2			2
Lockdown				1		1
IDOC Resources/Policy Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Credit	4	2	69	9		84
Denials/ Restrictions			2			2
IDOC Resources/Policy Information			2			2
Education			3			3
Constituent Services			3			3
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	4	2	49	6		61
Constituent Services			16			16
Facility	1		12	4		17
IDOC Resources/Policy Information	3		20	1		24
Records			1	1		2
Advocacy Liaison		2				2
Sex offender Concerns			5			5
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Sex Offender Services			2			2
Staffing				1		1
Warden				1		1
Work Release / ATC			8	1		9
Constituent Services			3			3
Facility			3	1		4
IDOC Resources/Policy Information			2			2
Send Money				1		1
IDOC Resources/Policy Information				1		1
Staff Conduct	4		5	12		21
Cell			1			1
Constituent Services			1			1
Food Items			1			1
IDOC Resources/Policy Information			1			1
Information	1		3			4
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information			2			2
Level of Care				1		1
IDOC Resources/Policy Information				1		1
Mail				1		1
Warden				1		1
Phone				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Staffing	1					1
Warden	1					1
Treatment	1			7		8
Chief Inspector				1		1
Warden	1			6		7
Social Media	1			1		2
Constituent Services				1		1
Warden	1					1
Interstate Compact				1		1
IDOC Resources/Policy Information				1		1
Staffing Concerns			1			1
Treatment			1			1
Facility			1			1
Technical Problems/Website			1			1
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1
Transfers	4	1	64	3		72
Denials/ Restrictions			2			2
Constituent Services			2			2
Information	3	1	47	2		53
Constituent Services			12			12
Facility			10	1		11
GOCA			1			1
Transfer Coordinator	1		8			9
IDOC Resources/Policy Information	2	1	16	1		20
Sentence Calculation / Release Date			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Sex offender Concerns			1			1
Facility			1			1
Treatment			7			7
Constituent Services			2			2
Facility			2			2
IDOC Resources/Policy Information			3			3
Work Release / ATC			4			4
Facility			2			2
IDOC Resources/Policy Information			2			2
Lockdown	1		1			2
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility	1					1
Rebuild				1		1
IDOC Resources/Policy Information				1		1
Victim Services		2	1			3
Phone			1			1
Victim Services			1			1
Sentence Calculation / Release Date				1		1
Prisoner Review Board				1		1
Sex offender Concerns			1			1
Victim Services			1			1
Visitation	8		11	25		44
Denials/ Restrictions	1		1	2		4
IDOC Resources/Policy Information	1					1
Visitation Coordinator			1	2		3
Food Items				1		1
IDOC Resources/Policy Information				1		1
GTL Technical Issue				2		2
Visitation Coordinator				1		1
GTL Helpdesk				1		1
In person				1		1
Warden				1		1
Information		3	8			11
Warden				4		4
IDOC Resources/Policy Information			2			2
Visitation Coordinator			1	4		5
Legal Services	1					1
Advocacy Liaison	1					1
Mail				1		1
IDOC Resources/Policy Information				1		1
Other				3		3
Warden				2		2
Visitation Coordinator				1		1
Phone	1			1		2
IDOC Resources/Policy Information	1					1
Visitation Coordinator				1		1
Privileges				2		2
Warden				1		1
Visitation Coordinator				1		1
Protocols			2			2
IDOC Resources/Policy Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Visitation Coordinator			1			1
Sign-up Genius	1					1
Visitation Coordinator	1					1
Staffing			2			2
Visitation Coordinator			2			2
Video	1			1		2
Warden	1					1
Visitation Coordinator				1		1
Lockdown	3		3	3		9
Facility			1			1
Warden			1	1		2
IDOC Resources/Policy Information	3		1	1		5
Visitation Coordinator				1		1
Wellness Check	1		3	1		5
Cell			2			2
Mental Health			2			2
Information	1			1		2
Mental Health	1					1
Warden				1		1
Treatment			1			1
Mental Health			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Centralia Correctional Center	83	3	311	101		498
Adjustment Committee/Discipline	5		8	1		14
Food Items			1			1
IDOC Resources/Policy Information			1			1
Information	1		2			3
IDOC Resources/Policy Information	1		2			3
Other	1		1			2
IDOC Resources/Policy Information	1		1			2
Protocols	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Staffing	2			1		3
Warden	2					2
IDOC Resources/Policy Information				1		1
Treatment			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Classification		1	1	2		4
Education				1		1
Facility				1		1
Information		1	1			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information		1				1
Other				1		1
IDOC Resources/Policy Information				1		1
Commissary	1		13	4		18
Clothing			1	1		2
Constituent Services			1			1
Facility				1		1
Fans			9	1		10
Constituent Services			3			3
IDOC Resources/Policy Information			6	1		7
Hygiene	1					1
Facility	1					1
Mail			1			1
IDOC Resources/Policy Information			1			1
Phone			1			1
IDOC Resources/Policy Information			1			1
Staffing				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Communication	4		18	15		37
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Electronic Messaging			1	2		3
IDOC Resources/Policy Information			1	2		3
Information			3	2		5
Facility			1			1
Warden			1	1		2
IDOC Resources/Policy Information			1	1		2
Legal Services			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Mail	1		2	3		6
Constituent Services			1			1
Facility				1		1
Warden				1		1
IDOC Resources/Policy Information	1		1	1		3
Phone	3		10	4		17
Chief Inspector	1					1
Constituent Services	1		1	1		3
Facility			1			1
Warden	1			1		2
IDOC Resources/Policy Information			7	1		8
Visitation Coordinator			1			1
GTL Helpdesk				1		1
Sentence Calculation / Release Date				1		1
Facility				1		1
Video			1	1		2
IDOC Resources/Policy Information			1	1		2
Compassionate Release	2		3	1		6
Other			1			1
Warden			1			1
Sex offender Concerns	2		1	1		4
Warden	2		1	1		4
Treatment				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			1			1
Concern not noted			7			7
Information			1			1
Constituent Services			1			1
Unspecified			6			6
Constituent Services			6			6
Conditions of Facility	4		10	3		17
Fans	1		1			2
Constituent Services			1			1
Warden	1					1
In person			1			1
Visitation Coordinator			1			1
Legal Services			1			1
Warden			1			1
Other			1	1		2
Constituent Services				1		1
IDOC Resources/Policy Information			1			1
Temperature			3	2		5
Facility			1			1
Warden				2		2
IDOC Resources/Policy Information			2			2
Water	3		3			6
Constituent Services			1			1
Facility			1			1
Warden	2					2
IDOC Resources/Policy Information	1		1			2
Dietary			1			1
Food Items			1			1
IDOC Resources/Policy Information			1			1
Electronic Detention			2			2
Information			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Employment	1		3	2		6
Information			2	1		3
IDOC Resources/Policy Information			1			1
Personnel			1	1		2
Jobs/Assignments	1			1		2
Personnel	1			1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Other			1			1
Chief Inspector			1			1
Family Concerns			1	1		2
Information			1	1		2
Prisoner Review Board				1		1
IDOC Resources/Policy Information			1			1
FOIA	2					2
Information	2					2
FOIA	1					1
IDOC Resources/Policy Information	1					1
Grievances	5		8			13
Information	5		3			8
Constituent Services			1			1
IDOC Resources/Policy Information	4		1			5
Facility Oversight Manager	1		1			2
Level of Care			1			1
IDOC Resources/Policy Information			1			1
Mail			1			1
IDOC Resources/Policy Information			1			1
Other			1			1
Constituent Services			1			1
Treatment			2			2
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			1			1
IIC Death Notice			5			5
Information			5			5
Warden			5			5
Lockdown				1		1
Mail				1		1
IDOC Resources/Policy Information				1		1
Medical	20		47	15		82
Dental	1		1			2
Facility	1					1
Office of Health Services			1			1
Fans			1			1
Office of Health Services			1			1
Food Items	1		1			2
Office of Health Services	1		1			2
In person			1			1
Office of Health Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information	4		4	1		9
Constituent Services	1					1
Facility	1		1			2
Office of Health Services	1		1			2
Warden	1			1		2
IDOC Resources/Policy Information			2			2
Level of Care			5			5
Facility			1			1
Office of Health Services			3			3
IDOC Resources/Policy Information			1			1
Medical Supplies				1		1
Office of Health Services				1		1
Medication	4		6	2		12
Constituent Services	1					1
Facility			1			1
Office of Health Services	1		5	2		8
Warden	1					1
IDOC Resources/Policy Information	1					1
Other			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Referral to Outside Provider			2			2
Office of Health Services			2			2
Sentence Calculation / Release Date			1			1
Office of Health Services			1			1
Sex offender Concerns	1					1
Warden	1					1
Staffing			1			1
Constituent Services			1			1
Treatment	9		22	11		42
Constituent Services	2		5			7
Facility	1					1
Office of Health Services	2		12	10		24
IDOC Resources/Policy Information	3		5	1		9
Agency Medical Director	1					1
Mental Health				1		1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Money Issues	1		1	2		4
Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Jobs/Assignments	1					1
IDOC Resources/Policy Information	1					1
Trust Fund				2		2
Facility				2		2
Other/ General	3		9	6		18
Information	2		2	1		5
Facility	1					1
Warden	1		1	1		3
IDOC Resources/Policy Information			1			1
Jobs/Assignments				1		1
Warden				1		1
Legal Services	1					1
Constituent Services	1					1
Mail			1			1
Warden			1			1
Other			4	4		8
Constituent Services			3			3
Facility				1		1
Warden				1		1
IDOC Resources/Policy Information			1	1		2
Personnel				1		1
Sex offender Concerns			2			2
IDOC Resources/Policy Information			1			1
Sex Offender Services			1			1
Parole Concern	1		7	4		12
Information			3	2		5
AMS				1		1
Constituent Services			1			1
Facility			1	1		2
Prisoner Review Board			1			1
Sentence Calculation / Release Date			3			3
Facility			2			2
IDOC Resources/Policy Information			1			1
Sex offender Concerns	1		1			2
Facility	1					1
Records			1			1
Interstate Compact				2		2
IDOC Resources/Policy Information				2		2
Programs/ Services	5		14	1		20

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Jobs/Assignments	2		2			4
Constituent Services			2			2
Facility	1					1
Advocacy Liaison	1					1
Sentence Calculation / Release Date	1		3			4
Facility	1		2			3
Warden			1			1
Sex offender Concerns	1		2	1		4
IDOC Resources/Policy Information			1			1
Sex Offender Services	1		1	1		3
Treatment			1			1
Facility			1			1
Work Release / ATC	1		4			5
Constituent Services			1			1
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information	1					1
Records			1			1
Property	5		3	2		10
Cell			1			1
IDOC Resources/Policy Information			1			1
Fans	4		1			5
Warden	1					1
IDOC Resources/Policy Information	3		1			4
Information	1		1	1		3
Constituent Services				1		1
IDOC Resources/Policy Information	1		1			2
Donation				1		1
IDOC Resources/Policy Information				1		1
Records Information	4		10	1		15
Information	1		3	1		5
Office of Health Services	1					1
Prisoner Review Board			1			1
IDOC Resources/Policy Information			1			1
Records			1	1		2
Sentence Calculation / Release Date	1		4			5
Facility			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1					1
IDOC Resources/Policy Information			2			2
Records			1			1
Sex offender Concerns	2		2			4
Warden	1		1			2
IDOC Resources/Policy Information	1					1
Records			1			1
Work Release / ATC			1			1
County			1			1
Safety Concerns			10	4		14
Cell			1			1
IDOC Resources/Policy Information			1			1
Fans			1			1
Constituent Services			1			1
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Phone			1			1
IDOC Resources/Policy Information			1			1
Staffing				2		2
Warden				2		2
Treatment			3	2		5
Constituent Services			1	1		2
Warden			2	1		3
Work Release / ATC			1			1
Warden			1			1
Exposure			1			1
Chief Inspector			1			1
Sentence Credit	4	1	67	6		78
Denials/ Restrictions			6			6
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			3			3
Sex Offender Services			1			1
Education			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Information			2			2
IDOC Resources/Policy Information			2			2
Jobs/Assignments			4			4

Count of Facility Addressed	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
Reentry			1			1
Facility			1			1
Sentence Calculation / Release Date	4	1	48	5		58
Constituent Services			14			14
Facility	3		8	1		12
Prisoner Review Board	1					1
IDOC Resources/Policy Information			25	4		29
Records			1			1
Facility Oversight Manager		1				1
Work Release / ATC			4	1		5
Facility			2			2
IDOC Resources/Policy Information			2			2
Records				1		1
Staff Conduct			9			9
Cell			1			1
IDOC Resources/Policy Information			1			1
Information			4			4
Warden			1			1
IDOC Resources/Policy Information			3			3
Level of Care			1			1
Chief Inspector			1			1
Protocols			1			1
Facility			1			1
Treatment			2			2
IDOC Resources/Policy Information			2			2
Transfers	4		39	1		44
Denials/ Restrictions			1			1
Transfer Coordinator			1			1
Education			1			1
Facility			1			1
Information	2		18	1		21
Constituent Services			5			5
Facility			5			5
Transfer Coordinator	1		4	1		6
IDOC Resources/Policy Information	1		4			5
Phone			1			1
Transfer Coordinator			1			1
Sentence Calculation / Release Date			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Transfer Coordinator			1			1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Work Release / ATC	1		16			17
Constituent Services			5			5
Facility			3			3
Transfer Coordinator			2			2
IDOC Resources/Policy Information	1		6			7
Victim Services				2		2
Mail				1		1
Victim Services				1		1
Sex offender Concerns				1		1
IDOC Resources/Policy Information				1		1
Visitation	10	1	13	25		49
Denials/ Restrictions	2	1	7	2		12
Chief Inspector	1					1
Constituent Services			1			1
Facility			1			1
FOIA		1				1
Warden	1		2			3
IDOC Resources/Policy Information			3	1		4
Visitation Coordinator				1		1
In person			1	1		2
Warden			1			1
Visitation Coordinator				1		1
Information	2			10		12
Constituent Services				2		2
Warden				2		2
IDOC Resources/Policy Information	1					1
Visitation Coordinator	1			6		7
Legal Services				1		1
IDOC Resources/Policy Information				1		1
Mail	1					1
IDOC Resources/Policy Information	1					1
Other				1		1
IDOC Resources/Policy Information				1		1
Phone			1	1		2
Chief Inspector			1			1
Warden				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Privileges	2		2	5		9
Warden	1		1	4		6
IDOC Resources/Policy Information				1		1
Visitation Coordinator	1		1			2
Staffing	1		1	1		3
Warden	1		1	1		3
Verification				1		1
Warden				1		1
Video	1		1	2		4
Warden				1		1
IDOC Resources/Policy Information			1			1
Visitation Coordinator	1			1		2
Lockdown	1					1
IDOC Resources/Policy Information	1					1
Wellness Check	2		2	1		5
Information			2	1		3
Constituent Services			1			1
Mental Health			1			1
Warden				1		1
Level of Care	1					1
Warden	1					1
Treatment	1					1
Facility	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Clayton Work Camp			10			10
Adjustment Committee/Discipline			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Programs/ Services			3			3
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Sentence Credit			3			3
Work Release / ATC			3			3
Facility			1			1
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			1			1
Transfers			3			3
Information			1			1
Constituent Services			1			1
Work Release / ATC			2			2
Constituent Services			1			1
Facility			1			1

Count of Facility Addressed	CONCERN RECEIVED BY	Email	Letter	Phone	Webmaster	Multiple Entries	
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO		Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Crossroad ATC		6	1	92	12		111
Electronic Detention		1					1
Information		1					1
Facility		1					1
Grievances				1			1
Sentence Calculation / Release Date				1			1
Constituent Services				1			1
Medical				1			1
Information				1			1
Office of Health Services				1			1
Mental Health		1					1
Treatment		1					1
Mental Health		1					1
Other/ General					4		4
Social Media					4		4
Constituent Services					1		1
Facility					1		1
Warden					2		2
Parole Concern			8	1			9
Information				1			1
Constituent Services				1			1
Residence Plan				2			2
AMS				2			2
Sentence Calculation / Release Date				4	1		5
Constituent Services				1			1
Facility				2	1		3
IDOC Resources/Policy Information				1			1
Work Release / ATC				1			1
Warden				1			1
Programs/ Services				5	1		6
Information					1		1
Facility					1		1
Jobs/Assignments				1			1
Facility				1			1
Sentence Calculation / Release Date				4			4
Facility				1			1
IDOC Resources/Policy Information				3			3
Property		1		4			5
Information		1		2			3
Facility				1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1		1			2
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Records Information			4	3		7
Information			1	2		3
Chief Inspector				1		1
Records			1	1		2
Sentence Calculation / Release Date			3	1		4
Facility				1		1
IDOC Resources/Policy Information			1			1
Records			2			2
Sentence Credit	2	1	63	2		68
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education		1	5			6
Constituent Services			2			2
Warden			1			1
IDOC Resources/Policy Information		1	2			3
Information			3			3
IDOC Resources/Policy Information			3			3
Jobs/Assignments			4	1		5
Constituent Services			2			2
Facility			2	1		3
Sentence Calculation / Release Date	2		49	1		52
Constituent Services			5			5
County			1			1
Facility			12	1		13
Interstate Compact			1			1
Warden	1		13			14
IDOC Resources/Policy Information			15			15
Records	1		2			3
Work Release / ATC			1			1
Interstate Compact			1			1
Staff Conduct	1		1	1		3
Information				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1					1
Transfers			2			2
Information			1			1
Transfer Coordinator			1			1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Victim Services			2			2
Information			1			1
Victim Services			1			1
Other			1			1
Victim Services			1			1
Visitation			1			1
Information			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Danville Correctional Center	55	5	447	138		645
Adjustment Committee/Discipline	1		6	1		8
Cell			1			1
Constituent Services			1			1
Information	1		3			4
Warden	1					1
IDOC Resources/Policy Information			2			2
Records			1			1
Sentence Calculation / Release Date			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Classification			2	1		3
Information			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Commissary	1		9	1		11
Food Items			2			2
Warden			2			2
Hygiene	1					1
Warden	1					1
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Mail			2	1		3
Warden			1	1		2
IDOC Resources/Policy Information			1			1
Temperature			2			2
IDOC Resources/Policy Information			2			2
Trust Fund			1			1
IDOC Resources/Policy Information			1			1
Communication	4		13	18		35
Denials/ Restrictions			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Information	2		1	5		8
Facility				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Victim Services				1		1
IDOC Resources/Policy Information	2		1	3		6
Legal Services	1					1
IDOC Resources/Policy Information	1					1
Mail	1		3	2		6
Constituent Services	1			1		2
Facility			1			1
Warden			2			2
IDOC Resources/Policy Information				1		1
Phone			6	9		15
Facility			2			2
IDOC Resources/Policy Information			2	3		5
Visitation Coordinator			2	6		8
Privileges				1		1
IDOC Resources/Policy Information				1		1
Victim Services				1		1
Victim Services				1		1
Concern not noted			21			21
Unspecified			21			21
Constituent Services			17			17
Facility			3			3
IDOC Resources/Policy Information			1			1
Conditions of Facility	3		3	2		8
Information	1			1		2
Warden	1			1		2
Other	1					1
Warden	1					1
Temperature			2	1		3
IDOC Resources/Policy Information			2	1		3
Treatment	1					1
Constituent Services	1					1
Water			1			1
Warden			1			1
Dietary	1		4			5
Food Items	1		2			3
Constituent Services			1			1
Office of Health Services			1			1
IDOC Resources/Policy Information	1					1
Level of Care			1			1
Office of Health Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment			1			1
Office of Health Services			1			1
Electronic Detention			5	1		6
Information			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC				1		1
IDOC Resources/Policy Information				1		1
Employment			1	1		2
Information			1	1		2
Chief Inspector			1			1
IDOC Resources/Policy Information				1		1
Family Concerns	1		3	2		6
Information			3	1		4
Constituent Services			1			1
Facility				1		1
Warden			2			2
Other	1			1		2
Constituent Services	1					1
Victim Services				1		1
Grievances	1		9	3		13
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information	1		5	3		9
Constituent Services	1					1
IDOC Resources/Policy Information			5	2		7
Facility Oversight Manager				1		1
Sentence Calculation / Release Date			1			1
Facility Oversight Manager			1			1
Treatment			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Lockdown			3			3
Information			1			1
Constituent Services			1			1
Lockdown			2			2
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Medical	9	3	42	19		73
Dental			1			1
Office of Health Services			1			1
Food Items	1					1
Office of Health Services	1					1
Information	1		5			6
Constituent Services			2			2
Facility	1		1			2
Office of Health Services			2			2
Level of Care	1		7	2		10
Facility			2			2
Office of Health Services	1		5	1		7
Office of Executive Inspector General				1		1
Medical Supplies			1	1		2
Office of Health Services				1		1
IDOC Resources/Policy Information			1			1
Medication	4		2			6
Chief Inspector	1					1
Office of Health Services	3		2			5
Referral to Outside Provider			3			3
Office of Health Services			2			2
IDOC Resources/Policy Information			1			1
Treatment	2	3	22	16		43
Constituent Services			4			4
Office of Health Services	2	3	11	16		32
Warden			2			2
IDOC Resources/Policy Information			5			5
Lockdown			1			1
Office of Health Services			1			1
Mental Health			2	1		3
Jobs/Assignments			1			1
Facility			1			1
Staffing				1		1
Facility				1		1
Outside of Cell Time			1			1
Chief Inspector			1			1
Money Issues			6	3		9
Mail			1			1
Warden			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Trust Fund			5	2		7
Constituent Services			2			2
Facility			2	1		3
Warden			1	1		2
Send Money				1		1
Facility				1		1
Other/ General	3		7	5		15
Denials/ Restrictions			1			1
Facility			1			1
Information			2			2
IDOC Resources/Policy Information			2			2
Mail				1		1
Facility				1		1
Other	2		1	4		7
Constituent Services	2					2
County				1		1
Facility			1	1		2
IDOC Resources/Policy Information				2		2
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Work Release / ATC			1			1
Facility			1			1
Victim Services			1			1
Victim Services			1			1
Parole Concern	1		12	5		18
Information			2	4		6
Facility				1		1
Parole			1	1		2
IDOC Resources/Policy Information			1	1		2
Reentry Manager				1		1
Other			1			1
Parole			1			1
Residence Plan			1	1		2
Facility			1	1		2
Sentence Calculation / Release Date	1		8			9
Constituent Services			2			2
Facility			1			1
Parole			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information	1		3			4
Records			1			1
Programs/ Services	1	1	26	9		37
Denials/ Restrictions			2			2
Facility			1			1
Facility Oversight Manager			1			1
Education			4	2		6
Constituent Services			1			1
Facility				1		1
Warden			1			1
IDOC Resources/Policy Information			2	1		3
Information			3	3		6
Facility			1	3		4
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Jobs/Assignments			1			1
IDOC Resources/Policy Information			1			1
Other			2	1		3
Constituent Services			1			1
Facility				1		1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date		1	2	1		4
Facility		1	2			3
IDOC Resources/Policy Information				1		1
Staffing				1		1
Warden				1		1
Treatment				1		1
Warden				1		1
Work Release / ATC			12			12
Chief of Programs			1			1
Constituent Services			3			3
Facility			4			4
IDOC Resources/Policy Information			4			4
Outside of Cell Time	1					1
IDOC Resources/Policy Information	1					1
Property	1		5	1		7
Archive Search				1		1
Facility				1		1
Mail			4			4
Constituent Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			2			2
IDOC Resources/Policy Information			1			1
Other			1			1
Warden			1			1
Temperature	1					1
Warden	1					1
Records Information			9	4		13
Education			2	1		3
IDOC Resources/Policy Information			1			1
Records			1	1		2
Information			4	3		7
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information				1		1
Personnel				1		1
Records			2	1		3
Sentence Calculation / Release Date			3			3
Constituent Services			1			1
Records			2			2
Safety Concerns	2		12	2		16
Cell			2	1		3
Office of Health Services			1			1
Warden			1	1		2
Information	1		3	1		5
Constituent Services			2			2
Victim Services	1					1
Warden			1	1		2
Medication			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Treatment	1		5			6
Constituent Services			1			1
Facility			1			1
Warden	1		2			3
IDOC Resources/Policy Information			1			1
Sentence Credit	2		98	7		107
Denials/ Restrictions			5			5
Constituent Services			2			2
IDOC Resources/Policy Information			3			3
Education			5			5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			3			3
Facility			1			1
Warden			1			1
Information			3	1		4
Facility			2	1		3
IDOC Resources/Policy Information			1			1
Jobs/Assignments			1			1
IDOC Resources/Policy Information			1			1
Level of Care			1			1
Facility			1			1
Other			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	2		70	6		78
Constituent Services			17			17
Facility			25	2		27
Warden			1			1
IDOC Resources/Policy Information	2		25	4		31
Records			1			1
Advocacy Liaison			1			1
Work Release / ATC			12			12
Constituent Services			4			4
Facility			4			4
IDOC Resources/Policy Information			4			4
Staff Conduct	2		18	4		24
Information			1			1
IDOC Resources/Policy Information			1			1
Medication			1			1
Office of Health Services			1			1
PREA			6	1		7
Constituent Services			1			1
PREA Coordinator			4	1		5
IDOC Resources/Policy Information			1			1
Protocols			1			1
Warden			1			1
Staffing	1					1
Warden	1					1
Treatment	1		9	3		13
Constituent Services			2			2
Investigations				1		1
PREA Coordinator			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1		1	2		4
IDOC Resources/Policy Information			4			4
Staffing Concerns	1					1
Treatment	1					1
Warden	1					1
Technical Problems/Website			1	1		2
Information			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Transfers	6		95	14		115
Archive Search				1		1
Facility				1		1
Denials/ Restrictions			3	2		5
Facility			1			1
Transfer Coordinator			1	2		3
IDOC Resources/Policy Information			1			1
Information	6		52	5		63
Constituent Services			10			10
Facility			12			12
Transfer Coordinator	4		14	3		21
Warden	1					1
IDOC Resources/Policy Information	1		16	2		19
Jobs/Assignments			1			1
Transfer Coordinator			1			1
Other			3			3
Facility			2			2
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			9	2		11
Constituent Services			5			5
Facility			2	1		3
IDOC Resources/Policy Information			2	1		3
Sex offender Concerns			1			1
Sex Offender Services			1			1
Treatment			3			3
Constituent Services			1			1
Facility			1			1
Transfer Coordinator			1			1
Work Release / ATC			22	4		26
Constituent Services			5			5
Facility			8	2		10

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Transfer Coordinator			2	1		3
IDOC Resources/Policy Information			7	1		8
Substance Abuse			1			1
Facility			1			1
Victim Services	1		2			3
Information	1					1
Victim Services	1					1
Sentence Calculation / Release Date			1			1
Victim Services			1			1
Victim Services			1			1
IDOC Resources/Policy Information			1			1
Visitation	11	1	30	27		69
Denials/ Restrictions	1		11	1		13
Constituent Services			2			2
Facility			2			2
Warden	1		3			4
IDOC Resources/Policy Information			2			2
Visitation Coordinator			2	1		3
Electronic Messaging			1			1
IDOC Resources/Policy Information			1			1
Food Items				1		1
Warden				1		1
In person			1			1
IDOC Resources/Policy Information			1			1
Information	2		9	12		23
Constituent Services	1		4			5
Warden			1	2		3
IDOC Resources/Policy Information			2	1		3
Visitation Coordinator	1		2	9		12
Legal Services				1		1
IDOC Resources/Policy Information				1		1
Medical Supplies			1	1		2
Facility			1			1
Visitation Coordinator				1		1
Other			1	1		2
Constituent Services			1			1
Warden				1		1
Phone				1		1
Visitation Coordinator				1		1
Privileges	8		3	5		16

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Warden	6			2		8
IDOC Resources/Policy Information			1			1
Visitation Coordinator	2		1	3		6
Protocols		1	1	1		3
Constituent Services			1			1
Warden		1				1
Visitation Coordinator				1		1
Treatment			2			2
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1			1
Video				3		3
IDOC Resources/Policy Information				1		1
Visitation Coordinator				2		2
Volunteer Opportunities				1		1
Donation				1		1
IDOC Resources/Policy Information				1		1
Wellness Check	3		3	5		11
Information	2		1	5		8
Mental Health			1			1
Warden	2			4		6
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Warden			1			1
Treatment	1		1			2
Constituent Services			1			1
Facility	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Decatur Correctional Center	11	1	133	54		199
Adjustment Committee/Discipline			4			4
Information			1			1
Facility Inquiry Board Oversight Manager			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Clemency	1		1			2
Information	1		1			2
Prisoner Review Board			1			1
IDOC Resources/Policy Information	1					1
Commissary			2			2
Hygiene			2			2
Chief Chaplain			1			1
Facility			1			1
Communication	2		1	5		8
Information	1			3		4
Warden	1					1
IDOC Resources/Policy Information				2		2
Visitation Coordinator				1		1
Mail	1			1		2
Warden	1					1
IDOC Resources/Policy Information				1		1
Video				1		1
IDOC Resources/Policy Information				1		1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Concern not noted			4			4
Information			1			1
IDOC Resources/Policy Information			1			1
Unspecified			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Conditions of Facility	1		3	2		6
Clothing			1			1
Constituent Services			1			1
Other				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
Temperature	1		1	1		3
Warden	1		1	1		3
Yard			1			1
Facility			1			1
Electronic Detention	1		3	1		5
Denials/ Restrictions	1					1
IDOC Resources/Policy Information	1					1
Information			3	1		4
Facility			3			3
IDOC Resources/Policy Information				1		1
Employment				1		1
Information				1		1
Personnel				1		1
Grievances			9			9
Dental			1			1
Constituent Services			1			1
Information			4			4
Facility			1			1
IDOC Resources/Policy Information			3			3
Other			1			1
Chief Inspector			1			1
Sentence Calculation / Release Date			2			2
IDOC Resources/Policy Information			1			1
Facility Inquiry Board Oversight Manager			1			1
Staffing			1			1
Constituent Services			1			1
Medical	1		24	17		42
Cell			1	1		2
Office of Health Services			1			1
IDOC Resources/Policy Information				1		1
Clothing			1			1
Facility			1			1
Dental			6	1		7
Constituent Services			1			1
Facility			1			1
Office of Health Services			3	1		4
IDOC Resources/Policy Information			1			1
Information	1		3	2		6
Facility				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			1			1
Warden			1			1
IDOC Resources/Policy Information			1	1		2
Advocacy Liaison	1					1
Level of Care			2	3		5
Office of Health Services			2	3		5
Medical Supplies			1			1
Office of Health Services			1			1
Optical			1			1
IDOC Resources/Policy Information			1			1
Referral to Outside Provider			3	1		4
Constituent Services			2			2
Office of Health Services			1	1		2
Treatment			6	9		15
Constituent Services			1			1
Office of Health Services			2	7		9
IDOC Resources/Policy Information			3	2		5
Mental Health	2		1			3
Treatment	2		1			3
Constituent Services	1		1			2
Warden	1					1
Other/ General			5	2		7
Information			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Other				2		2
IDOC Resources/Policy Information				2		2
Sentence Calculation / Release Date			2			2
Facility			1			1
Interstate Compact			1			1
Parole Concern			2	2		4
Information				2		2
AMS				1		1
Interstate Compact				1		1
Reentry			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Programs/ Services			5	2		7
Education			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Facility			1			1
Work Release / ATC			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Property			2	2		4
Clothing			1			1
Constituent Services			1			1
Food Items			1			1
Facility			1			1
Mail				2		2
Facility				2		2
Records Information			4	4		8
Information			2	3		5
Facility				1		1
FOIA				1		1
Interstate Compact			1			1
Records			1	1		2
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC				1		1
Records				1		1
Recreational Opportunities			3			3
Yard			2			2
Facility			2			2
Outside of Cell Time			1			1
Constituent Services			1			1
Safety Concerns			3	2		5
Cell				1		1
Warden				1		1
Information			1	1		2
Warden			1	1		2
Treatment			2			2
Facility			1			1
Warden			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Credit		1	39	2		42
Denials/ Restrictions			5			5
Facility			3			3
IDOC Resources/Policy Information			1			1
Records			1			1
Sentence Calculation / Release Date		1	32	2		35
Constituent Services		1	9			10
Facility			12			12
IDOC Resources/Policy Information			11	2		13
Work Release / ATC			2			2
Facility			2			2
Staff Conduct			1	2		3
Staffing				1		1
IDOC Resources/Policy Information				1		1
Treatment			1	1		2
Chief Inspector				1		1
IDOC Resources/Policy Information			1			1
Transfers	1		14	3		18
Cell			1			1
Transfer Coordinator			1			1
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Other			1			1
Facility			1			1
Work Release / ATC			10	3		13
Constituent Services			3			3
Facility			2	1		3
Transfer Coordinator			3	1		4
IDOC Resources/Policy Information			2	1		3
Unspecified	1					1
Constituent Services	1					1
Visitation	2		3	7		12
Denials/ Restrictions	1					1
Warden	1					1
GTL Technical Issue				1		1
Visitation Coordinator				1		1
Information	1			2		3
Facility				1		1
Warden	1			1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Other				1		1
Visitation Coordinator				1		1
Phone				1		1
Visitation Coordinator				1		1
Privileges				1		1
IDOC Resources/Policy Information				1		1
Protocols				1		1
Warden				1		1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Video			1			1
Visitation Coordinator			1			1
Lockdown			1			1
Chief Inspector			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Dixon Correctional Center	86	22	256	88	2	454
Adjustment Committee/Discipline	2	1	3	6		12
Cell				1		1
Warden				1		1
Information		1	2			3
Chief Inspector		1				1
Warden			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment	2			5		7
Warden				1		1
IDOC Resources/Policy Information	2			4		6
Classification			4			4
Information			4			4
Facility			3			3
IDOC Resources/Policy Information			1			1
Clemency			2			2
Information			1			1
Prisoner Review Board			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Commissary		1	4			5
Fans			1			1
IDOC Resources/Policy Information			1			1
Food Items		1	1			2
Warden		1				1
IDOC Resources/Policy Information			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Phone			1			1
IDOC Resources/Policy Information			1			1
Communication	2	1	6	10		19
Electronic Messaging				1		1
IDOC Resources/Policy Information				1		1
Food Items				1		1
Warden				1		1
Information	1	1	2	1		5
Chief Inspector			1			1
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
IDOC Resources/Policy Information	1			1		2
Mail			1			1
IDOC Resources/Policy Information			1			1
Phone			3	3		6
Victim Services			1			1
IDOC Resources/Policy Information			2	2		4
Visitation Coordinator				1		1
Protocols				1		1
Warden				1		1
Video				2		2
IDOC Resources/Policy Information				1		1
Visitation Coordinator				1		1
Lockdown	1					1
Warden	1					1
Tablet				1		1
IDOC Resources/Policy Information				1		1
Compassionate Release	2					2
Information	2					2
Warden	1					1
IDOC Resources/Policy Information	1					1
Concern not noted			15			15
Unspecified			15			15
Constituent Services			6			6
Facility			9			9
Conditions of Facility			9	1		10
Information			1			1
IDOC Resources/Policy Information			1			1
Other			1			1
IDOC Resources/Policy Information			1			1
Temperature			1			1
Facility			1			1
Treatment			1			1
Facility			1			1
Video			1			1
Warden			1			1
Water			4			4
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Electronic Detention			3	1		4
Information				1		1
IDOC Resources/Policy Information				1		1
Work Release / ATC			2			2
IDOC Resources/Policy Information			2			2
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Family Concerns	2		6	1		9
Cell			1			1
Facility			1			1
Hygiene	1					1
Warden	1					1
Information	1		4	1		6
Constituent Services				1		1
Facility			2			2
Warden	1		1			2
IDOC Resources/Policy Information			1			1
Phone			1			1
Constituent Services			1			1
Grievances	5	1	6			12
Information	4		4			8
Constituent Services	2		2			4
IDOC Resources/Policy Information			2			2
Facility Oversight Manager	2					2
Medical Supplies			1			1
IDOC Resources/Policy Information			1			1
Staffing			1			1
Warden			1			1
Treatment	1	1				2
Chief Inspector		1				1
Warden	1					1
Lockdown			4	1		5
Education			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Yard			1			1
IDOC Resources/Policy Information			1			1
Outside of Cell Time			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Exposure			1			1
IDOC Resources/Policy Information			1			1
Medical	23	4	75	9		111
Cell	1		3	1		5
Office of Health Services			1	1		2
Warden			1			1
IDOC Resources/Policy Information	1		1			2
Denials/ Restrictions			1			1
Office of Health Services			1			1
Food Items			1			1
IDOC Resources/Policy Information			1			1
Hygiene			1			1
Constituent Services			1			1
Information	3	1	7			11
Chief Inspector			1			1
Facility			2			2
Office of Health Services		1	2			3
IDOC Resources/Policy Information	3		2			5
Level of Care	3		9			12
Facility			2			2
Office of Health Services	2		7			9
IDOC Resources/Policy Information	1					1
Medical Supplies	2	1	12			15
Chief Inspector			3			3
Facility			1			1
Office of Health Services	2	1	4			7
IDOC Resources/Policy Information			4			4
Medication			9			9
Office of Health Services			8			8
IDOC Resources/Policy Information			1			1
Other	1	1	3			5
Office of Health Services	1	1	2			4
Warden			1			1
Protocols	1		1			2
Chief Inspector	1					1
Office of Health Services			1			1
Referral to Outside Provider			4			4
Office of Health Services			4			4
Sentence Calculation / Release Date			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			1			1
Prisoner Review Board			1			1
Treatment	10	1	20	8		39
Constituent Services			1			1
Facility	3		2			5
Office of Health Services	7	1	12	8		28
IDOC Resources/Policy Information			5			5
Verification	1					1
Office of Health Services	1					1
Lockdown	1		1			2
Constituent Services	1		1			2
Send Money			1			1
Constituent Services			1			1
Mental Health	2		9	1		12
Information			3			3
Constituent Services			1			1
Mental Health			2			2
Level of Care			1			1
IDOC Resources/Policy Information			1			1
Other	2					2
Mental Health	2					2
Treatment			5	1		6
Constituent Services			1			1
Mental Health			2	1		3
Warden			2			2
Money Issues				1		1
Tablet				1		1
IDOC Resources/Policy Information				1		1
Other/ General	1	1	10	6		18
Cell			2			2
IDOC Resources/Policy Information			2			2
Information		1	3	2		6
County		1				1
IDOC Resources/Policy Information			3	2		5
Legal Services	1					1
Chief Inspector	1					1
Other			3	4		7
Constituent Services			1			1
Facility			2	2		4
Public Information Officer				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Parole Concern	3		1	4		8
Information			1	1		2
Parole			1			1
Warden				1		1
Other				1		1
Facility				1		1
Reentry	3			2		5
Constituent Services	1					1
Facility	2			1		3
IDOC Resources/Policy Information				1		1
Procurement				1		1
Food Items				1		1
Warden				1		1
Programs/ Services	1	6	6	3		16
Art Supplies				1		1
IDOC Resources/Policy Information				1		1
Education		6	1	1		8
Chief of Programs		6				6
Constituent Services			1			1
Facility				1		1
Information				1		1
Volunteer Services				1		1
Other				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Facility			1			1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Work Release / ATC			3			3
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Property	1		5	5		11
Clothing			1			1
Constituent Services			1			1
Information			2			2

Count of Facility Addressed	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
Mail			1			1
Constituent Services			1			1
Other			1	3		4
Facility			1			1
Warden				1		1
IDOC Resources/Policy Information				2		2
Treatment	1			2		3
Facility	1					1
IDOC Resources/Policy Information				2		2
Records Information	4		1	3		8
Information	4		1	2		7
Warden	3					3
IDOC Resources/Policy Information				1		1
Records	1		1	1		3
Sentence Calculation / Release Date				1		1
IDOC Resources/Policy Information				1		1
Safety Concerns	5	4	18	1	1	29
Cell			5			5
Constituent Services			1			1
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			2			2
Information		1	3			4
Chief Inspector		1				1
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Medical Supplies			1			1
Warden			1			1
Other		1	1			2
Office of Health Services		1	1			2
PREA	1	1	1			3
Chief Inspector		1				1
Facility			1			1
PREA Coordinator	1					1
Staffing	2					2
Warden	2					2
Treatment	2	1	6	1	1	11

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector		1				1
Constituent Services			1		1	2
Transfer Coordinator			1			1
Warden	1		2	1		4
IDOC Resources/Policy Information			2			2
Facility Oversight Manager	1					1
Outside of Cell Time			1			1
Constituent Services			1			1
Scripted Inquiry	6					6
Other	6					6
Mental Health	5					5
Transfer Coordinator	1					1
Sentence Credit	2	3	16	2		23
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education		1				1
Chief of Programs		1				1
Information	1		1	1		3
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date	1	2	13	1		17
Constituent Services			6			6
Facility			3	1		4
Prisoner Review Board			1			1
IDOC Resources/Policy Information	1	2	3			6
Lockdown			1			1
Chief Inspector			1			1
Staff Conduct	5		17	12	1	35
Information			6			6
Constituent Services			1			1
Facility			2			2
Parole			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Mail	1					1
Chief Inspector	1					1
Other	1		2			3
Constituent Services			2			2
IDOC Resources/Policy Information	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
PREA			1			1
PREA Coordinator			1			1
Staffing				1		1
Chief Inspector				1		1
Treatment	3		8	11	1	23
Chief Inspector	1		2	1	1	5
Constituent Services	1		1			2
Facility			2			2
Investigations			1			1
Warden	1		1	6		8
IDOC Resources/Policy Information				2		2
Visitation Coordinator			1			1
Advocacy Liaison				1		1
Facility Inquiry Board Oversight Manager				1		1
Staffing Concerns	1					1
Information	1					1
IDOC Resources/Policy Information	1					1
Technical Problems/Website	1			1		2
Information				1		1
IDOC Resources/Policy Information				1		1
Lockdown	1					1
Warden	1					1
Transfers	6		23	3		32
Information	3		15	3		21
Constituent Services			5			5
Facility	1		4			5
Transfer Coordinator	2		4			6
IDOC Resources/Policy Information			2	2		4
Intergovernmental Affairs Office				1		1
Level of Care	1					1
Transfer Coordinator	1					1
Treatment	1					1
Warden	1					1
Work Release / ATC	1		8			9
Constituent Services			2			2
Facility			3			3
Transfer Coordinator	1		1			2
IDOC Resources/Policy Information			2			2
Victim Services			1			1
Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Victim Services			1			1
Visitation	3		6	13		22
GTL Technical Issue				1		1
GTL Helpdesk				1		1
Information	2		2	3		7
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information	1		1			2
Visitation Coordinator				3		3
Phone				1		1
Facility				1		1
Privileges				5		5
Warden				1		1
IDOC Resources/Policy Information				1		1
Visitation Coordinator				3		3
Treatment	1		2			3
IDOC Resources/Policy Information	1		2			3
Video				1		1
Visitation Coordinator				1		1
Lockdown			2	2		4
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information			1	1		2
Volunteer Opportunities	1					1
Donation	1					1
Volunteer Services	1					1
Wellness Check	8		6	3		17
In person	1					1
Warden	1					1
Information	3		4	2		9
Facility	1					1
Mental Health			1			1
Warden	1		1	1		3
IDOC Resources/Policy Information	1		2	1		4
Other	1			1		2
Office of Health Services	1			1		2
Treatment	3		2			5
Facility			1			1
Mental Health	2		1			3
IDOC Resources/Policy Information	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Dixon Psychiatric Unit	2	1	9	1		13
Commissary			1			1
Phone			1			1
IDOC Resources/Policy Information			1			1
Concern not noted			1			1
Unspecified			1			1
Constituent Services			1			1
Grievances			1			1
Legal Services			1			1
Facility Oversight Manager			1			1
IIC Death Notice	2	1		1		4
Information			1			1
Warden			1			1
Level of Care	2			1		3
Chief Inspector	1					1
Warden	1			1		2
Medical			1			1
Cell			1			1
IDOC Resources/Policy Information			1			1
Mental Health			3			3
Information			1			1
Constituent Services			1			1
Medication			1			1
Mental Health			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Transfers			1			1
Medication			1			1
Office of Health Services			1			1
Wellness Check			1			1
Information			1			1
Mental Health			1			1

Count of Facility Addressed	CONCERN RECEIVED BY						
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL	
Dixon Special Treatment Unit				1		1	
Programs/ Services				1		1	
Information				1		1	
IDOC Resources/Policy Information				1		1	

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
East Moline Correctional Center	47	7	188	52		294
Adjustment Committee/Discipline	3		6	3		12
Cell			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Information	2		3			5
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information	2		1			3
Mail	1					1
IDOC Resources/Policy Information	1					1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Treatment				2		2
Constituent Services				1		1
IDOC Resources/Policy Information				1		1
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Commissary			4	1		5
Fans			1			1
Facility			1			1
Food Items			1			1
Facility			1			1
Hygiene			1			1
Warden			1			1
Information			1			1
Constituent Services			1			1
Phone				1		1
IDOC Resources/Policy Information				1		1
Communication	2	7	7			16
GTL Technical Issue				1		1
Warden				1		1
Information	1		2			3
Constituent Services			1			1
IDOC Resources/Policy Information	1		1			2
Mail			2	2		4
Warden			1	1		2
IDOC Resources/Policy Information			1	1		2
Phone				4		4
Constituent Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				3		3
Reentry			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Lockdown			1			1
Constituent Services			1			1
Social Media	1					1
Warden	1					1
Compassionate Release				1		1
Level of Care				1		1
Prisoner Review Board				1		1
Concern not noted	1		8			9
Unspecified	1		8			9
Constituent Services	1		7			8
Facility			1			1
Conditions of Facility			2	1		3
Cell				1		1
IDOC Resources/Policy Information				1		1
Other			1			1
Constituent Services			1			1
Temperature			1			1
Constituent Services			1			1
Electronic Detention				1		1
Sentence Calculation / Release Date				1		1
Facility			1			1
Employment			1	1		2
Information			1	1		2
Personnel			1	1		2
Grievances	5		6	1		12
Cell			1			1
Facility			1			1
Information	4		4			8
Constituent Services	1		2			3
Warden	1					1
IDOC Resources/Policy Information	1		1			2
Facility Oversight Manager	1		1			2
Mail	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Treatment				1		1
Constituent Services				1		1
Lockdown			1	2		3
Information				1		1
IDOC Resources/Policy Information				1		1
Medication				1		1
IDOC Resources/Policy Information				1		1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Medical	2		8	8		18
Information			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Medical Supplies			1	1		2
Constituent Services			1			1
Office of Health Services				1		1
Treatment	2		6	6		14
Chief Inspector				2		2
Constituent Services			2			2
Office of Health Services	1		1	2		4
Warden	1		1	2		4
IDOC Resources/Policy Information			2			2
Mental Health			1			1
Treatment			1			1
Mental Health			1			1
Money Issues				1		1
Trust Fund				1		1
IDOC Resources/Policy Information				1		1
Parole Concern	1		6	1		8
Information			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Reentry	1		1			2
Parole	1		1			2
Residence Plan			1			1
Facility			1			1
Sentence Calculation / Release Date			1	1		2
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility				1		1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Programs/ Services	1	1	32	2		36
Cell				1		1
IDOC Resources/Policy Information				1		1
Denials/ Restrictions			2			2
Facility			2			2
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Jobs/Assignments			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	1	1	3			5
IDOC Resources/Policy Information	1	1	3			5
Work Release / ATC			25			25
Constituent Services			10			10
Facility			8			8
Transfer Coordinator			2			2
IDOC Resources/Policy Information			5			5
Property	3		1	1		5
Clothing	1					1
Warden	1					1
Hygiene				1		1
Facility				1		1
Other	1					1
IDOC Resources/Policy Information	1					1
Treatment	1		1			2
IDOC Resources/Policy Information	1		1			2
Records Information			4	3		7
Information				3		3
Constituent Services				1		1
IDOC Resources/Policy Information				1		1
Records				1		1
Sentence Calculation / Release Date			3			3
IDOC Resources/Policy Information			2			2
Records			1			1
Work Release / ATC			1			1
Records			1			1
Safety Concerns	1		1	1		3
Sentence Calculation / Release Date				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
Treatment	1		1			2
Warden	1		1			2
Sentence Credit		5	41	1		47
Education			1			1
Constituent Services			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date		2	33	1		36
Constituent Services		2	10			12
Facility			8			8
IDOC Resources/Policy Information			13	1		14
Records			2			2
Sex offender Concerns		3	2			5
Chief of Programs		3				3
Constituent Services			1			1
Sex Offender Services			1			1
Work Release / ATC			4			4
Facility			1			1
IDOC Resources/Policy Information			3			3
Staff Conduct	8		9	6		23
Information	2		2			4
Constituent Services	1					1
IDOC Resources/Policy Information	1		2			3
Medication				1		1
IDOC Resources/Policy Information				1		1
PREA			1			1
PREA Coordinator			1			1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Treatment	6		5	5		16
Constituent Services			1			1
Facility			1			1
Warden	4		2	3		9
IDOC Resources/Policy Information	2		1	2		5
Transfers	8		38	4		50
Denials/ Restrictions			3			3
Constituent Services			1			1
Transfer Coordinator			2			2
Information	2		13	1		16

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services	1					1
Facility			2	1		3
Transfer Coordinator			6			6
IDOC Resources/Policy Information	1		5			6
Reentry			1			1
Transfer Coordinator			1			1
Sentence Calculation / Release Date	1					1
Chief Inspector	1					1
Staffing				1		1
Warden				1		1
Work Release / ATC	5		21	2		28
Constituent Services			3			3
Facility	1		5	1		7
Transfer Coordinator	1		7			8
Warden	1					1
IDOC Resources/Policy Information	2		6	1		9
Visitation	12	1	11	6		30
Denials/ Restrictions	2		3			5
Warden	2		2			4
IDOC Resources/Policy Information			1			1
In person			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Information	4	1	3	4		12
Facility				2		2
Warden	3		1	1		5
IDOC Resources/Policy Information	1	1	2			4
Visitation Coordinator				1		1
Other	1					1
IDOC Resources/Policy Information	1					1
Privileges	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Staffing	2			1		3
Warden	2			1		3
Treatment	1			1		2
Warden	1			1		2
Video	1		1			2

Count of Facility Addressed	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
Wellness Check				1		1
Information				1		1
IDOC Resources/Policy Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Fox Valley ATC	8		27	14		49
Adjustment Committee/Discipline			4	1		5
Information			1	1		2
Constituent Services				1		1
Facility			1			1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Commissary			1			1
Send Money			1			1
Constituent Services			1			1
Concern not noted			1			1
Unspecified			1			1
Warden			1			1
Conditions of Facility			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Electronic Detention	2		5	1		8
Information	2		4			6
Constituent Services			2			2
Facility	1		1			2
IDOC Resources/Policy Information			1			1
Intergovernmental Affairs Office	1					1
Other				1		1
Facility				1		1
Work Release / ATC			1			1
Constituent Services			1			1
Grievances	1			1		2
Information	1			1		2
IDOC Resources/Policy Information				1		1
Facility Oversight Manager	1					1
Medical	1		1			2
Other	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Money Issues				1		1
Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Other/ General	1			3		4
Other				3		3
Warden				2		2
IDOC Resources/Policy Information				1		1
Protocols	1					1
Advocacy Liaison	1					1
Parole Concern			2	1		3
Information			1	1		2
Facility			1			1
Parole				1		1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Procurement				1		1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Programs/ Services			6	3		9
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education			3	2		5
Chief Inspector				1		1
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information			1	1		2
Jobs/Assignments			1	1		2
IDOC Resources/Policy Information			1	1		2
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Property	1					1
Phone	1					1
Warden	1					1
Records Information	1					1
Information	1					1
Constituent Services	1					1
Sentence Credit			4	1		5
Denials/ Restrictions			1			1
Facility			1			1
Sentence Calculation / Release Date			2	1		3
Facility			1	1		2
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Work Release / ATC			1			1
Facility			1			1
Staff Conduct	1			1		2
Jobs/Assignments				1		1
Warden				1		1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Transfers			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Victim Services			1			1
Information			1			1
Victim Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
General Inquiry	737	3	932	1289		2961
Adjustment Committee/Discipline				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Classification	4		2	2		8
Information	3		2	2		7
Constituent Services			2			2
IDOC Resources/Policy Information	3			2		5
Other	1					1
IDOC Resources/Policy Information	1					1
Clemency	1		3	2		6
Information			3	1		4
Constituent Services			1			1
Prisoner Review Board			2	1		3
Sentence Calculation / Release Date				1		1
IDOC Resources/Policy Information				1		1
Interstate Compact	1					1
IDOC Resources/Policy Information	1					1
Commissary	2		14	6		22
Fans				1		1
Constituent Services			1			1
Food Items			1			1
County			1			1
Hygiene			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Information			5	1		6
Constituent Services			2			2
Planning and Research				1		1
IDOC Resources/Policy Information			3			3
Mail			1	3		4
IDOC Resources/Policy Information			1	3		4
Other	1					1
Chief Inspector	1					1
Phone	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Trust Fund				1		1
IDOC Resources/Policy Information				1		1
Send Money			4			4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
County			2			2
IDOC Resources/Policy Information			2			2
Communication	59		46	54		159
Archive Search				1		1
Constituent Services				1		1
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Denials/ Restrictions			1			1
Constituent Services			1			1
Electronic Messaging	23		5	4		32
Constituent Services	6		4			10
IDOC Resources/Policy Information	14		1	4		19
Visitation Coordinator	1					1
Advocacy Liaison	2					2
Information	9		17	12		38
Constituent Services			4	1		5
County			2	1		3
Director's Office			1			1
Facility			1	1		2
Public Information Officer			1			1
Victim Services	2					2
IDOC Resources/Policy Information	7		6	8		21
Federal Bureau of Prisons			2	1		3
Legal Services			1			1
Legal Services			1			1
Mail	9		1	21		31
Constituent Services	2					2
Facility	2			4		6
FOIA	1					1
Victim Services				1		1
Warden	1					1
IDOC Resources/Policy Information	3		1	15		19
Department of Juvenile Justice				1		1
Other	2		2	2		6
Constituent Services	1		2	1		4
IDOC Resources/Policy Information	1			1		2
Phone	8		13	10		31
Constituent Services	3		4			7
County			1			1
Facility				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information	5		6	8		19
Visitation Coordinator			1			1
Advocacy Liaison			1	1		2
Protocols	1					1
Constituent Services	1					1
Reentry	1					1
Reentry Manager	1					1
Sentence Calculation / Release Date	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1					1
Trust Fund				1		1
IDOC Resources/Policy Information				1		1
Work Release / ATC			1			1
Constituent Services			1			1
Unspecified			2			2
Constituent Services			2			2
Send Money			1			1
Constituent Services			1			1
Social Media			1			1
Constituent Services			1			1
Tablet	5			2		7
Chief Inspector	2					2
Constituent Services	1			1		2
IDOC Resources/Policy Information	2			1		3
Compassionate Release	1		1			2
Information			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	1					1
IDOC Resources/Policy Information	1					1
Concern not noted	13		127	19		159
Information	1		2			3
Constituent Services			1			1
IDOC Resources/Policy Information	1		1			2
Unspecified	12		125	19		156
Constituent Services	12		98	19		129
Facility			17			17
IDOC Resources/Policy Information			8			8
Records			1			1
Advocacy Liaison			1			1
Conditions of Facility	6		12	13		31

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Hygiene	1					1
Jail and Detention Standards Unit	1					1
Information	2		5	6		13
Constituent Services			2			2
County			2			2
IDOC Resources/Policy Information				1		1
Jail and Detention Standards Unit	2		1	5		8
Mail	1			1		2
IDOC Resources/Policy Information	1					1
Office of Executive Inspector General				1		1
Other			1	2		3
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Jail and Detention Standards Unit				1		1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Temperature	2		1			3
County			1			1
IDOC Resources/Policy Information	2					2
Treatment			3	3		6
Constituent Services			1	1		2
County			1			1
IDOC Resources/Policy Information			1			1
Jail and Detention Standards Unit				2		2
Water			2			2
IDOC Resources/Policy Information			2			2
Dietary			6			6
Food Items			5			5
Constituent Services			4			4
County			1			1
Information			1			1
County			1			1
Electronic Detention			3	1		4
Information			1	1		2
Facility			1			1
Personnel				1		1
Other			1			1
County			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Employment	14	1	30	196		241
Education				3		3
Personnel				3		3
Information	9	1	9	94		113
Chief Inspector			1			1
Constituent Services				4		4
DOIT	1			1		2
Warden			1			1
IDOC Resources/Policy Information	4	1	2	25		32
Personnel	4		4	64		72
Intergovernmental Affairs Office			1			1
Jobs/Assignments			3	25		28
Constituent Services			1			1
Personnel			2	25		27
Other			2	7		9
Constituent Services			1			1
Personnel			1	7		8
Protocols			2	1		3
Constituent Services			1			1
Personnel			1	1		2
Reentry				2		2
IDOC Resources/Policy Information				1		1
Personnel				1		1
Staffing				4		4
Constituent Services				1		1
Planning and Research				1		1
IDOC Resources/Policy Information				1		1
Personnel				1		1
Treatment				1		1
Constituent Services				1		1
Verification	5		14	58		77
IDOC Resources/Policy Information			2	7		9
Personnel	5		10	51		66
Records			2			2
Unspecified				1		1
Personnel				1		1
Family Concerns	2		20	1		23
Information			15			15
Constituent Services			4			4
County			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			3			3
IDOC Resources/Policy Information			6			6
Other	2		2	1		5
County			1			1
Transfer Coordinator				1		1
Warden			1			1
IDOC Resources/Policy Information	2					2
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Social Media			1			1
Constituent Services			1			1
Interstate Compact			1			1
IDOC Resources/Policy Information			1			1
FOIA	1		8	5		14
Information	1		7	5		13
Constituent Services			2			2
FOIA	1		3	5		9
IDOC Resources/Policy Information			1			1
Records			1			1
Sentence Calculation / Release Date			1			1
FOIA			1			1
Grievances	1		8	3		12
Information			7	1		8
Constituent Services			4			4
Facility			1			1
IDOC Resources/Policy Information			2			2
Advocacy Liaison				1		1
Jobs/Assignments	1					1
Constituent Services	1					1
Other				1		1
IDOC Resources/Policy Information				1		1
PREA			1			1
Federal Bureau of Prisons			1			1
Protocols				1		1
Planning and Research				1		1
Lockdown	2		1	2		5
Mail	1			1		2
IDOC Resources/Policy Information	1			1		2
Staffing				1		1
Constituent Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Temperature	1					1
IDOC Resources/Policy Information	1					1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Medical	11	29	12			52
Dental	2		1			3
Chief Inspector			1			1
County	2					2
Information	6		15	4		25
Constituent Services	2		2			4
County			4			4
Facility	1		3	2		6
Office of Health Services			3			3
IDOC Resources/Policy Information	2		1			3
Records	1		1	1		3
Federal Bureau of Prisons			1			1
Advocacy Liaison				1		1
Level of Care			3			3
Constituent Services			1			1
County			1			1
Office of Health Services			1			1
Medical Supplies			1			1
Constituent Services			1			1
Medication			2			2
Constituent Services			2			2
Other	1		1	1		3
Constituent Services	1		1			2
IDOC Resources/Policy Information				1		1
Phone			1			1
Constituent Services			1			1
Protocols			1			1
Office of Health Services			1			1
Treatment	2		5	6		13
Constituent Services			3			3
County	1					1
Office of Health Services	1			1		2
IDOC Resources/Policy Information			2	4		6
Jail and Detention Standards Unit				1		1
Mental Health	1	4	1			6
Information			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
County			1			1
IDOC Resources/Policy Information			1			1
Level of Care	1					1
County	1					1
Other			1			1
Facility			1			1
Treatment			1	1		2
County			1			1
Facility				1		1
Money Issues	2	3	7			12
Information			1	2		3
Constituent Services				1		1
IDOC Resources/Policy Information			1	1		2
Jobs/Assignments	1					1
Facility	1					1
Sex offender Concerns				1		1
Constituent Services				1		1
Trust Fund			1	2		3
Constituent Services			1			1
Facility				1		1
IDOC Resources/Policy Information				1		1
Send Money			1	2		3
Constituent Services			1			1
IDOC Resources/Policy Information				2		2
Tablet	1					1
IDOC Resources/Policy Information	1					1
Other/ General	78	1	86	210		375
Archive Search			1			1
IDOC Resources/Policy Information			1			1
Business Office				1		1
Fiscal				1		1
Education				1		1
Constituent Services				1		1
Information	15	1	28	54		98
Chief Chaplain	1					1
Chief Inspector			1	5		6
Chief of Operations	1		1			2
Constituent Services	2	1	10	7		20
County			4	3		7
DOIT				2		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1	3		4
Illinois State Police	1					1
Investigations				1		1
Law Enforcement				1		1
Legal Services			1			1
Parole				1		1
Planning and Research	4			4		8
Public Information Officer				2		2
IDOC Resources/Policy Information	6		8	18		32
Reentry Manager				1		1
Chief Financial Officer				1		1
Personnel				1		1
Volunteer Services				1		1
Jail and Detention Standards Unit				1		1
Intergovernmental Affairs Office			2			2
Fiscal				2		2
Jobs/Assignments	1			2		3
Constituent Services				1		1
Visitation Coordinator	1					1
Reentry Manager				1		1
Legal Services	1		2	1		4
Chief Inspector	1					1
Constituent Services			1	1		2
IDOC Resources/Policy Information			1			1
Optical	1			4		5
Constituent Services	1			4		5
Other	50		45	126		221
Chief Chaplain	2			1		3
Chief Inspector	2			5		7
Constituent Services	25		18	59		102
County	5		9	7		21
Director's Office				1		1
Facility			3	1		4
Illinois State Police	1					1
Law Enforcement				7		7
Parole				1		1
Planning and Research				5		5
Public Information Officer				2		2
Transfer Coordinator				1		1
IDOC Resources/Policy Information	11		11	24		46

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Reentry Manager				1		1
Chief Administrative Officer				2		2
Personnel				1		1
Department of Human Services				1		1
State Retirement System			1			1
Records	1	2				3
Federal Bureau of Prisons				1		1
Volunteer Services				1		1
Intergovernmental Affairs Office	1	1				2
Office of Executive Inspector General	1			1		2
Fiscal	1			3		4
Illinois Department of Health (IDPH)				1		1
Phone			1			1
Intergovernmental Affairs Office			1			1
PREA				1		1
Jail and Detention Standards Unit				1		1
Reentry	1					1
Reentry Manager	1					1
Sentence Calculation / Release Date			3	1		4
Constituent Services			1	1		2
IDOC Resources/Policy Information			2			2
Sex offender Concerns	1	2	8			11
Constituent Services		1	1			2
Illinois State Police				2		2
Victim Services				1		1
IDOC Resources/Policy Information	1			3		4
Sex Offender Services			1	1		2
Treatment	2	1	2			5
County	1					1
IDOC Resources/Policy Information	1	1	1			3
Jail and Detention Standards Unit				1		1
Verification				1		1
Chief Inspector				1		1
Video	1					1
Constituent Services	1					1
Unspecified	5	3	6			14
Constituent Services	5	3	4			12
IDOC Resources/Policy Information				1		1
Volunteer Services				1		1
Social Media				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Public Information Officer				1		1
Donation				1		1
IDOC Resources/Policy Information				1		1
Parole Concern	12		31	33		76
Information	4		19	19		42
AMS				3		3
Constituent Services	1		7	1		9
County			2	1		3
Facility				1		1
Interstate Compact	1		3	2		6
Parole			3	8		11
IDOC Resources/Policy Information	1		4	2		7
Records	1			1		2
Other	2		2	2		6
Chief Inspector	1					1
County				1		1
Facility				1		1
Parole	1			2		3
Protocols				1		1
Parole				1		1
Reentry	3		1	10		14
Constituent Services				1		1
Interstate Compact				1		1
IDOC Resources/Policy Information				1		1
Reentry Manager	3			7		10
Federal Bureau of Prisons				1		1
Residence Plan			1			1
Parole			1			1
Sentence Calculation / Release Date	3		6			9
AMS				1		1
Constituent Services				1		1
County				2		2
Facility	1					1
Victim Services				1		1
IDOC Resources/Policy Information	2					2
Records				1		1
Sex offender Concerns				2		2
IDOC Resources/Policy Information				1		1
Sex Offender Services				1		1
Victim Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Procurement	19		7	38		64
Business Office				2		2
IDOC Resources/Policy Information				2		2
Education				2		2
IDOC Resources/Policy Information				2		2
Food Items				1		1
IDOC Resources/Policy Information				1		1
Information	18		3	29		50
Constituent Services			1	1		2
IDOC Resources/Policy Information	18		2	26		46
Volunteer Services				1		1
Fiscal				1		1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Medication			1			1
IDOC Resources/Policy Information			1			1
Other			1	3		4
Constituent Services			1			1
IDOC Resources/Policy Information				3		3
Reentry			1			1
Reentry Manager			1			1
Residence Plan			1			1
Constituent Services			1			1
Staffing	1					1
IDOC Resources/Policy Information	1					1
Programs/ Services	25	1	46	70		142
Dental	1			1		2
IDOC Resources/Policy Information	1			1		2
Education	3	1	2	7		13
Constituent Services			2			2
Facility	3	1		2		6
Planning and Research				1		1
IDOC Resources/Policy Information				4		4
Food Items			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
In person	1					1
Planning and Research	1					1
Information	9		9	31		49

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Chaplain	1			1		2
Chief Inspector				1		1
Chief of Programs			1			1
Constituent Services	2		3	1		6
Facility	1		1	1		3
Planning and Research	2			14		16
Transfer Coordinator	1			1		2
IDOC Resources/Policy Information	2		2	7		11
Reentry Manager				2		2
Personnel				2		2
Volunteer Services				1		1
Agency Medical Director			2			2
Jobs/Assignments	5			1		6
Constituent Services	1					1
Facility	1					1
Warden	1					1
IDOC Resources/Policy Information	1			1		2
Illinois Correctional Industries	1					1
Medication				1		1
Agency Medical Director				1		1
Other	2		10	6		18
Chief Chaplain				1		1
Chief Inspector			1			1
Constituent Services	1		3			4
Facility			1			1
IDOC Resources/Policy Information	1		4	3		8
Reentry Manager				1		1
Volunteer Services			1	1		2
Protocols			1			1
Constituent Services			1			1
Reentry	1		3	14		18
Constituent Services				1		1
Planning and Research				1		1
IDOC Resources/Policy Information			2			2
Reentry Manager	1		1	12		14
Residence Plan			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date	2		3	1		6
Constituent Services				1		1

Count of Facility Addressed	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
Records			2			2
Sex offender Concerns			1	4		5
Constituent Services			1			1
IDOC Resources/Policy Information				3		3
Sex Offender Services				1		1
Treatment	1			2		3
Facility	1					1
IDOC Resources/Policy Information				2		2
Work Release / ATC			13	1		14
Constituent Services			8			8
Facility			4	1		5
IDOC Resources/Policy Information			1			1
Donation				1		1
IDOC Resources/Policy Information				1		1
Property	9		7	4		20
Fans	4					4
IDOC Resources/Policy Information	4					4
Information	2		3	3		8
Facility			1	1		2
Warden				1		1
IDOC Resources/Policy Information	2		2	1		5
Mail	1					1
IDOC Resources/Policy Information	1					1
Other			1			1
IDOC Resources/Policy Information			1			1
Phone			1			1
Constituent Services			1			1
Protocols	1					1
IDOC Resources/Policy Information	1					1
Trust Fund			2			2
Constituent Services			1			1
Warden			1			1
Tablet	1					1
IDOC Resources/Policy Information	1					1
Interstate Compact				1		1
Interstate Compact				1		1
Records Information	69		177	474		720
Archive Search	1			16		17

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				5		5
Records	1			11		12
Dental				1		1
IDOC Resources/Policy Information				1		1
Education	3		16	16		35
Constituent Services			3			3
IDOC Resources/Policy Information			6	1		7
Records	3		7	15		25
In person			1	1		2
Records			1	1		2
Information	60		131	417		608
AMS			2	1		3
Chief Inspector			1			1
Constituent Services	5		25	9		39
County			1	1		2
Facility	1		8	1		10
FOIA	1					1
Illinois State Police	1					1
Interstate Compact				1		1
Investigations				1		1
Parole			2	1		3
Planning and Research	1			2		3
Public Information Officer				1		1
Victim Services			1			1
IDOC Resources/Policy Information	9		17	55		81
Personnel				3		3
Department of Human Services	1					1
Records	40		73	341		454
Federal Bureau of Prisons	1					1
Illinois Dept. of Juvenile Justice			1			1
Jobs/Assignments			1	3		4
Records			1	3		4
Legal Services			1			1
Records			1			1
Other	2		5	8		15
Constituent Services			1			1
Facility			1			1
Planning and Research	1					1
IDOC Resources/Policy Information	1		2			3
Records			1	8		9

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
PREA				1		1
Advocacy Liaison				1		1
Residence Plan				1		1
Records				1		1
Sentence Calculation / Release Date	1		19	4		24
Constituent Services			2			2
Victim Services			1			1
IDOC Resources/Policy Information			4			4
Records	1		12	4		17
Sex offender Concerns	1		1	5		7
County			1			1
Illinois State Police	1					1
Records				4		4
Sex Offender Services				1		1
Verification			1			1
Records			1			1
Work Release / ATC			1			1
Records			1			1
Victim Services	1			1		2
Victim Services	1			1		2
Safety Concerns	3		6	9		18
Cell			1			1
Constituent Services			1			1
Information			2	5		7
Chief Inspector				1		1
Constituent Services			1	2		3
Facility			1			1
Public Information Officer				1		1
Jail and Detention Standards Unit				1		1
Other				2		2
Constituent Services				1		1
IDOC Resources/Policy Information				1		1
PREA	1					1
County	1					1
Protocols			1			1
Constituent Services			1			1
Sex offender Concerns				1		1
Victim Services				1		1
Staffing	1			1		2
Constituent Services	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Treatment	1		2			3
Constituent Services			1			1
County			1			1
IDOC Resources/Policy Information	1					1
Scripted Inquiry	332					332
Electronic Messaging	87					87
Constituent Services	83					83
IDOC Resources/Policy Information	4					4
Mail	244					244
Constituent Services	244					244
Sentence Calculation / Release Date	1					1
Constituent Services	1					1
Sentence Credit	33		132	15		180
Denials/ Restrictions			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Education			1	1		2
Constituent Services			1			1
Facility				1		1
In person			1			1
Constituent Services			1			1
Information	3		12	1		16
Constituent Services			5			5
Law Enforcement	1					1
Victim Services			1			1
IDOC Resources/Policy Information	2		2	1		5
Records			4			4
Mail	6					6
Constituent Services	6					6
Medical Supplies			1			1
IDOC Resources/Policy Information			1			1
Other			3			3
Facility			2			2
Records			1			1
Sentence Calculation / Release Date	23		104	13		140
Chief Inspector	1		1	1		3
Chief of Programs	5					5
Constituent Services	1		47	2		50
County			3			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility	2		13	6		21
Transfer Coordinator	1					1
IDOC Resources/Policy Information	13		27	4		44
Records			13			13
Sex offender Concerns			1			1
Sex Offender Services			1			1
Work Release / ATC			6			6
Constituent Services			6			6
Interstate Compact	1					1
Interstate Compact	1					1
Staff Conduct	8		14	16		38
Food Items			2			2
Constituent Services			1			1
County			1			1
Information	3		6	6		15
Chief Inspector	1			2		3
Constituent Services	1		3	1		5
Investigations				2		2
IDOC Resources/Policy Information			1			1
Jail and Detention Standards Unit	1		1			2
Office of Executive Inspector General			1	1		2
Medical Supplies			1			1
Facility			1			1
Other	1			2		3
Constituent Services	1			1		2
IDOC Resources/Policy Information				1		1
Staffing				3		3
Constituent Services				3		3
Treatment	4		3	3		10
Constituent Services	2		1	1		4
IDOC Resources/Policy Information	1		1			2
Jail and Detention Standards Unit	1		1	1		3
Office of Executive Inspector General				1		1
Social Media			2	2		4
Constituent Services			1			1
IDOC Resources/Policy Information			1	1		2
Office of Executive Inspector General				1		1
Staffing Concerns	1		1	5		7
Information	1			2		3
Chief Inspector				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Jail and Detention Standards Unit				1		1
Intergovernmental Affairs Office	1					1
Other				1		1
Jail and Detention Standards Unit				1		1
Protocols			1			1
Chief Inspector			1			1
Treatment				2		2
IDOC Resources/Policy Information				1		1
Jail and Detention Standards Unit				1		1
Technical Problems/Website	1			18		19
Information				4		4
Constituent Services				2		2
Public Information Officer				1		1
IDOC Resources/Policy Information				1		1
Other				12		12
DOIT				3		3
IDOC Resources/Policy Information				9		9
Sex offender Concerns	1			2		3
DOIT				2		2
Illinois State Police	1					1
Transfers	7		72	12		91
Denials/ Restrictions				1		1
Constituent Services				1		1
Information	4		59	10		73
Constituent Services	1		19	1		21
County	2		7	1		10
Facility			6			6
Interstate Compact			2	1		3
Prisoner Review Board			1			1
Transfer Coordinator			2			2
IDOC Resources/Policy Information			17	5		22
Records			2	1		3
Federal Bureau of Prisons			1	1		2
Advocacy Liaison			1			1
Intergovernmental Affairs Office	1		1			2
Medical Supplies	2		1			3
Constituent Services	1		1			2
Transfer Coordinator	1					1
Other				1		1
IDOC Resources/Policy Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Phone			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Trust Fund			1			1
Warden			1			1
Work Release / ATC	1		7	1		9
Constituent Services			3			3
County			1			1
Facility				1		1
IDOC Resources/Policy Information	1		3			4
Rebuild			1			1
Public Information Officer			1			1
Victim Services	1		5	8		14
Information	1		1	5		7
Victim Services	1		1	5		7
Other				1		1
Victim Services				1		1
Phone			2			2
Constituent Services			2			2
Sex offender Concerns				2		2
Victim Services				1		1
IDOC Resources/Policy Information				1		1
Victim Services			2			2
Victim Services			1			1
IDOC Resources/Policy Information			1			1
Visitation	17		28	39		84
Clothing	1					1
Chief Inspector	1					1
Denials/ Restrictions	3		7	4		14
Constituent Services	2		1			3
Facility			2			2
Warden			2	2		4
IDOC Resources/Policy Information			2			2
Visitation Coordinator	1			2		3
Food Items			2			2
IDOC Resources/Policy Information			1			1
Federal Bureau of Prisons			1			1
In person			2	2		4
Constituent Services			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				2		2
Information	6		8	13		27
Chief Inspector				1		1
Constituent Services	2		3			5
County			1			1
Facility				1		1
Warden	1			2		3
IDOC Resources/Policy Information			3	4		7
Visitation Coordinator	3		1	5		9
Legal Services				1		1
Facility				1		1
Other				1		1
IDOC Resources/Policy Information				1		1
Phone	1					1
Constituent Services	1					1
Privileges	3		3	8		14
Constituent Services	1		1			2
Warden	1			4		5
IDOC Resources/Policy Information			1	1		2
Visitation Coordinator	1		1	3		5
Protocols				1		1
Chief Chaplain				1		1
Sentence Calculation / Release Date			1			1
County			1			1
Video	1		3	9		13
Chief Inspector				1		1
Constituent Services			2	1		3
Warden			1			1
IDOC Resources/Policy Information				1		1
Visitation Coordinator	1			6		7
Unspecified			1			1
Constituent Services			1			1
Lockdown	2					2
IDOC Resources/Policy Information	2					2
Send Money			1			1
Constituent Services			1			1
Volunteer Opportunities	1		3	13		17
Education	1					1
Volunteer Services	1					1
Electronic Messaging				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Volunteer Services				1		1
Information			3	9		12
IDOC Resources/Policy Information			1	1		2
Volunteer Services			1	8		9
Advocacy Liaison			1			1
Donation				3		3
IDOC Resources/Policy Information				2		2
Volunteer Services				1		1
Wellness Check	1					1
Information	1					1
IDOC Resources/Policy Information	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Graham Correctional Center	117	9	668	166		960
Adjustment Committee/Discipline	6		9	4		19
Denials/ Restrictions				1		1
IDOC Resources/Policy Information				1		1
Information	2		5			7
Constituent Services			1			1
Facility	1		1			2
Warden	1					1
IDOC Resources/Policy Information			3			3
Medication			1			1
Office of Health Services			1			1
Other				1		1
Office of Executive Inspector General				1		1
Phone	1					1
IDOC Resources/Policy Information	1					1
Staffing			1			1
Constituent Services			1			1
Treatment	3		2	2		7
Constituent Services	1					1
Warden	1					1
IDOC Resources/Policy Information	1		1	2		4
Facility Inquiry Board Oversight Manager			1			1
Classification			4			4
Information			4			4
Constituent Services			1			1
IDOC Resources/Policy Information			3			3
Clemency			1			1
Information			1			1
Office of Health Services			1			1
Commissary	5		11	5		21
Fans	1					1
IDOC Resources/Policy Information	1					1
Food Items				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Hygiene			1			1
Facility			1			1
Information	2		5	1		8
Chief Inspector	1					1
Constituent Services	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			2			2
IDOC Resources/Policy Information			2	1		3
Medication			1			1
IDOC Resources/Policy Information			1			1
Other			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Prices				1		1
Facility				1		1
Privileges	1					1
Warden	1					1
Reentry			1			1
IDOC Resources/Policy Information			1			1
Lockdown	1		1			2
Constituent Services	1					1
IDOC Resources/Policy Information			1			1
Send Money			1			1
Constituent Services			1			1
Communication	7		34	18		59
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Electronic Messaging			4	3		7
Constituent Services			1			1
IDOC Resources/Policy Information			3	3		6
Information			7	2		9
Constituent Services			1			1
Facility			3			3
IDOC Resources/Policy Information			3	2		5
Mail	7		8	2		17
Constituent Services	2		1			3
Facility	3		1	1		5
Warden	1		1			2
IDOC Resources/Policy Information	1		5	1		7
Other				1		1
IDOC Resources/Policy Information				1		1
Phone			7	5		12
Warden			1			1
IDOC Resources/Policy Information			6	4		10
Visitation Coordinator				1		1
Privileges			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden			1			1
Sentence Calculation / Release Date			2	1		3
Constituent Services			2			2
Facility				1		1
Treatment				1		1
Warden				1		1
Trust Fund				1		1
IDOC Resources/Policy Information				1		1
Lockdown			2	1		3
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information				1		1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Victim Services			1	1		2
Victim Services			1	1		2
Compassionate Release			3			3
Information			2			2
Facility			1			1
Prisoner Review Board			1			1
Sentence Calculation / Release Date			1			1
Prisoner Review Board			1			1
Concern not noted			20			20
Unspecified			20			20
Constituent Services			15			15
Facility			4			4
IDOC Resources/Policy Information			1			1
Conditions of Facility	2		8	1		11
Clothing			1			1
Constituent Services			1			1
Food Items			2			2
Constituent Services			1			1
Warden			1			1
Information			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Temperature	1		1			2
IDOC Resources/Policy Information	1		1			2
Treatment				1		1
Warden				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Water	1		2			3
Warden			1			1
IDOC Resources/Policy Information	1		1			2
Electronic Detention			9			9
Information			4			4
Constituent Services			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Other			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Treatment			1			1
Facility			1			1
Work Release / ATC			1			1
Constituent Services			1			1
Employment				1		1
Information				1		1
Personnel				1		1
Family Concerns			1	3		4
Information				2		2
IDOC Resources/Policy Information				2		2
Other			1	1		2
Constituent Services				1		1
Facility			1			1
Grievances	9		15	1		25
Clothing			1			1
Facility			1			1
Information	7		7			14
Constituent Services	3		1			4
Facility			3			3
IDOC Resources/Policy Information	1		2			3
Facility Oversight Manager	3		1			4
Level of Care			1			1
Facility Oversight Manager			1			1
Other			1			1
Facility Oversight Manager			1			1
Sentence Calculation / Release Date	1		3	1		5
Constituent Services	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			3	1		4
Treatment	1		2			3
IDOC Resources/Policy Information	1		1			2
Facility Oversight Manager			1			1
IIC Death Notice			1	1		2
Trust Fund				1		1
Facility				1		1
Victim Services			1			1
Victim Services			1			1
Lockdown	8		45	6		59
Cell			1			1
Constituent Services			1			1
Electronic Messaging	2		1			3
IDOC Resources/Policy Information	2		1			3
Hygiene			1			1
IDOC Resources/Policy Information			1			1
In person	1					1
IDOC Resources/Policy Information	1					1
Information			4			4
IDOC Resources/Policy Information			4			4
Other	1		2			3
Constituent Services	1					1
Facility			2			2
Phone			1			1
IDOC Resources/Policy Information			1			1
Protocols				1		1
Chief Inspector				1		1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Staffing	1		1	5		7
IDOC Resources/Policy Information	1		1	5		7
Treatment	2					2
IDOC Resources/Policy Information	2					2
Lockdown	1		32			33
Chief Inspector			3			3
Constituent Services			9			9
Facility			4			4
IDOC Resources/Policy Information	1		16			17
Medical	21	2	54	19		96

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Cell	1					1
Office of Health Services	1					1
Dental	1					1
Office of Health Services	1					1
Information	6		8	2		16
Constituent Services	2		2			4
Facility	1					1
Office of Health Services			3			3
Warden	1					1
IDOC Resources/Policy Information	2		3	2		7
Level of Care		2	7	2		11
Constituent Services			1			1
Office of Health Services		2	6	2		10
Medical Supplies			1	1		2
Office of Health Services				1		1
IDOC Resources/Policy Information				1		1
Medication	3		7			10
Office of Health Services	2		7			9
IDOC Resources/Policy Information	1					1
Other	1		6			7
Chief Inspector			1			1
Constituent Services			1			1
Office of Health Services	1		1			2
IDOC Resources/Policy Information			3			3
Phone	1		3	1		5
Constituent Services			2			2
Facility			1			1
Office of Health Services				1		1
Warden	1					1
Sentence Calculation / Release Date	1		1			2
IDOC Resources/Policy Information			1			1
Facility Inquiry Board Oversight Manager	1					1
Temperature			1			1
Constituent Services			1			1
Treatment	7		19	13		39
Constituent Services	1		7			8
Facility	1					1
Office of Health Services	5		9	9		23
Warden				2		2
IDOC Resources/Policy Information			3	2		5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Lockdown			1			1
Office of Health Services			1			1
Mental Health	1		4	1		6
Information			2			2
Mental Health			1			1
IDOC Resources/Policy Information			1			1
Medication			1			1
Facility			1			1
Treatment	1		1			2
Chief Inspector	1					1
Mental Health			1			1
Lockdown				1		1
Mental Health				1		1
Money Issues			1			1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Other/ General	3		12	4		19
Cell			1			1
IDOC Resources/Policy Information			1			1
Information	2		3			5
Constituent Services	1					1
Facility			2			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Mail			1	1		2
IDOC Resources/Policy Information			1	1		2
Other	1		6	2		9
Constituent Services	1		3			4
Facility				2		2
Office of Health Services			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Unspecified				1		1
Facility				1		1
Parole Concern	1		20	5		26
Education			1			1
Constituent Services			1			1
Information	1		8	3		12

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
AMS			1	1		2
Facility				1		1
Parole			3			3
Prisoner Review Board			1	1		2
Warden	1		1			2
IDOC Resources/Policy Information			2			2
Phone			1			1
Constituent Services			1			1
Reentry			1	1		2
Facility				1		1
Parole			1			1
Residence Plan			3			3
Parole			2			2
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			6	1		7
Constituent Services			2			2
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			2	1		3
Procurement				1		1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Programs/ Services	3	1	24	2		30
Denials/ Restrictions			4			4
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			2			2
Information	1		3			4
Constituent Services			1			1
Facility			1			1
Warden	1					1
IDOC Resources/Policy Information			1			1
Jobs/Assignments			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Other	1					1
Warden	1					1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	1	1	4	2		8

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Facility		1	1	1		3
Warden				1		1
IDOC Resources/Policy Information	1		2			3
Treatment			2			2
Constituent Services			2			2
Work Release / ATC			8			8
Facility			4			4
IDOC Resources/Policy Information			4			4
Property	2		17	7		26
Clothing			3	1		4
Facility			2			2
Warden			1	1		2
Fans	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Information	1		7	1		9
Facility				1		1
Warden	1		3			4
IDOC Resources/Policy Information			4			4
Mail			4	3		7
Constituent Services				1		1
Facility			2	1		3
Warden				1		1
IDOC Resources/Policy Information			2			2
Medication			1			1
Facility			1			1
Other			1	2		3
IDOC Resources/Policy Information			1	2		3
Records Information			8	6		14
Information			3	5		8
Constituent Services			1			1
Transfer Coordinator				1		1
IDOC Resources/Policy Information			1			1
Records			1	4		5
Sentence Calculation / Release Date			5	1		6
Facility			1			1
IDOC Resources/Policy Information			2			2
Records			2	1		3
Recreational Opportunities			2	2		4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Other				1		1
Warden				1		1
Yard			2	1		3
Warden				1		1
IDOC Resources/Policy Information			2			2
Safety Concerns	2	1	12	2		17
Cell			1			1
Constituent Services			1			1
Information		1	3			4
Constituent Services			2			2
IDOC Resources/Policy Information		1	1			2
Other	1			1		2
Warden	1			1		2
Phone			1			1
Facility			1			1
PREA			1	1		2
Warden			1	1		2
Treatment	1		5			6
Constituent Services			2			2
Warden	1		3			4
Exposure			1			1
Warden			1			1
Sentence Credit	7	3	157	7		174
Denials/ Restrictions			7			7
Constituent Services			3			3
Facility			1			1
IDOC Resources/Policy Information			3			3
Education			7			7
Constituent Services			2			2
Facility			1			1
IDOC Resources/Policy Information			4			4
Information		1	3			4
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information		1	1			2
Jobs/Assignments			4			4
Constituent Services			2			2
Facility			1			1
Records			1			1
Medication			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Mental Health			1			1
PREA				1		1
PREA Coordinator				1		1
Residence Plan			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	7	2	126	6		141
Chief of Programs	1					1
Constituent Services			28	1		29
Facility	3		48	4		55
Warden		1	1			2
IDOC Resources/Policy Information	3	1	46	1		51
Records			3			3
Sex offender Concerns			2			2
Constituent Services			1			1
Records			1			1
Work Release / ATC			6			6
Facility			2			2
IDOC Resources/Policy Information			4			4
Staff Conduct	5	1	15	6		27
Information			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Jobs/Assignments			1			1
Constituent Services			1			1
Mail	1					1
Warden	1					1
Medication			1			1
IDOC Resources/Policy Information			1			1
PREA	1		2			3
PREA Coordinator	1		2			3
Protocols			1			1
Warden			1			1
Treatment	2	1	6	5		14
Constituent Services			2			2
Facility			1			1
Warden	1	1	1	1		4
IDOC Resources/Policy Information	1		1	3		5
Advocacy Liaison				1		1
Office of Executive Inspector General			1			1
Lockdown			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Social Media	1			1		2
Constituent Services	1					1
Warden				1		1
Staffing Concerns			3			3
Information			2			2
Constituent Services			2			2
Lockdown			1			1
Facility			1			1
Technical Problems/Website			1	1		2
Information			1			1
Constituent Services			1			1
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Transfers	5		102	12		119
Cell			2			2
IDOC Resources/Policy Information			2			2
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education			11			11
Constituent Services			2			2
Facility			5			5
Transfer Coordinator			2			2
IDOC Resources/Policy Information			2			2
In person				1		1
Visitation Coordinator				1		1
Information	4		62	8		74
Constituent Services	1		18	1		20
Facility			10			10
PREA Coordinator			1			1
Transfer Coordinator	1		14	6		21
IDOC Resources/Policy Information	2		18	1		21
Facility Inquiry Board Oversight Manager			1			1
Other			3	1		4
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1	1		2
Treatment	1		6			7
Constituent Services			2			2
IDOC Resources/Policy Information	1		4			5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Work Release / ATC			17	2		19
Chief of Programs				1		1
Constituent Services			1			1
Facility			9			9
Transfer Coordinator			2			2
IDOC Resources/Policy Information			5	1		6
Victim Services			3			3
Information			2			2
Victim Services			2			2
Other			1			1
Victim Services			1			1
Visitation	28	1	67	49		145
Cell			3			3
Warden			3			3
Denials/ Restrictions	3	1	16	1		21
Chief Inspector	1		4			5
Constituent Services			2			2
Facility			3			3
Warden	1	1	1			3
IDOC Resources/Policy Information			3	1		4
Visitation Coordinator	1		3			4
GTL Technical Issue			1	1		2
GTL Helpdesk			1	1		2
In person	1		3			4
Chief Inspector	1					1
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1			1
Information	2		18	18		38
Chief Inspector			1	1		2
Constituent Services			4	1		5
Facility			3			3
Warden	1		2	5		8
IDOC Resources/Policy Information			5	4		9
Visitation Coordinator	1		3	7		11
Mail				1		1
Visitation Coordinator				1		1
Other			3	2		5
Chief Inspector			1			1
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Warden				1		1
IDOC Resources/Policy Information				1		1
Phone			1			1
Warden			1			1
Privileges	3		4	12		19
Constituent Services			1			1
Warden	3		1	7		11
IDOC Resources/Policy Information			1	2		3
Visitation Coordinator			1	3		4
Protocols	1					1
Warden	1					1
Treatment			2	1		3
Chief Inspector			2			2
IDOC Resources/Policy Information				1		1
Video	3		5	3		11
Constituent Services	1					1
Facility			2			2
Warden	1		1			2
Visitation Coordinator	1		2	3		6
Lockdown	15		11	10		36
Chief Inspector	1			2		3
Constituent Services	1		3	1		5
Facility			3			3
Warden	1					1
IDOC Resources/Policy Information	10		3	7		20
Visitation Coordinator	2		2			4
Wellness Check	2		5	2		9
Information	1		3	1		5
Mental Health			1			1
Warden	1		2			3
IDOC Resources/Policy Information				1		1
Mail	1					1
Warden	1					1
Other				1		1
Office of Health Services				1		1
Treatment			1			1
Constituent Services			1			1
Lockdown			1			1
Mental Health			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Graham R&C	7		39	17		63
Classification			1			1
Information			1			1
Facility			1			1
Communication	2		4	6		12
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Information	2		3			5
Constituent Services			1			1
IDOC Resources/Policy Information	2		2			4
Mail			1	2		3
Facility				1		1
IDOC Resources/Policy Information			1	1		2
Phone				2		2
Constituent Services				1		1
IDOC Resources/Policy Information				1		1
Reentry				1		1
Facility				1		1
Concern not noted	1					1
Unspecified	1					1
Constituent Services	1					1
Lockdown			1			1
Yard			1			1
Facility			1			1
Medical	1		2	3		6
Information				1		1
Office of Health Services				1		1
Medical Supplies	1		1			2
Constituent Services	1					1
Office of Health Services			1			1
Medication			1	1		2
Office of Health Services			1	1		2
Treatment				1		1
Office of Health Services				1		1
Mental Health	1					1
Information	1					1
IDOC Resources/Policy Information	1					1
Money Issues			1	2		3
Trust Fund				2		2
Facility				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				1		1
Send Money			1			1
Facility			1			1
Other/ General			1	1		2
Other			1			1
IDOC Resources/Policy Information			1			1
Treatment				1		1
Warden				1		1
Parole Concern			4			4
Information			3			3
Parole			1			1
Prisoner Review Board			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Parole			1			1
Records Information	1		3			4
Information	1		1			2
Prisoner Review Board			1			1
Records	1					1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Sex offender Concerns			1			1
Records			1			1
Safety Concerns			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Sentence Credit	1		3			4
Sentence Calculation / Release Date	1		3			4
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information	1		1			2
Transfers			16	3		19
Information			12	2		14
Constituent Services			3			3
Facility			5			5
IDOC Resources/Policy Information			4	2		6
Mail			1			1
IDOC Resources/Policy Information			1			1
Other			2	1		3
Facility			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1	1		2
Treatment			1			1
Facility			1			1
Victim Services			1			1
Information			1			1
Victim Services			1			1
Visitation				2		2
Information				2		2
IDOC Resources/Policy Information				1		1
Visitation Coordinator				1		1
Wellness Check			1			1
Treatment			1			1
Warden			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Hill Correctional Center	99	16	336	87		538
Adjustment Committee/Discipline	2	2	18	4		26
Cell			4			4
Warden			1			1
IDOC Resources/Policy Information			3			3
Clothing			1			1
Constituent Services			1			1
Information	1	2	5	1		9
Constituent Services			1			1
Facility		1				1
Warden			1			1
IDOC Resources/Policy Information	1	1	3	1		6
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Medical Supplies			1			1
Warden			1			1
Other			1			1
IDOC Resources/Policy Information			1			1
Sex offender Concerns			1			1
Prisoner Review Board			1			1
Staffing			1			1
Constituent Services			1			1
Treatment	1		4	2		7
Constituent Services			1			1
Office of Health Services	1					1
IDOC Resources/Policy Information			3	2		5
Classification			4			4
Information			3			3
IDOC Resources/Policy Information			3			3
Work Release / ATC			1			1
Constituent Services			1			1
Clemency		1	1	2		4
Information		1	1	2		4
Prisoner Review Board		1				1
IDOC Resources/Policy Information			1	2		3
Commissary	5		4			9
Fans	4		4			8
Constituent Services			3			3
IDOC Resources/Policy Information	4					4
Advocacy Liaison			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Mail	1					1
Warden	1					1
Communication	17		25	7		49
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Denials/ Restrictions			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Electronic Messaging	4		2	1		7
Constituent Services			2			2
DOIT	1					1
IDOC Resources/Policy Information	3			1		4
Food Items			1			1
IDOC Resources/Policy Information			1			1
GTL Technical Issue	1					1
IDOC Resources/Policy Information	1					1
Information	1		3	1		5
Constituent Services			2			2
Facility	1			1		2
IDOC Resources/Policy Information			1			1
Legal Services				1		1
IDOC Resources/Policy Information				1		1
Mail	3		3			6
Constituent Services	1		1			2
Facility			2			2
Warden	2					2
Other			2			2
Chief Inspector			1			1
Constituent Services			1			1
Phone	5		7	3		15
Constituent Services			1			1
Facility	1		2			3
IDOC Resources/Policy Information	4		4	3		11
Lockdown	2		4			6
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information	2		2			4
Send Money			1			1
Constituent Services			1			1
Tablet	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector	1					1
Compassionate Release		2				2
Information		2				2
Warden		2				2
Concern not noted			11			11
Unspecified			11			11
Constituent Services			11			11
Conditions of Facility	5	1	10	4		20
Cell	2		4			6
Constituent Services			1			1
Warden	1		2			3
IDOC Resources/Policy Information	1		1			2
Fans				3		3
IDOC Resources/Policy Information				3		3
Hygiene			1			1
IDOC Resources/Policy Information			1			1
Other	2		1	1		4
Constituent Services			1			1
Warden	2			1		3
Temperature	1					1
Chief Inspector	1					1
Treatment			1			1
Constituent Services			1			1
Water		1	2			3
Warden		1	1			2
IDOC Resources/Policy Information			1			1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Electronic Detention			1			1
Information			1			1
Facility			1			1
Family Concerns	1		3	1		5
Information			1			1
Chief Inspector			1			1
Other			1			1
IDOC Resources/Policy Information			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Video			1			1
Facility				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Marriage Request	1					1
Facility	1					1
Grievances	1	1	6			8
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education			1			1
IDOC Resources/Policy Information			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Level of Care	1		1			2
IDOC Resources/Policy Information	1		1			2
Sentence Calculation / Release Date		1	1			2
Chief Inspector		1				1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Facility			1			1
IIC Death Notice			2			2
Information			1			1
Facility			1			1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Lockdown			2			2
Information			1			1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Medical	16	2	23	7		48
Information	5		1	1		7
Constituent Services	2		1			3
Facility	1					1
Warden	2					2
IDOC Resources/Policy Information				1		1
Legal Services	1					1
Office of Health Services	1					1
Level of Care			3			3
ADA Coordinator			1			1
Constituent Services			1			1
Office of Health Services			1			1
Medical Supplies			1			1
Office of Health Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Medication			2			2
Office of Health Services			2			2
Other	1		2			3
Facility	1					1
Prisoner Review Board			1			1
IDOC Resources/Policy Information			1			1
PREA				1		1
PREA Coordinator				1		1
Referral to Outside Provider			1			1
Office of Health Services			1			1
Staffing	1					1
Warden	1					1
Treatment	8	2	13	5		28
Constituent Services			1	4		5
Office of Health Services	5	1	4	5		15
Warden	1					1
IDOC Resources/Policy Information	1		5			6
Advocacy Liaison	1					1
Mental Health	1	1	5			7
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Level of Care			1			1
Constituent Services			1			1
PREA		1				1
Mental Health		1				1
Treatment	1		2			3
Mental Health			2			2
Warden	1					1
Money Issues			1			1
Trust Fund			1			1
IDOC Resources/Policy Information			1			1
Other/ General	2	1	11	4		18
Cell	1	1				2
Warden		1				1
IDOC Resources/Policy Information	1					1
Hygiene			2			2
Constituent Services			1			1
Facility			1			1
Legal Services			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1	1		2
Other	1		6	3		10
Constituent Services				2		2
Facility			3			3
Office of Health Services			2			2
Warden				1		1
IDOC Resources/Policy Information	1		1			2
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment			1			1
Constituent Services			1			1
Parole Concern			3	4		7
Information				3		3
Prisoner Review Board				2		2
IDOC Resources/Policy Information				1		1
Reentry			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Treatment			1			1
Facility			1			1
Programs/ Services	3		8	3		14
Denials/ Restrictions			1			1
Transfer Coordinator			1			1
Education	1					1
Chief of Programs	1					1
Other	2			1		3
Constituent Services	1					1
Warden	1			1		2
Phone				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1
Treatment				1		1
Warden				1		1
Work Release / ATC			5			5
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Property	1		3	1		5
Cell				1		1
IDOC Resources/Policy Information				1		1
Clothing			1			1
Constituent Services			1			1
Information			1			1
Facility			1			1
Mail			1			1
IDOC Resources/Policy Information			1			1
Other	1					1
Warden	1					1
Records Information			6			6
Information			4			4
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Records			1			1
Jobs/Assignments			1			1
Records			1			1
Sentence Calculation / Release Date			1			1
Records			1			1
Safety Concerns	2		10	3		15
Cell	1		4	1		6
Office of Health Services			1			1
Warden	1		1	1		3
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			1			1
Information			1			1
Constituent Services			1			1
Other				1		1
Warden				1		1
PREA	1					1
Warden	1					1
Treatment			5	1		6
Facility			2			2
Warden			2	1		3
Facility Oversight Manager			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Credit	8	1	29	2		40
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education			1			1
IDOC Resources/Policy Information			1			1
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Other		1				1
Warden		1				1
Reentry			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	8		24	2		34
Constituent Services	3		8			11
County			1			1
Facility	3		5	2		10
Warden	1					1
IDOC Resources/Policy Information	1		9			10
Records			1			1
Staff Conduct	1	1	17	5		24
Archive Search			1			1
IDOC Resources/Policy Information			1			1
Denials/ Restrictions			1			1
Chief Inspector			1			1
In person		1				1
Warden		1				1
Information			6	1		7
Constituent Services			2			2
Facility			2			2
Warden				1		1
IDOC Resources/Policy Information			2			2
Mail			1			1
Constituent Services			1			1
Medication			1			1
Office of Health Services			1			1
Other				1		1
Warden				1		1
PREA				2		2
Warden				2		2
Sentence Calculation / Release Date	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1					1
Staffing			1			1
IDOC Resources/Policy Information			1			1
Treatment			5	1		6
Facility			1			1
Office of Health Services			1			1
Warden				1		1
IDOC Resources/Policy Information			3			3
Video			1			1
Warden			1			1
Staffing Concerns			1			1
Sign-up Genius			1			1
Chief Inspector			1			1
Technical Problems/Website	1			1		2
Video	1					1
IDOC Resources/Policy Information	1					1
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Transfers	12	1	86	2		101
Denials/ Restrictions			2			2
Transfer Coordinator			2			2
Education	1		1			2
Transfer Coordinator	1		1			2
In person			2			2
Constituent Services			1			1
Facility			1			1
Information	9	1	63	2		75
Chief Inspector	3					3
Constituent Services			14			14
Facility	2		10			12
Transfer Coordinator	1		21	1		23
Warden	1		2			3
IDOC Resources/Policy Information	2	1	16	1		20
Other			4			4
Transfer Coordinator			1			1
IDOC Resources/Policy Information			3			3
Sentence Calculation / Release Date	1		2			3
Facility	1		1			2
IDOC Resources/Policy Information			1			1
Treatment			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			2			2
Work Release / ATC	1		10			11
Facility			1			1
Transfer Coordinator			2			2
IDOC Resources/Policy Information	1		7			8
Victim Services			2	2		4
Information			2	1		3
Victim Services			2	1		3
Phone				1		1
Victim Services				1		1
Visitation	20	2	38	35		95
Denials/ Restrictions	5	1	8	3		17
Constituent Services			1			1
Facility			1			1
Warden	3	1	2	1		7
IDOC Resources/Policy Information	1		2			3
Visitation Coordinator	1		2	2		5
GTL Technical Issue	1			1		2
Warden	1					1
GTL Helpdesk				1		1
In person	1	1	4	1		7
Constituent Services	1	1				2
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			2			2
Visitation Coordinator				1		1
Information	4		10	8		22
Constituent Services			3			3
Facility			2			2
Mental Health			1			1
Warden				2		2
IDOC Resources/Policy Information	3		1	1		5
Visitation Coordinator	1		3	5		9
Legal Services	1		2			3
Facility	1					1
Warden			2			2
Mail			1			1
Visitation Coordinator			1			1
Other			2	1		3
Constituent Services			1			1

Count of Facility Addressed	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
Phone	1					1
IDOC Resources/Policy Information	1					1
Privileges	4		1	8		13
Warden	3		1	4		8
IDOC Resources/Policy Information	1			2		3
Visitation Coordinator				2		2
Sentence Calculation / Release Date				1		1
IDOC Resources/Policy Information				1		1
Staffing			1			1
Warden			1			1
Treatment	1		3	1		5
Constituent Services			1			1
Warden	1			1		2
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1			1
Video	1		2	2		5
Constituent Services				1		1
IDOC Resources/Policy Information			1			1
Visitation Coordinator	1		1	1		3
Unspecified			1			1
Constituent Services			1			1
Lockdown	1		3	9		13
Constituent Services				1		1
Facility			1			1
Warden				2		2
IDOC Resources/Policy Information	1		1	4		6
Visitation Coordinator			1	2		3
Wellness Check	1		6			7
Information			4			4
Facility			1			1
Office of Health Services			1			1
IDOC Resources/Policy Information			2			2
Medical Supplies	1					1
Warden	1					1
Treatment			1			1
Mental Health			1			1
Video			1			1
Mental Health			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Illinois River Correctional Center	104	3	568	119		794
Adjustment Committee/Discipline	8		26	12		46
Cell			4			4
Constituent Services			4			4
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education	1					1
IDOC Resources/Policy Information	1					1
Food Items			1			1
Mental Health			1			1
Information	2		10	5		17
Constituent Services			3			3
Facility	1		4	2		7
IDOC Resources/Policy Information	1		3	3		7
Mail				2		2
Mental Health				1		1
IDOC Resources/Policy Information				1		1
Medication			2	1		3
Constituent Services			1			1
Office of Health Services				1		1
IDOC Resources/Policy Information			1			1
Other	2		1			3
Chief Inspector	1					1
Constituent Services			1			1
Warden	1					1
Phone				1		1
Warden				1		1
Protocols	1		1			2
Constituent Services			1			1
Warden	1					1
Treatment	2		3	3		8
Chief Inspector	1					1
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information	1		1	3		5
Work Release / ATC			1			1
Facility			1			1
Send Money			2			2
IDOC Resources/Policy Information			2			2
Classification	3		13	1		17

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Cell			1			1
IDOC Resources/Policy Information			1			1
Information	2		10			12
Constituent Services			2			2
Facility	1		1			2
Warden			1			1
IDOC Resources/Policy Information	1		5			6
Records			1			1
Protocols	1					1
Facility	1					1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC				1		1
Facility				1		1
Outside of Cell Time			1			1
IDOC Resources/Policy Information			1			1
Commissary	12		27	7		46
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Clothing	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Electronic Messaging	1		1			2
IDOC Resources/Policy Information	1		1			2
Fans	3		2	1		6
Constituent Services	1		1			2
Warden	2					2
IDOC Resources/Policy Information			1	1		2
Food Items	1		5	1		7
Chief Inspector			1			1
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information	1		3			4
Hygiene	2		7			9
Chief Inspector	1					1
Constituent Services	1					1
Facility			2			2
Warden			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			3			3
Information			6	1		7
Constituent Services			2			2
Facility			1	1		2
Warden			2			2
IDOC Resources/Policy Information			1			1
Other	1			1		2
Warden	1					1
IDOC Resources/Policy Information				1		1
Phone	1					1
Constituent Services	1					1
Sentence Calculation / Release Date				1		1
IDOC Resources/Policy Information				1		1
Temperature	2			1		3
Warden	2			1		3
Treatment			1			1
Facility			1			1
Trust Fund			1			1
Constituent Services			1			1
Send Money			2			2
Constituent Services			2			2
Communication	11	18	14			43
Electronic Messaging	2		2	1		5
Constituent Services	1		1			2
IDOC Resources/Policy Information	1		1	1		3
Information	2		7	2		11
Constituent Services	1		3			4
Facility				1		1
Warden	1					1
IDOC Resources/Policy Information			3	1		4
Visitation Coordinator			1			1
Legal Services				1		1
Facility				1		1
Mail	2		2	4		8
Constituent Services				1		1
Facility				1		1
Warden	2		2			4
IDOC Resources/Policy Information				2		2
Phone	3		6	5		14
Facility			2	1		3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden			1	1		2
IDOC Resources/Policy Information	3		3	3		9
Video	1					1
Chief Inspector	1					1
Work Release / ATC			1	1		2
Facility			1	1		2
Tablet	1					1
Chief Inspector	1					1
Concern not noted			34			34
Unspecified			34			34
Constituent Services			28			28
Facility			6			6
Conditions of Facility	1		2			3
Cell	1		2			3
Warden			2			2
IDOC Resources/Policy Information	1					1
Dietary				1		1
Food Items				1		1
IDOC Resources/Policy Information				1		1
Family Concerns	2		4	2		8
Food Items	2					2
Warden	1					1
IDOC Resources/Policy Information	1					1
Hygiene				1		1
IDOC Resources/Policy Information				1		1
Information			2	1		3
Facility			1			1
IDOC Resources/Policy Information			1	1		2
Other			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Grievances	11		13	1		25
Cell			1			1
Facility Oversight Manager			1			1
Fans	2					2
Constituent Services	1					1
Warden	1					1
Information	7		8	1		16
Chief Inspector	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services	3		2	1		6
Facility			1			1
IDOC Resources/Policy Information			3			3
Facility Oversight Manager	3		1			4
Facility Inquiry Board Oversight Manager			1			1
Other			4			4
Constituent Services			3			3
IDOC Resources/Policy Information			1			1
Protocols	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date	1					1
Constituent Services	1					1
Medical	4		28	8		40
Cell			2			2
Office of Health Services			2			2
Denials/ Restrictions	1					1
Warden	1					1
Information			3	1		4
Constituent Services			1			1
Facility				1		1
Office of Health Services			1			1
IDOC Resources/Policy Information			1			1
Level of Care	1		5	1		7
Constituent Services			2			2
Office of Health Services	1		1	1		3
Warden			1			1
IDOC Resources/Policy Information			1			1
Medical Supplies			1			1
Constituent Services			1			1
Medication			1			1
Office of Health Services			1			1
Phone			1			1
IDOC Resources/Policy Information			1			1
Temperature			1			1
IDOC Resources/Policy Information			1			1
Treatment	2		13	6		21
Constituent Services			6			6
Facility			2			2
Office of Health Services	2		1	5		8
IDOC Resources/Policy Information			4	1		5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Unspecified			1			1
Constituent Services			1			1
Mental Health	1		5			6
Cell			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Information	1		1			2
Office of Health Services	1					1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Treatment			1			1
Mental Health			1			1
Money Issues			4			4
Trust Fund			4			4
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			1			1
Other/ General	1		9	2		12
Information			4	1		5
Chief Chaplain				1		1
Prisoner Review Board			1			1
IDOC Resources/Policy Information			3			3
Other			4			4
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Advocacy Liaison			1			1
Phone	1					1
Constituent Services	1					1
Unspecified			1			1
Constituent Services			1			1
Send Money				1		1
Constituent Services				1		1
Parole Concern	1	1	18	1		21
Information				1		1
AMS				1		1
Information		1	4			5
Constituent Services		1				1
IDOC Resources/Policy Information				4		4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Reentry			5			5
Constituent Services			1			1
Facility			3			3
IDOC Resources/Policy Information			1			1
Residence Plan			1			1
Parole			1			1
Sentence Calculation / Release Date	1		7	1		9
AMS			2			2
Constituent Services			3			3
Prisoner Review Board	1			1		2
Victim Services			1			1
IDOC Resources/Policy Information			1			1
Programs/ Services	2		26	3		31
Education			3	1		4
Facility			2	1		3
Records			1			1
Information			5			5
Constituent Services			1			1
IDOC Resources/Policy Information			4			4
Sentence Calculation / Release Date			5	1		6
Constituent Services			1			1
Facility			3	1		4
IDOC Resources/Policy Information			1			1
Sex offender Concerns			1			1
Facility			1			1
Treatment			3			3
Facility			2			2
Records			1			1
Work Release / ATC	2		8			10
Constituent Services			2			2
Facility			3			3
IDOC Resources/Policy Information	2		3			5
Unspecified				1		1
Constituent Services				1		1
Send Money			1			1
Facility			1			1
Property	5		13	6		24
Cell			2			2
Constituent Services			2			2
Clothing			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Fans	3					3
Constituent Services	2					2
IDOC Resources/Policy Information	1					1
Information	2		4	5		11
Constituent Services			2			2
Facility	1		1			2
Warden	1			2		3
IDOC Resources/Policy Information			1	3		4
Mail			5	1		6
Constituent Services			2			2
IDOC Resources/Policy Information			3	1		4
Other			1			1
Constituent Services			1			1
Records Information	3		18	11		32
Information	2		13	9		24
Constituent Services			1	1		2
County			1			1
Warden	1					1
IDOC Resources/Policy Information	1		6	3		10
Records			5	5		10
Mail				1		1
Warden				1		1
Other			1			1
Facility			1			1
Sentence Calculation / Release Date			3	1		4
Facility			1			1
Records			2	1		3
Sex offender Concerns			1			1
Sex Offender Services			1			1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Safety Concerns	3		13	1		17
Cell	3		2			5
Facility			1			1
Warden	2					2
IDOC Resources/Policy Information	1		1			2
Food Items			1			1
Warden			1			1
Information			7			7

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Facility			1			1
Warden			5			5
Other			1			1
Victim Services			1			1
Staffing			1			1
Warden			1			1
Treatment			1	1		2
Office of Health Services				1		1
Warden			1			1
Sentence Credit	6	2	149	10		167
Denials/ Restrictions			9			9
Constituent Services			4			4
Facility			2			2
IDOC Resources/Policy Information			3			3
Dental			1			1
IDOC Resources/Policy Information			1			1
Education			3	1		4
Facility			1			1
IDOC Resources/Policy Information			1	1		2
Records			1			1
Information	1		8	1		10
Constituent Services			3			3
Facility			1			1
IDOC Resources/Policy Information	1		4	1		6
Jobs/Assignments			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date	5	1	120	8		134
Chief Inspector	1					1
Chief of Programs		1				1
Constituent Services			26	1		27
County			1			1
Facility	2		45	2		49
Victim Services			1			1
IDOC Resources/Policy Information	2		45	5		52
Records			1			1
Sex Offender Services			1			1
Video			2			2
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Work Release / ATC		1	3			4
Facility			2			2
Warden		1				1
IDOC Resources/Policy Information			1			1
Staff Conduct			11	2		13
Information			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Mail			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Other			3			3
IDOC Resources/Policy Information			2			2
Office of Executive Inspector General			1			1
PREA			1			1
Warden			1			1
Staffing			1			1
Constituent Services			1			1
Treatment			1	1		2
Chief Inspector				1		1
Constituent Services			1			1
Staffing Concerns			2			2
Information			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
Facility			1			1
Technical Problems/Website				1		1
GTL Technical Issue				1		1
GTL Helpdesk				1		1
Transfers	9		97	12		118
Denials/ Restrictions			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Education			3	1		4
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			2			2
IDOC Resources/Policy Information				1		1
Information	6		69	8		83
Constituent Services			16			16
Facility	1		9	4		14
Transfer Coordinator	5		11	4		20
IDOC Resources/Policy Information			33			33
Jobs/Assignments			1			1
Transfer Coordinator			1			1
Other			2	1		3
Constituent Services			2			2
Transfer Coordinator				1		1
Protocols			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			3			3
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Treatment			1	1		2
Constituent Services			1			1
Transfer Coordinator				1		1
Work Release / ATC	3		13			16
Constituent Services			4			4
Facility	1		1			2
Transfer Coordinator			2			2
IDOC Resources/Policy Information	2		5			7
Records			1			1
Rebuild				1		1
IDOC Resources/Policy Information				1		1
Victim Services			1	1		2
Information			1			1
Victim Services			1			1
Phone				1		1
Victim Services				1		1
Visitation	19		28	19		66
Denials/ Restrictions	4		7	7		18
Chief Inspector	1					1
Facility	1		1			2
Warden	1		5	1		7

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1	1		2
Visitation Coordinator	1			5		6
Food Items			1			1
Warden			1			1
In person			3			3
Facility			1			1
Warden			1			1
Visitation Coordinator			1			1
Information	4		8	3		15
Chief Inspector			1			1
Constituent Services	1		2			3
Facility			2			2
Victim Services				1		1
Warden	1		2	1		4
IDOC Resources/Policy Information			1			1
Visitation Coordinator	2			1		3
Other	1		2	1		4
Constituent Services	1		1			2
Facility			1			1
Visitation Coordinator				1		1
Phone	1					1
Facility	1					1
Privileges			1	4		5
Warden				2		2
Visitation Coordinator			1	2		3
Sentence Calculation / Release Date			1			1
Facility			1			1
Treatment			1			1
Visitation Coordinator			1			1
Verification			1			1
Warden			1			1
Video	8		3	4		15
Chief Inspector	1					1
Constituent Services	3		1			4
Warden	1		1			2
Visitation Coordinator	3		1	4		8
Lockdown	1					1
IDOC Resources/Policy Information	1					1
Wellness Check	2		9	4		15
Information	1		6	3		10

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services				1		1
Mental Health			2			2
Office of Health Services				1		1
Warden	1					1
IDOC Resources/Policy Information			4	1		5
Medication			1			1
Office of Health Services			1			1
Privileges				1		1
Warden				1		1
Temperature			1			1
Warden			1			1
Treatment			1			1
Office of Health Services			1			1
Video	1					1
Warden	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Jacksonville Correctional Center	42	3	253	44		342
Adjustment Committee/Discipline	1		4			5
Cell			1			1
IDOC Resources/Policy Information			1			1
Level of Care			1			1
Chief Inspector			1			1
Treatment	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Exposure			1			1
Facility			1			1
Commissary			1	1		2
Information				1		1
Warden				1		1
Send Money			1			1
Constituent Services			1			1
Communication	6		9	3		18
Denials/ Restrictions			4			4
Constituent Services			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Electronic Messaging			1			1
IDOC Resources/Policy Information			1			1
Mail	1		1	1		3
Facility				1		1
IDOC Resources/Policy Information	1		1			2
Phone	5		3	2		10
Chief of Operations	1					1
Constituent Services			2			2
Facility			1			1
IDOC Resources/Policy Information	3			2		5
Visitation Coordinator	1					1
Concern not noted	1		4			5
Unspecified	1		4			5
Constituent Services			3			3
Facility	1					1
IDOC Resources/Policy Information			1			1
Dietary			1			1
Food Items			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Electronic Detention			6			6
Education			1			1
Facility			1			1
Information			4			4
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			1			1
Mail			1			1
Facility			1			1
Family Concerns	1		2	1		4
Information	1		1	1		3
Facility				1		1
Warden	1					1
IDOC Resources/Policy Information			1			1
Legal Services			1			1
Facility			1			1
FOIA				1		1
PREA				1		1
PREA Coordinator				1		1
Grievances	2		8			10
Clothing	1					1
Facility Inquiry Board Oversight Manager	1					1
Information			8			8
Constituent Services			2			2
Warden			2			2
IDOC Resources/Policy Information			4			4
Treatment	1					1
Warden	1					1
Lockdown			1			1
Lockdown			1			1
Constituent Services			1			1
Medical	7		10	2		19
Information	1		2	1		4
Facility	1		1			2
IDOC Resources/Policy Information			1	1		2
Level of Care			1			1
IDOC Resources/Policy Information			1			1
Medical Supplies	1					1
Chief Inspector	1					1
Medication			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services			2			2
Protocols			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Treatment	5		3	1		9
Chief Inspector			1			1
Office of Health Services	2		1			3
Warden	2			1		3
IDOC Resources/Policy Information	1					1
Facility Inquiry Board Oversight Manager			1			1
Other/ General	2		3	4		9
Information	2		1	1		4
Facility	1					1
IDOC Resources/Policy Information	1		1	1		3
Other				2		2
Constituent Services				2		2
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Social Media				1		1
Warden				1		1
Parole Concern			5	2		7
Information			2	2		4
Parole			1	2		3
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Sex offender Concerns			1			1
Sex Offender Services			1			1
Programs/ Services	2		45	2		49
Denials/ Restrictions	1		10			11
Chief of Programs	1					1
Constituent Services			1			1
Facility			5			5
IDOC Resources/Policy Information			4			4
Education			1			1
Constituent Services			1			1
Information			5	1		6
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			3			3
IDOC Resources/Policy Information			1	1		2
Protocols				1		1
Chief of Programs				1		1
Sentence Calculation / Release Date	1		1			2
IDOC Resources/Policy Information	1		1			2
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1
Treatment			2			2
Constituent Services			1			1
Facility			1			1
Work Release / ATC			25			25
Constituent Services			5			5
Facility			7			7
Transfer Coordinator			4			4
IDOC Resources/Policy Information			9			9
Property	3		1	1		5
Information	1			1		2
Warden	1					1
IDOC Resources/Policy Information				1		1
Level of Care	1					1
Chief Inspector	1					1
Mail			1			1
IDOC Resources/Policy Information			1			1
Other	1					1
Chief Inspector	1					1
Records Information	1		5	2		8
Information	1			1		2
Records	1			1		2
Sentence Calculation / Release Date			3	1		4
County				1		1
IDOC Resources/Policy Information			2			2
Records			1			1
Sex offender Concerns			2			2
Records			1			1
Sex Offender Services			1			1
Safety Concerns			2			2
Information			1			1
Constituent Services			1			1
Treatment			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector			1			1
Sentence Credit	7	2	75	5		89
Denials/ Restrictions			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Information			5			5
Constituent Services			2			2
Facility			1			1
IDOC Resources/Policy Information			2			2
Jobs/Assignments			3			3
IDOC Resources/Policy Information			2			2
Records			1			1
Other	1					1
Facility	1					1
Sentence Calculation / Release Date	5	1	54	3		63
Constituent Services		1	9			10
Facility	2		15	1		18
Warden			1			1
IDOC Resources/Policy Information	3		28	2		33
Records			1			1
Sex offender Concerns			4	1		5
Facility			1	1		2
Sex Offender Services			3			3
Work Release / ATC	1	1	8			10
Chief of Programs		1				1
Constituent Services			2			2
Facility	1		2			3
Transfer Coordinator			1			1
IDOC Resources/Policy Information			3			3
Staff Conduct	1		2	3		6
Information			1			1
IDOC Resources/Policy Information			1			1
Other				1		1
Warden				1		1
Treatment	1		1	2		4
IDOC Resources/Policy Information	1		1	1		3
Office of Executive Inspector General				1		1
Transfers	5	1	63	3		72
Denials/ Restrictions			2			2
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Information	2		10	2		14
Constituent Services			2			2
Facility			2	2		4
Transfer Coordinator	2		2			4
Victim Services			1			1
IDOC Resources/Policy Information			3			3
Sex offender Concerns			1			1
Sex Offender Services			1			1
Work Release / ATC	3	1	48	1		53
Constituent Services			12			12
Facility			16			16
Transfer Coordinator	2	1	5			8
IDOC Resources/Policy Information	1		15	1		17
Victim Services			1			1
Constituent Services			1			1
Rebuild			1			1
Facility			1			1
Victim Services				1		1
Denials/ Restrictions				1		1
Victim Services				1		1
Visitation	3		6	12		21
Denials/ Restrictions			1			1
Constituent Services			1			1
Information	1		1	5		7
Facility			1			1
Warden	1					1
IDOC Resources/Policy Information				2		2
Visitation Coordinator				3		3
Other			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Phone	1					1
Warden	1					1
Privileges	1		2	3		6
Warden			2	2		4
IDOC Resources/Policy Information	1			1		2
Staffing				2		2
Visitation Coordinator				2		2
Verification				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
Victim Services			1			1
Victim Services			1			1
Wellness Check				1		1
Other				1		1
Constituent Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Joliet Treatment Center	13		53	33		99
Adjustment Committee/Discipline			1			1
Information			1			1
Chief Inspector			1			1
Classification				1		1
Treatment				1		1
Warden				1		1
Commissary			1	1		2
Hygiene			1			1
IDOC Resources/Policy Information			1			1
Treatment				1		1
Warden				1		1
Communication	4		5	3		12
Information			1			1
Mental Health			1			1
Legal Services			1			1
Constituent Services			1			1
Mail	1					1
IDOC Resources/Policy Information	1					1
Other				1		1
IDOC Resources/Policy Information				1		1
Phone	3		3	1		7
Constituent Services	1					1
Facility			1			1
Warden	1			1		2
IDOC Resources/Policy Information	1		2			3
Send Money				1		1
IDOC Resources/Policy Information				1		1
Compassionate Release				2		2
Information				2		2
Prisoner Review Board				2		2
Concern not noted				2		2
Unspecified				2		2
Constituent Services				2		2
Conditions of Facility				2		2
Water				2		2
Constituent Services				1		1
IDOC Resources/Policy Information				1		1
Electronic Detention				1		1
Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Family Concerns				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
FOIA			1			1
Information			1			1
FOIA			1			1
Grievances	2		2	3		7
In person	1		1			2
Facility Inquiry Board Oversight Manager	1		1			2
Information			1	1		2
Constituent Services			1			1
Facility				1		1
Treatment	1			2		3
Constituent Services	1					1
Facility Oversight Manager				2		2
Medical	1		11	1		13
In person			1			1
Warden			1			1
Information			8			8
Office of Health Services			5			5
Warden			2			2
IDOC Resources/Policy Information			1			1
Level of Care	1			1		2
Office of Health Services				1		1
IDOC Resources/Policy Information	1					1
Medication			1			1
IDOC Resources/Policy Information			1			1
Send Money			1			1
Warden			1			1
Mental Health	1		2	2		5
Other	1		1			2
Mental Health	1		1			2
Staffing			1			1
Mental Health			1			1
Treatment				2		2
Mental Health				1		1
Warden				1		1
Money Issues			1	1		2
Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Trust Fund				1		1
Warden				1		1
Other/ General			1	2		3
Information			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Other				1		1
IDOC Resources/Policy Information				1		1
Programs/ Services			3	2		5
Treatment			1	2		3
Warden				1		1
IDOC Resources/Policy Information			1	1		2
Work Release / ATC			2			2
Constituent Services				1		1
Facility				1		1
Property	1					1
Information	1					1
IDOC Resources/Policy Information	1					1
Records Information				2		2
Information				1		1
IDOC Resources/Policy Information				1		1
Treatment				1		1
Warden				1		1
Sentence Credit			4			4
Reentry				1		1
Warden				1		1
Sentence Calculation / Release Date			3			3
Facility			2			2
IDOC Resources/Policy Information				1		1
Staff Conduct	2			3		5
In person	1					1
Chief Inspector	1					1
Information				1		1
Warden				1		1
Treatment	1			2		3
Chief Inspector	1					1
Warden				2		2
Staffing Concerns			1	1		2
Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Personnel			1			1
Protocols				1		1
Warden				1		1
Transfers			5	1		6
Information			5	1		6
Constituent Services			2			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2	1		3
Victim Services			2	1		3
Information			1			1
IDOC Resources/Policy Information			1			1
Privileges				1		1
IDOC Resources/Policy Information				1		1
Victim Services			1			1
Victim Services			1			1
Visitation	2		5	8		15
Cell			1			1
Warden			1			1
Denials/ Restrictions			3	1		4
Chief Inspector			1			1
Warden			1			1
Visitation Coordinator			1	1		2
Electronic Messaging	1					1
Chief Inspector	1					1
Hygiene				1		1
Warden				1		1
Information				3		3
IDOC Resources/Policy Information				2		2
Visitation Coordinator				1		1
Other				1		1
Warden				1		1
Privileges				1		1
IDOC Resources/Policy Information				1		1
Protocols	1		1			2
Constituent Services			1			1
Warden	1					1
Video				1		1
IDOC Resources/Policy Information				1		1
Wellness Check			1			1
Level of Care			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Kewanee Life Skills Re-Entry Center	5		38	9		52
Adjustment Committee/Discipline			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Clemency	1					1
Information	1					1
IDOC Resources/Policy Information	1					1
Commissary			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Communication				1		1
Phone				1		1
IDOC Resources/Policy Information				1		1
Concern not noted			2			2
Unspecified			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Family Concerns			1	1		2
Information			1	1		2
Facility			1	1		2
Grievances			2			2
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
IIC Death Notice			1			1
Information			1			1
County			1			1
Medical	1		3			4
Cell			1			1
Warden			1			1
Information			2			2
IDOC Resources/Policy Information			2			2
Level of Care	1					1
Office of Health Services	1					1
Money Issues	1					1
Information	1					1
Warden	1					1
Other/ General			1			1
Reentry			1			1
Facility			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Parole Concern			2	1		3
Information			1			1
IDOC Resources/Policy Information			1			1
Residence Plan			1			1
Constituent Services			1			1
Sentence Calculation / Release Date				1		1
Facility				1		1
Programs/ Services			8			8
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Reentry			1			1
Facility			1			1
Work Release / ATC			5			5
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			2			2
Records Information			1			1
Information			1			1
Facility			1			1
Safety Concerns			1	1		2
Other			1			1
Facility			1			1
Phone				1		1
Warden				1		1
Sentence Credit			7			7
Denials/ Restrictions			1			1
Warden			1			1
Information			1			1
Intergovernmental Affairs Office			1			1
Sentence Calculation / Release Date			5			5
Constituent Services			3			3
Facility			1			1
Records			1			1
Transfers			6	2		8
Information			1			1
Facility			1			1
Work Release / ATC			5	2		7
Facility			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			4	2		6
Visitation	2		1	3		6
Denials/ Restrictions			1			1
Warden			1			1
Information	1			1		2
Warden				1		1
IDOC Resources/Policy Information	1					1
Privileges				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Video	1					1
Visitation Coordinator	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Lawrence Correctional Center	125	9	224	181		539
Adjustment Committee/Discipline	5		9	11		25
Cell			1	1		2
Mental Health			1			1
IDOC Resources/Policy Information				1		1
Education				1		1
Warden				1		1
Information	2		3	2		7
Constituent Services	1					1
Warden	1			2		3
IDOC Resources/Policy Information			3			3
Phone			1			1
Constituent Services			1			1
Staffing				1		1
Chief Inspector				1		1
Treatment	3		3	5		11
Chief Inspector	1			1		2
Constituent Services	1			2		3
Warden				1		1
IDOC Resources/Policy Information	1		2	1		4
Facility Oversight Manager			1			1
Video			1			1
Constituent Services			1			1
Yard				1		1
Advocacy Liaison				1		1
Classification	2		6	2		10
Information	2		6	2		10
Constituent Services			2			2
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information	2		2	2		6
Clemency	5			3		8
Information	4			2		6
Constituent Services	2			1		3
Prisoner Review Board	1					1
IDOC Resources/Policy Information	1			1		2
Legal Services	1					1
Warden	1					1
Medical Supplies				1		1
Constituent Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Commissary	6	1	8	3		18
Art Supplies			1			1
Constituent Services			1			1
Hygiene	1					1
Constituent Services	1					1
Information		1	3	1		5
Facility		1				1
IDOC Resources/Policy Information			3	1		4
Mail				1		1
Facility Oversight Manager				1		1
Other	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Phone				1		1
IDOC Resources/Policy Information				1		1
Protocols			1			1
Constituent Services			1			1
Treatment	1					1
Chief Inspector	1					1
Trust Fund			1			1
Facility Oversight Manager			1			1
Lockdown	3					3
Constituent Services	1					1
Warden	2					2
Send Money			1			1
IDOC Resources/Policy Information			1			1
Communication	3	3	16	15		37
Electronic Messaging				1		1
IDOC Resources/Policy Information				1		1
In person			1			1
IDOC Resources/Policy Information			1			1
Information	1	3	4	6		14
Constituent Services	1		1			2
Facility		2	1	1		4
Public Information Officer				1		1
Victim Services				1		1
IDOC Resources/Policy Information		1	2	3		6
Legal Services				1		1
Facility				1		1
Mail	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information	1		1			2
Phone	1		5	3		9
Constituent Services			2			2
Warden			1	1		2
IDOC Resources/Policy Information	1		2	1		4
Visitation Coordinator				1		1
Treatment				1		1
Warden				1		1
Unspecified			1			1
Constituent Services			1			1
Lockdown			4	1		5
Warden				1		1
IDOC Resources/Policy Information			4			4
Victim Services				1		1
Victim Services				1		1
Tablet				1		1
Visitation Coordinator				1		1
Concern not noted	1		16			17
Unspecified	1		16			17
Constituent Services	1		16			17
Conditions of Facility	2		3	6		11
Other				1		1
Warden				1		1
Staffing			1	1		2
Constituent Services				1		1
IDOC Resources/Policy Information			1			1
Temperature	2		1	2		5
Warden	1			1		2
IDOC Resources/Policy Information	1		1	1		3
Treatment				1		1
Warden				1		1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Dayroom				1		1
Warden				1		1
Dietary			1			1
Food Items			1			1
IDOC Resources/Policy Information			1			1
Employment				2		2
Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Personnel				1		1
Other				1		1
Personnel				1		1
Family Concerns	1	1	4			6
Information			1	1		2
Facility				1		1
IDOC Resources/Policy Information			1			1
Other	1			1		2
IDOC Resources/Policy Information	1			1		2
Phone				1		1
Constituent Services				1		1
Treatment				1		1
Warden				1		1
FOIA			1	1		2
Information			1	1		2
FOIA			1	1		2
Grievances	4	11	3			18
Information	3	7	2			12
Constituent Services	1		1	1		3
Warden			1			1
IDOC Resources/Policy Information			2			2
Facility Oversight Manager	2	3				5
Advocacy Liaison				1		1
Mail			1			1
Facility Oversight Manager			1			1
Medical Supplies	1					1
Constituent Services	1					1
Other			1			1
Chief Inspector			1			1
Treatment			2	1		3
Constituent Services			1			1
Facility Oversight Manager			1			1
Advocacy Liaison				1		1
IIC Death Notice			2			2
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Lockdown	9	1	18	13		41
Hygiene			3	3		6
Office of Health Services			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				2		2
IDOC Resources/Policy Information			1	1		2
In person			1			1
Constituent Services			1			1
Information			2			2
IDOC Resources/Policy Information			2			2
Legal Services	2			1		3
Constituent Services	2			1		3
Other			1			1
IDOC Resources/Policy Information			1			1
Phone	1		1	1		3
IDOC Resources/Policy Information	1		1	1		3
Staffing	3		1			4
Warden	3					3
IDOC Resources/Policy Information			1			1
Temperature				1		1
IDOC Resources/Policy Information				1		1
Treatment		1	1	4		6
Constituent Services				1		1
Facility			1			1
Warden				3		3
IDOC Resources/Policy Information		1				1
Yard			1			1
Constituent Services			1			1
Lockdown	2		7	3		12
Chief Inspector			1			1
Constituent Services			2			2
Transfer Coordinator			1			1
Warden				2		2
IDOC Resources/Policy Information	2		3	1		6
Outside of Cell Time	1					1
IDOC Resources/Policy Information	1					1
Medical	17	1	17	20		55
Education				1		1
Chief Inspector				1		1
Food Items	1					1
Office of Health Services	1					1
Information	6		1	1		8
Chief Inspector	1					1
Constituent Services	1		1	1		3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility	1					1
Warden	3					3
Legal Services				1		1
Warden				1		1
Level of Care			5	1		6
Facility			2			2
Office of Health Services			3			3
Warden				1		1
Medical Supplies			1			1
Chief Inspector			1			1
Medication			1	1		2
Chief Inspector				1		1
IDOC Resources/Policy Information			1			1
Other	1		1	1		3
Office of Health Services	1		1	1		3
Privileges	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
Warden				1		1
Staffing			1	1		2
Constituent Services				1		1
IDOC Resources/Policy Information			1			1
Temperature			2			2
Office of Health Services			2			2
Treatment	8	1	4	11		24
Chief Inspector	3			4		7
Constituent Services			2	1		3
Office of Health Services	2	1		3		6
Warden	2		1	2		5
IDOC Resources/Policy Information	1		1			2
Office of Executive Inspector General				1		1
Social Media				1		1
Warden				1		1
Mental Health			1	1		2
Level of Care			1			1
Mental Health			1			1
Other				1		1
IDOC Resources/Policy Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Money Issues				1		1
Information				1		1
Constituent Services				1		1
Other/ General	3	2	4			9
Information	2	1				3
Warden	2					2
IDOC Resources/Policy Information			1			1
Other	1	1	4			6
Chief Inspector				1		1
Constituent Services				1		1
Warden				1		1
IDOC Resources/Policy Information	1	1	1			3
Parole Concern	2					2
Information	1					1
Prisoner Review Board	1					1
Sentence Calculation / Release Date	1					1
Prisoner Review Board	1					1
Procurement				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Programs/ Services	3	1	3	2		9
Education				1		1
Warden				1		1
Information	1	1		1		3
Warden	1			1		2
IDOC Resources/Policy Information		1				1
Other			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	1					1
Facility	1					1
Treatment	1					1
Warden	1					1
Work Release / ATC			1			1
Facility			1			1
Lockdown			1			1
Constituent Services			1			1
Property	4		11	3		18
Clothing			1			1
Facility			1			1
Information	2		2	3		7

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility				1		1
Warden				2		2
IDOC Resources/Policy Information	2		2			4
Mail			1			1
IDOC Resources/Policy Information			1			1
Other	2		3			5
Constituent Services			1			1
Facility			1			1
Warden	2					2
IDOC Resources/Policy Information			1			1
Staffing			2			2
Constituent Services			2			2
Treatment			1			1
Facility			1			1
Send Money			1			1
Facility			1			1
Records Information	1		2	4		7
Information				4		4
Facility				1		1
Planning and Research				1		1
Records				2		2
Sentence Calculation / Release Date	1		2			3
Constituent Services			1			1
Records	1		1			2
Safety Concerns	8	1	12	3		24
Food Items				1		1
IDOC Resources/Policy Information				1		1
In person				1		1
Warden				1		1
Information	2		7			9
Chief Inspector				1		1
Facility				3		3
Warden	2		2			4
IDOC Resources/Policy Information				1		1
Medication	1			1		2
Warden				1		1
IDOC Resources/Policy Information	1					1
Other	1	1	1			3
PREA Coordinator			1			1
IDOC Resources/Policy Information	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Staffing				1		1
Chief Inspector				1		1
Treatment	4		2			6
Warden	4					4
IDOC Resources/Policy Information			2			2
Substance Abuse				1		1
Chief Inspector				1		1
Scripted Inquiry	1					1
Electronic Messaging	1					1
Constituent Services	1					1
Sentence Credit	3		18	2		23
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date	2		16	2		20
Constituent Services			6			6
Facility	1		4			5
Warden			1			1
IDOC Resources/Policy Information	1		5	2		8
Staff Conduct	23		11	36		70
Food Items				1		1
Warden				1		1
Information	1		3			4
Chief Inspector	1		1			2
Warden			1			1
IDOC Resources/Policy Information			1			1
PREA	1			2		3
PREA Coordinator				1		1
Warden	1			1		2
Staffing				2		2
Warden				2		2
Treatment	18		8	31		57
Chief Inspector	2		1	6		9
Constituent Services	3		1	7		11
Facility	1		2			3
Office of Health Services				1		1
Warden	11		2	16		29
IDOC Resources/Policy Information	1		2	1		4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Video	1					1
Warden	1					1
Lockdown	2					2
Warden	2					2
Staffing Concerns	3		2	2		7
Jobs/Assignments	2					2
Director's Office	1					1
Personnel	1					1
Protocols	1					1
Chief Inspector	1					1
Treatment				2		2
Chief Inspector				1		1
Facility				1		1
Lockdown			2			2
IDOC Resources/Policy Information			2			2
Technical Problems/Website	1			2		3
Information	1			1		2
Constituent Services	1			1		2
Lockdown				1		1
Warden				1		1
Transfers	1	1	17	3		22
Electronic Messaging				1		1
Constituent Services				1		1
Information	1		8	1		10
Constituent Services				1		1
Facility			2			2
Transfer Coordinator	1		1			2
IDOC Resources/Policy Information			4	1		5
Other			2	1		3
Constituent Services			2	1		3
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment			2	1		3
Warden				1		1
IDOC Resources/Policy Information			2			2
Work Release / ATC		1				1
IDOC Resources/Policy Information		1				1
Lockdown			1			1
Facility			1			1
Rebuild				2		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			2			2
Victim Services				1		1
Video				1		1
Warden				1		1
Visitation	15		22	29		66
Denials/ Restrictions	2		4	3		9
Chief Inspector				1		1
Constituent Services			1			1
Warden	1			1		2
IDOC Resources/Policy Information			1			1
Visitation Coordinator	1		2	1		4
Food Items				1		1
IDOC Resources/Policy Information				1		1
GTL Technical Issue	1			1		2
Constituent Services	1					1
Warden				1		1
In person			2			2
IDOC Resources/Policy Information			2			2
Information	1		7	6		14
Facility				1		1
Warden			2	1		3
IDOC Resources/Policy Information			3			3
Visitation Coordinator	1		2	4		7
Mail			1			1
Constituent Services			1			1
Other			1	1		2
Warden			1			1
IDOC Resources/Policy Information				1		1
Phone	1			1		2
Constituent Services	1					1
Visitation Coordinator				1		1
Privileges	1			5		6
Warden	1			2		3
IDOC Resources/Policy Information				1		1
Visitation Coordinator				2		2
Staffing				1		1
IDOC Resources/Policy Information				1		1
Treatment	1			3		4
Chief Inspector				1		1
Constituent Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1			1		2
Video	5		2	5		12
Chief Inspector			1			1
Constituent Services			1			1
Warden	3			2		5
IDOC Resources/Policy Information	1					1
Visitation Coordinator	1			3		4
Lockdown	3		5	2		10
Chief Inspector			1			1
Facility				1		1
Transfer Coordinator			1			1
Warden	1					1
IDOC Resources/Policy Information	2		3	1		6
Wellness Check	2		14	4		20
Cell			1			1
Mental Health			1			1
Information			8	3		11
Constituent Services			3			3
Mental Health			1			1
Warden			2	2		4
IDOC Resources/Policy Information			2	1		3
Level of Care			1	1		2
Office of Health Services				1		1
Warden			1			1
Phone			2			2
IDOC Resources/Policy Information			2			2
Treatment			1			1
Mental Health			1			1
Lockdown	2		1			3
Constituent Services	1					1
Mental Health	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Lincoln Correctional Center	118	26	846	126		1116
Adjustment Committee/Discipline	2		6	1		9
Education			1			1
Facility			1			1
Information			2			2
Constituent Services			2			2
Phone			1			1
Mental Health			1			1
Sentence Calculation / Release Date			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Staffing	1					1
IDOC Resources/Policy Information	1					1
Treatment	1			1		2
IDOC Resources/Policy Information	1			1		2
Clemency			1			1
Information			1			1
Prisoner Review Board			1			1
Commissary			2	2		4
Mail				1		1
Constituent Services				1		1
Phone				1		1
IDOC Resources/Policy Information				1		1
Send Money			2			2
Constituent Services			1			1
Warden			1			1
Communication	4		19	17		40
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Electronic Messaging				1		1
IDOC Resources/Policy Information				1		1
GTL Technical Issue				1		1
IDOC Resources/Policy Information				1		1
Information			2	1		3
Constituent Services			1			1
Warden			1			1
Visitation Coordinator				1		1
Mail	2		3	2		7
Facility			2	1		3
Warden	2					2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1	1		2
Optical				1		1
IDOC Resources/Policy Information				1		1
Phone	1		9	7		17
Constituent Services			3	2		5
Facility			2			2
IDOC Resources/Policy Information	1		4	5		10
Sentence Calculation / Release Date	1		4			5
Facility	1		1			2
IDOC Resources/Policy Information			2			2
Records			1			1
Video				1		1
Warden				1		1
Send Money				2		2
IDOC Resources/Policy Information				2		2
Exposure				1		1
Constituent Services			1			1
Compassionate Release	1		25	4		30
Denials/ Restrictions				1		1
Prisoner Review Board				1		1
Information			8	2		10
Facility			2			2
Prisoner Review Board			6	2		8
Level of Care	1		12	1		14
Chief Inspector			4			4
Constituent Services			2			2
Facility			1			1
Office of Health Services	1		3			4
Prisoner Review Board			2	1		3
Other			2			2
Chief Inspector			1			1
Prisoner Review Board			1			1
Sentence Calculation / Release Date			2			2
Chief Inspector			1			1
Prisoner Review Board			1			1
Treatment			1			1
Chief Inspector			1			1
Concern not noted			15			15
Unspecified			15			15
Constituent Services			12			12

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			3			3
Conditions of Facility			4			4
Other			1			1
Chief Inspector			1			1
Treatment			1			1
Constituent Services			1			1
Water			2			2
Constituent Services			2			2
Dietary			1			1
Food Items			1			1
Office of Health Services			1			1
Electronic Detention	5		21	2		28
Information	3		9			12
Chief Inspector	1					1
Chief of Programs	1					1
Constituent Services			2			2
Facility			4			4
IDOC Resources/Policy Information	1		3			4
Protocols	1					1
Warden	1					1
Sentence Calculation / Release Date	1		9	2		12
Constituent Services			3			3
Facility	1		4	1		6
Prisoner Review Board			1			1
IDOC Resources/Policy Information			1	1		2
Work Release / ATC			3			3
Constituent Services			2			2
Facility			1			1
Family Concerns			3	2		5
Information			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Legal Services				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
FOIA			1			1
Information			1			1
FOIA			1			1
Grievances	5		14			19
Education			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Information	3		6			9
Constituent Services	1		1			2
IDOC Resources/Policy Information	2		5			7
Level of Care			1			1
Constituent Services			1			1
Other	1		1			2
Facility	1					1
Facility Oversight Manager			1			1
Protocols			1			1
Facility Oversight Manager			1			1
Sentence Calculation / Release Date			4			4
Constituent Services			2			2
IDOC Resources/Policy Information			2			2
Treatment	1					1
IDOC Resources/Policy Information	1					1
Lockdown	1					1
Denials/ Restrictions	1					1
Facility	1					1
Medical	17		34	9		60
Cell			1			1
Office of Health Services			1			1
Dental	1		3	1		5
Office of Health Services	1		3	1		5
Food Items			1			1
Office of Health Services			1			1
Information	5		7	1		13
Chief Inspector			1			1
Constituent Services	1					1
Facility	1		1			2
Office of Health Services	2		2			4
IDOC Resources/Policy Information	1		3	1		5
Jobs/Assignments			1			1
Office of Health Services			1			1
Level of Care	1		5			6
Office of Health Services	1		5			6
Medical Supplies	1		2			3
Office of Health Services	1		2			3
Medication	3		5	3		11
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services	2		3	3		8
IDOC Resources/Policy Information	1		1			2
Other			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		2	1		4
Office of Health Services	1		2	1		4
Sex offender Concerns	1					1
Office of Health Services	1					1
Treatment	4		5	3		12
Constituent Services	1		2			3
Office of Health Services	3		1	2		6
Warden				1		1
IDOC Resources/Policy Information			2			2
Money Issues			2	3		5
Trust Fund			1	2		3
Facility				1		1
IDOC Resources/Policy Information			1	1		2
Send Money			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Other/ General			7	4		11
Cell			1			1
IDOC Resources/Policy Information			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Other			3	4		7
Constituent Services			1			1
Public Information Officer				1		1
IDOC Resources/Policy Information			2	2		4
Facility Oversight Manager				1		1
Sentence Calculation / Release Date			1			1
Warden			1			1
Unspecified			1			1
Facility			1			1
Parole Concern	6		23	11		40
Information	4		8	8		20
AMS			3			3
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility	1		1	4		6
Interstate Compact				1		1
Parole	1					1
Prisoner Review Board	1					1
IDOC Resources/Policy Information	1		3	3		7
Medical Supplies	1					1
Parole	1					1
Reentry			5	2		7
AMS			1			1
Constituent Services			2			2
Facility			1			1
Interstate Compact			1			1
Warden				1		1
Reentry Manager				1		1
Residence Plan			3			3
Facility			2			2
Warden			1			1
Sentence Calculation / Release Date	1		6			7
Constituent Services			2			2
Facility			1			1
Parole	1					1
IDOC Resources/Policy Information			3			3
Victim Services			1			1
Victim Services			1			1
Interstate Compact				1		1
IDOC Resources/Policy Information				1		1
Procurement	1		1			2
Sentence Calculation / Release Date	1		1			2
IDOC Resources/Policy Information	1		1			2
Programs/ Services	12		62	10		84
Denials/ Restrictions			5			5
Constituent Services			1			1
IDOC Resources/Policy Information			4			4
Education	1		5			6
Constituent Services			3			3
Facility			1			1
IDOC Resources/Policy Information	1		1			2
Food Items				1		1
IDOC Resources/Policy Information				1		1
Information	2		10	1		13

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Facility	1		3			4
IDOC Resources/Policy Information	1		6	1		8
Jobs/Assignments			5	1		6
Constituent Services			1			1
Facility			2	1		3
IDOC Resources/Policy Information			2			2
Reentry			1			1
Facility			1			1
Sentence Calculation / Release Date	4		17	7		28
Constituent Services			3			3
Facility	2		9	2		13
Warden	1					1
IDOC Resources/Policy Information	1		5	5		11
Sex offender Concerns	3		1			4
IDOC Resources/Policy Information	1					1
Sex Offender Services	2		1			3
Treatment	1		3			4
Facility	1		3			4
Work Release / ATC	1		14			15
Chief of Programs			1			1
Constituent Services			2			2
Facility	1		3			4
Warden			1			1
IDOC Resources/Policy Information			7			7
Send Money			1			1
Constituent Services			1			1
Property	2		1	3		6
Clothing				1		1
IDOC Resources/Policy Information				1		1
Information				1		1
IDOC Resources/Policy Information				1		1
Mail	2			1		3
Facility	1					1
Warden	1			1		2
Other			1			1
Warden			1			1
Records Information	7	1	18	5		31
Information	6		9	3		18
Constituent Services			3			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility	2		2			4
Warden	2			1		3
IDOC Resources/Policy Information			2			2
Records	2		2	2		6
Sentence Calculation / Release Date	1	1	8	1		11
Constituent Services	1		3			4
Facility			1			1
Warden		1				1
Records			4	1		5
Sex offender Concerns				1		1
Records				1		1
Verification			1			1
Facility			1			1
Recreational Opportunities	1					1
Yard	1					1
Warden	1					1
Safety Concerns	1		4			5
Information			2			2
Warden			2			2
Protocols			1			1
Warden			1			1
Treatment	1		1			2
Office of Health Services	1					1
Warden			1			1
Scripted Inquiry			7			7
Level of Care			5			5
Facility			1			1
Prisoner Review Board			4			4
Other			1			1
Prisoner Review Board			1			1
Sentence Calculation / Release Date			1			1
Prisoner Review Board			1			1
Sentence Credit	33	24	501	19		577
Denials/ Restrictions	1	1	66	2		70
Constituent Services		1	14			15
Facility	1		31	1		33
IDOC Resources/Policy Information			21	1		22
Education			8			8
Constituent Services			4			4
Facility			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			3			3
Information	1		29	1		31
Constituent Services			6			6
Facility			6			6
IDOC Resources/Policy Information	1		17	1		19
Jobs/Assignments	1		2	1		4
Facility			1			1
Warden				1		1
IDOC Resources/Policy Information	1		1			2
Medical Supplies	1					1
IDOC Resources/Policy Information	1					1
Other			6			6
Constituent Services			1			1
Facility			2			2
Public Information Officer			1			1
IDOC Resources/Policy Information			2			2
Reentry			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Residence Plan			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	26	23	360	15		424
Chief Inspector	2					2
Chief of Programs		12				12
Constituent Services		2	86	2		90
Facility	11	8	148	4		171
Warden	4					4
IDOC Resources/Policy Information	9	1	115	8		133
Records			10	1		11
Facility Oversight Manager			1			1
Sex offender Concerns	1		3			4
Warden	1					1
IDOC Resources/Policy Information			2			2
Sex Offender Services			1			1
Staffing			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Facility			1			1
Water			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Work Release / ATC	1		20			21
Constituent Services			4			4
Facility	1		8			9
Warden			1			1
IDOC Resources/Policy Information			7			7
Yard	1					1
Chief Inspector	1					1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Staff Conduct	1		7	4		12
Information			2	1		3
IDOC Resources/Policy Information			2	1		3
Level of Care				1		1
Office of Health Services				1		1
Medication			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
Chief Inspector			1			1
Temperature			1			1
Warden			1			1
Treatment			2	1		3
Warden			1	1		2
IDOC Resources/Policy Information			1			1
Video	1					1
Warden	1					1
Social Media				1		1
Chief Inspector				1		1
Staffing Concerns			2			2
Sentence Calculation / Release Date			2			2
Chief Inspector			1			1
Warden			1			1
Transfers	5		37	4		46
Denials/ Restrictions	1		3			4
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information	1		1			2
Information	1		14			15
Constituent Services			1			1
Facility			6			6
Interstate Compact	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Transfer Coordinator			3			3
Warden			1			1
IDOC Resources/Policy Information			3			3
Jobs/Assignments	1					1
IDOC Resources/Policy Information	1					1
Reentry			1			1
Facility			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Sex offender Concerns	1					1
Transfer Coordinator	1					1
Treatment			2			2
Facility			2			2
Work Release / ATC	1		16	4		21
Constituent Services			1			1
Facility			4	1		5
Transfer Coordinator	1		5	3		9
IDOC Resources/Policy Information			6			6
Victim Services			3			3
Information			2			2
Victim Services			2			2
Victim Services			1			1
Victim Services			1			1
Visitation	13	1	23	24		61
Denials/ Restrictions	3		6	1		10
Constituent Services	2		1			3
Facility			1			1
IDOC Resources/Policy Information	1		1	1		3
Visitation Coordinator			3			3
GTL Technical Issue			1	2		3
Visitation Coordinator			1	1		2
GTL Helpdesk				1		1
In person			3	1		4
Facility			1			1
Warden				1		1
Visitation Coordinator			2			2
Information	4		8	9		21
Constituent Services			1			1
Facility	1		2	2		5
IDOC Resources/Policy Information	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Visitation Coordinator	2		4	7		13
Medication	1					1
Facility	1					1
Other			1			1
Constituent Services			1			1
Privileges	3	1		5		9
Warden	1	1		1		3
IDOC Resources/Policy Information				1		1
Visitation Coordinator	2			3		5
Sentence Calculation / Release Date			1			1
Visitation Coordinator			1			1
Verification				1		1
Visitation Coordinator				1		1
Video	2		3	5		10
Chief Inspector	1					1
Constituent Services			1			1
IDOC Resources/Policy Information			1	1		2
Visitation Coordinator	1		1	3		5
GTL Helpdesk				1		1
Volunteer Opportunities				1		1
Information				1		1
Volunteer Services				1		1
Wellness Check	1		2	1		4
Information	1		1	1		3
Mental Health			1			1
Warden	1			1		2
Treatment			1			1
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Logan Correctional Center	44	7	370	91		512
Adjustment Committee/Discipline			8			8
Information			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Phone			1			1
IDOC Resources/Policy Information			1			1
Protocols			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Staffing			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Warden			1			1
Classification			1			1
Information			1			1
Facility			1			1
Clemency		1				1
Medication		1				1
Chief Inspector		1				1
Commissary			7			7
Clothing			2			2
Facility			1			1
Warden			1			1
Electronic Messaging			1			1
IDOC Resources/Policy Information			1			1
Food Items			1			1
Constituent Services			1			1
Information			2			2
IDOC Resources/Policy Information			2			2
Privileges			1			1
IDOC Resources/Policy Information			1			1
Communication	6		25	10		41
Care Packages				1		1
IDOC Resources/Policy Information				1		1
Education			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Electronic Messaging			4	1		5
Constituent Services			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			2	1		3
Information			5	3		8
Facility			2			2
Public Information Officer				1		1
IDOC Resources/Policy Information			3	2		5
Mail	2		4	1		7
Facility				1		1
IDOC Resources/Policy Information	2		4			6
Other	1					1
IDOC Resources/Policy Information	1					1
Phone	1		8	2		11
Constituent Services			1			1
Facility	1		1			2
IDOC Resources/Policy Information			6	2		8
Sentence Calculation / Release Date	1					1
Facility	1					1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Victim Services	1			2		3
Victim Services	1			1		2
Warden				1		1
Concern not noted			22			22
Information			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Unspecified			19			19
Constituent Services			17			17
Facility			2			2
Conditions of Facility	5		15	7		27
Cell				1		1
Chief Inspector				1		1
Other			1			1
Constituent Services			1			1
PREA			1			1
Warden			1			1
Privileges			1			1
Constituent Services			1			1
Temperature	4		8	2		14
Constituent Services	2		1			3
Facility				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	2		5			7
IDOC Resources/Policy Information			1	2		3
Treatment				1		1
Constituent Services				1		1
Water	1		3	3		7
Chief Inspector	1					1
Constituent Services			2			2
Warden				3		3
Advocacy Liaison			1			1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Electronic Detention			2			2
Information			1			1
Facility			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Employment				4		4
Information				3		3
DOIT				1		1
Personnel				2		2
Jobs/Assignments				1		1
Personnel				1		1
Family Concerns			2	1		3
Information			1			1
Constituent Services			1			1
Other				1		1
Facility				1		1
Victim Services			1			1
Victim Services			1			1
Grievances	2		4			6
Clothing			1			1
IDOC Resources/Policy Information			1			1
Information	1		2			3
Warden			2			2
IDOC Resources/Policy Information	1					1
Protocols	1					1
Facility	1					1
Treatment			1			1
Facility			1			1
Lockdown	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment	1					1
Warden	1					1
Outside of Cell Time			1			1
Constituent Services			1			1
Medical	5	4	50	13		72
Cell			1			1
Warden			1			1
Education			1			1
Constituent Services			1			1
Information	2	1	2			5
Office of Health Services		1	1			2
IDOC Resources/Policy Information	2		1			3
Level of Care	1		3			4
Office of Health Services	1		2			3
IDOC Resources/Policy Information			1			1
Medical Supplies			1			1
Facility Oversight Manager			1			1
Medication			9			9
Constituent Services			1			1
Office of Health Services			4			4
Warden			1			1
IDOC Resources/Policy Information			3			3
Other			2			2
Constituent Services			1			1
Intergovernmental Affairs Office			1			1
PREA			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		2			3
Facility			1			1
Office of Health Services	1					1
IDOC Resources/Policy Information			1			1
Staffing	1					1
Facility	1					1
Temperature			1			1
Office of Health Services			1			1
Treatment		3	26	13		42
Chief Inspector				3		3
Constituent Services			3	1		4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Office of Health Services		3	19	9		31
IDOC Resources/Policy Information			3			3
Mental Health			3	2		5
Information			1			1
Warden			1			1
Jobs/Assignments				1		1
Warden				1		1
Medication			1	1		2
Constituent Services			1			1
Warden				1		1
Treatment			1			1
Mental Health			1			1
Money Issues			2			2
Information			1			1
Facility			1			1
Send Money			1			1
Warden			1			1
Other/ General			11	5		16
Information			5	1		6
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			2	1		3
Legal Services				1		1
Chief Administrative Officer				1		1
Other			4	2		6
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information			2	2		4
Sentence Calculation / Release Date			2			2
Constituent Services			2			2
Rebuild				1		1
Public Information Officer				1		1
Parole Concern			21	3		24
In person			1			1
Constituent Services			1			1
Information			4	2		6
Constituent Services			1			1
Facility				1		1
IDOC Resources/Policy Information			3	1		4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Reentry			8			8
AMS			1			1
Facility			4			4
Parole			1			1
IDOC Resources/Policy Information			2			2
Residence Plan			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			6	1		7
Constituent Services			2			2
Prisoner Review Board			1	1		2
Warden			1			1
IDOC Resources/Policy Information			2			2
Sex offender Concerns			1			1
Sex Offender Services			1			1
Procurement				1		1
Other				1		1
Constituent Services				1		1
Programs/ Services	3		11	2		16
Education	1		1			2
Facility	1					1
Facility Oversight Manager			1			1
Information	1			2		3
Facility	1					1
Planning and Research				1		1
IDOC Resources/Policy Information				1		1
Jobs/Assignments	1		1			2
Constituent Services			1			1
Facility	1					1
Mail			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			5			5
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			3			3
Sex offender Concerns			1			1
Warden			1			1
Temperature			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Property	1		20	3		24
Care Packages			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Clothing	1		2	1		4
Facility	1					1
Warden			1			1
IDOC Resources/Policy Information			1	1		2
Denials/ Restrictions			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Information			6			6
Constituent Services			2			2
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			2			2
Mail			4	2		6
Constituent Services			2			2
Warden				1		1
IDOC Resources/Policy Information			2	1		3
Other			1			1
Warden			1			1
Phone			1			1
Constituent Services			1			1
Treatment			2			2
IDOC Resources/Policy Information			2			2
Records Information	3		13	5		21
Information	3		4	3		10
Constituent Services	1		1			2
Facility			1			1
Parole				1		1
IDOC Resources/Policy Information			1	1		2
Records	2		1	1		4
Mail			1			1
Records			1			1
Other				2		2
Facility				1		1
Records				1		1
Sentence Calculation / Release Date			8			8
Constituent Services			3			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Records			4			4
Safety Concerns	3	2	17	4		26
Cell			2	2		4
Warden			1	2		3
IDOC Resources/Policy Information			1			1
Information	1		1	1		3
Warden	1					1
IDOC Resources/Policy Information			1	1		2
Other		1	2			3
Constituent Services			1			1
Warden		1	1			2
PREA	1		4			5
Constituent Services			1			1
PREA Coordinator	1		1			2
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Warden			1			1
Staffing			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Treatment	1	1	3	1		6
Constituent Services			1	1		2
Investigations			1			1
Warden	1		1			2
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1
Sentence Credit	8		60	1		69
Denials/ Restrictions			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Information			4			4
Constituent Services			2			2
IDOC Resources/Policy Information			2			2
Reentry			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	8		48	1		57

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector			1			1
Chief of Programs	5					5
Constituent Services	1		14			15
County			1			1
Facility			16			16
IDOC Resources/Policy Information			14	1		15
Records	2		1			3
Intergovernmental Affairs Office			1			1
Sex offender Concerns			3			3
Facility			2			2
Sex Offender Services			1			1
Victim Services			1			1
IDOC Resources/Policy Information			1			1
Staff Conduct	1	40	9			50
Cell			1			1
Warden			1			1
In person			1			1
Constituent Services			1			1
Information			15	1		16
Constituent Services			8			8
Warden			3	1		4
IDOC Resources/Policy Information			4			4
PREA			4			4
Chief Inspector			1			1
Facility			1			1
Investigations			1			1
PREA Coordinator			1			1
Treatment	1		10	4		15
Chief Inspector			1			1
Constituent Services			2			2
Facility			1			1
Investigations				1		1
Warden	1		3	2		6
IDOC Resources/Policy Information			2	1		3
Facility Oversight Manager			1			1
Social Media			9	4		13
Chief Inspector			7	4		11
Constituent Services			2			2
Staffing Concerns	1					1
Staffing	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information	1					1
Transfers			14	2		16
Denials/ Restrictions			3			3
Constituent Services			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Information			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Work Release / ATC			8	1		9
Constituent Services			5			5
Transfer Coordinator			1	1		2
IDOC Resources/Policy Information			2			2
Victim Services			1			1
Information			1			1
Victim Services			1			1
Visitation	5		15	19		39
Denials/ Restrictions	2		4	1		7
Facility			1			1
Warden	1			1		2
IDOC Resources/Policy Information			2			2
Visitation Coordinator	1		1			2
In person			1	2		3
Facility			1			1
Warden				2		2
Information	2		6	4		12
Constituent Services			1			1
Warden	1			1		2
IDOC Resources/Policy Information			2	1		3
Visitation Coordinator	1		3	2		6
Other				1		1
IDOC Resources/Policy Information				1		1
Phone	1					1
Visitation Coordinator	1					1
Privileges			1	6		7
Constituent Services			1			1
Warden				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information				2		2
Visitation Coordinator				3		3
Sign-up Genius				1		1
Visitation Coordinator				1		1
Verification				1		1
Warden				1		1
Video			3	3		6
Constituent Services			1			1
Visitation Coordinator		2	3			5
Wellness Check			5			5
Information			4			4
Mental Health			1			1
Warden			1			1
IDOC Resources/Policy Information			2			2
Phone			1			1
Mental Health			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Logan R&C	1		10	1		12
Classification			1			1
Information			1			1
Constituent Services			1			1
Communication			1			1
Privileges			1			1
IDOC Resources/Policy Information			1			1
Concern not noted			1			1
Unspecified			1			1
Constituent Services			1			1
Conditions of Facility			1			1
Temperature			1			1
Facility			1			1
Lockdown	1					1
Mail	1					1
IDOC Resources/Policy Information	1					1
Medical			1			1
Medication			1			1
Office of Health Services			1			1
Parole Concern			1			1
Information			1			1
Warden			1			1
Property			1			1
Phone			1			1
Constituent Services			1			1
Visitation			2	1		3
Cell			1			1
Constituent Services			1			1
Information			1			1
Visitation Coordinator			1			1
Trust Fund				1		1
IDOC Resources/Policy Information				1		1
Wellness Check			1			1
Information			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Menard Correctional Center	357	20	648	226		1251
Adjustment Committee/Discipline	7		27	12		46
Cell	1		5	2		8
Constituent Services			3			3
Warden				1		1
IDOC Resources/Policy Information	1		2	1		4
Hygiene				1		1
Warden				1		1
Information	4		9	1		14
Constituent Services			2			2
Facility	2		1			3
Warden	1					1
IDOC Resources/Policy Information	1		6	1		8
Other			1	1		2
Constituent Services			1			1
Warden				1		1
Protocols			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment	2		8	6		16
Constituent Services	1		4			5
Facility			2			2
Warden	1			3		4
IDOC Resources/Policy Information			1	3		4
Advocacy Liaison			1			1
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Outside of Cell Time			2			2
Mental Health			1			1
Advocacy Liaison			1			1
Classification	4	2	9	1		16
Denials/ Restrictions		1				1
Facility		1				1
Education			1			1
Facility Oversight Manager			1			1
In person			1			1
Transfer Coordinator			1			1
Information	4	1	5	1		11
Constituent Services	1		3			4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden		1				1
IDOC Resources/Policy Information	3		2	1		6
Mail			1			1
Facility			1			1
Other			1			1
IDOC Resources/Policy Information			1			1
Clemency			1			1
Sentence Calculation / Release Date			1			1
Prisoner Review Board			1			1
Commissary	1		7	6		14
Clothing	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1					1
Information			2	3		5
Facility				1		1
Warden				1		1
IDOC Resources/Policy Information			2	1		3
Other			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Phone				1		1
IDOC Resources/Policy Information				1		1
Yard			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Send Money			1			1
Facility			1			1
Outside of Cell Time				1		1
Office of Health Services				1		1
Communication	49		44	31		124
Denials/ Restrictions	1					1
IDOC Resources/Policy Information	1					1
Electronic Messaging	12		4	3		19
Chief Inspector	1					1
Constituent Services	2		1			3
Facility	1					1
Investigations	1					1
Warden	1		1			2
IDOC Resources/Policy Information	5		2	1		8
Visitation Coordinator	1			2		3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
GTL Technical Issue			1	1		2
Warden			1			1
IDOC Resources/Policy Information				1		1
Hygiene			1			1
Facility			1			1
In person				1		1
IDOC Resources/Policy Information				1		1
Information	5		10	7		22
Constituent Services	2		3			5
Facility			1	2		3
Warden	1					1
IDOC Resources/Policy Information	2		6	5		13
Legal Services				1		1
Facility				1		1
Mail	17		4	9		30
Constituent Services	3					3
Facility	1		1	4		6
Warden	7			2		9
IDOC Resources/Policy Information	6		3	3		12
Medication			1			1
Constituent Services			1			1
Other	2		3	1		6
Facility	1		2			3
Warden	1					1
IDOC Resources/Policy Information			1	1		2
Phone	6		18	6		30
Constituent Services	2		5			7
Facility			3			3
Warden			1	1		2
IDOC Resources/Policy Information	4		9	4		17
Visitation Coordinator				1		1
Treatment			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Yard	3					3
Constituent Services	3					3
Lockdown	1					1
IDOC Resources/Policy Information	1					1
Victim Services				1		1
Victim Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Exposure			1			1
IDOC Resources/Policy Information			1			1
Tablet	2					2
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
Facility			1			1
Concern not noted	2		21			23
Unspecified	2		21			23
Constituent Services	2		19			21
Facility			2			2
Conditions of Facility	4	1	19	5		29
Cell	1		5	1		7
Warden	1		1			2
IDOC Resources/Policy Information			4	1		5
Clothing			1			1
Chief Inspector			1			1
Food Items			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Hygiene			1			1
Warden			1			1
Information	1	1	2	1		5
Constituent Services	1					1
Warden		1				1
IDOC Resources/Policy Information			2	1		3
Other	1					1
Chief Inspector	1					1
Temperature			4			4
Constituent Services			1			1
Facility			1			1
Office of Health Services			1			1
Warden			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Water	1		3	2		6
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1			1		2
IDOC Resources/Policy Information			2	1		3
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Electronic Detention	1					1
Sentence Calculation / Release Date	1					1
Facility	1					1
Employment				1		1
Information				1		1
Personnel				1		1
Family Concerns	1		10	3		14
Information			6	2		8
Constituent Services			1			1
Facility			3			3
Warden			2			2
IDOC Resources/Policy Information				2		2
Phone	1					1
Constituent Services	1					1
Sentence Calculation / Release Date			1			1
Victim Services			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Video			1			1
Warden			1			1
Yard			1			1
IDOC Resources/Policy Information			1			1
Unspecified			1			1
Constituent Services			1			1
Grievances	24	1	26	9		60
Cell	1		1			2
IDOC Resources/Policy Information	1		1			2
Information	19	1	14	2		36
Constituent Services	5	1	1	1		8
Facility	1		2			3
IDOC Resources/Policy Information	6		9			15
Facility Oversight Manager	5		2	1		8
Facility Inquiry Board Oversight Manager	2					2
Level of Care				2		2
IDOC Resources/Policy Information				2		2
Mail			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Other	2		1	1		4
Constituent Services	1					1
County			1			1
Warden				1		1
IDOC Resources/Policy Information	1					1
Phone			1			1
Facility Oversight Manager			1			1
Protocols			2			2
IDOC Resources/Policy Information			1			1
Facility Inquiry Board Oversight Manager			1			1
Sentence Calculation / Release Date			2	2		4
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information			1	1		2
Treatment	1		3	2		6
Constituent Services			1			1
Warden	1			1		2
IDOC Resources/Policy Information			2	1		3
Lockdown			1			1
Facility Oversight Manager			1			1
Outside of Cell Time	1					1
IDOC Resources/Policy Information	1					1
Lockdown	26		12	15		53
Cell			1			1
Constituent Services			1			1
Hygiene	2					2
Warden	1					1
IDOC Resources/Policy Information	1					1
Information	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1					1
Other	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Phone	1		2	1		4
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information	1			1		2
Staffing				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
Treatment	1					1
Office of Executive Inspector General	1					1
Yard	3		1	2		6
Constituent Services			1			1
IDOC Resources/Policy Information	3			2		5
Lockdown	12		2	9		23
Warden	1					1
IDOC Resources/Policy Information	11		2	9		22
Outside of Cell Time	2		1	1		4
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information	1			1		2
Social Media	1		1			2
Chief Inspector	1					1
Constituent Services			1			1
Exposure	2		2	1		5
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information	2			1		3
Medical	55	4	114	19		192
Cell	1			1		2
Office of Health Services	1			1		2
Dental			1			1
Office of Health Services			1			1
Food Items			2			2
Facility			1			1
Office of Health Services			1			1
In person	1					1
Office of Health Services	1					1
Information	11	1	15	2		29
Chief Inspector			1			1
Constituent Services			5			5
Facility	3					3
Office of Health Services	1	1	4	1		7
Warden	2					2
IDOC Resources/Policy Information	5		5	1		11
Legal Services	1					1
Facility Oversight Manager	1					1
Level of Care	2		14			16

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			2			2
Facility			1			1
Office of Health Services	2		11			13
Medical Supplies	3			1		4
Constituent Services	1					1
Office of Health Services	2					2
Facility Oversight Manager				1		1
Medication	11		12	2		25
Constituent Services	2		1			3
Facility			2	1		3
Office of Health Services	6		5	1		12
IDOC Resources/Policy Information	1		4			5
Facility Oversight Manager	2					2
Optical	1					1
Office of Health Services	1					1
Other		1	10	1		12
Constituent Services			4			4
Office of Health Services		1	2	1		4
IDOC Resources/Policy Information			2			2
Facility Oversight Manager			2			2
Phone	1					1
Constituent Services	1					1
Privileges				1		1
IDOC Resources/Policy Information				1		1
Referral to Outside Provider			4			4
Facility			1			1
Office of Health Services			3			3
Sentence Calculation / Release Date			3			3
Office of Health Services			3			3
Staffing			1			1
Warden			1			1
Treatment	22	2	51	11		86
Chief Inspector	1		2	2		5
Constituent Services	1	1	9			11
Facility			2			2
Mental Health			1			1
Office of Health Services	13	1	21	7		42
Warden	2		2			4
IDOC Resources/Policy Information	3		13	1		17
Facility Oversight Manager	1		1	1		3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Executive Inspector General	1					1
Video			1			1
IDOC Resources/Policy Information			1			1
Lockdown	1					1
Office of Health Services	1					1
Mental Health	21		24	4		49
Electronic Messaging			1			1
IDOC Resources/Policy Information			1			1
In person			1			1
Mental Health			1			1
Information	2		5	2		9
Constituent Services	1		1			2
Facility			1			1
Mental Health	1		2	1		4
Office of Health Services				1		1
IDOC Resources/Policy Information			1			1
Level of Care	8		3			11
Facility	1					1
Mental Health	7		2			9
IDOC Resources/Policy Information			1			1
Medication			4			4
Constituent Services			1			1
Mental Health			2			2
Office of Health Services			1			1
Other	3		1			4
Constituent Services	1		1			2
Warden	2					2
Phone	1					1
Mental Health	1					1
PREA	1					1
Mental Health	1					1
Staffing				1		1
Warden				1		1
Treatment	5		9	1		15
Constituent Services	1		2			3
Facility			1			1
Mental Health	4		3	1		8
IDOC Resources/Policy Information			3			3
Yard	1					1
Mental Health	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Money Issues	2		2	2		6
Electronic Messaging	1					1
IDOC Resources/Policy Information	1					1
Other	1					1
Facility Oversight Manager	1					1
Trust Fund			2	2		4
Facility				2		2
Warden			1			1
IDOC Resources/Policy Information			1			1
Other/ General	44	1	18	9		72
Cell			3			3
Facility			1			1
IDOC Resources/Policy Information			2			2
Information	2	1	4	2		9
Chief Inspector				1		1
Facility	1	1	1			3
IDOC Resources/Policy Information	1		3	1		5
Legal Services				1		1
IDOC Resources/Policy Information				1		1
Mail	2					2
Facility	2					2
Other	37		10	6		53
Chief Inspector			3			3
Constituent Services	18		6	1		25
Facility	11					11
Warden	5		1	2		8
IDOC Resources/Policy Information	3			2		5
Office of Executive Inspector General				1		1
Phone	2					2
Constituent Services	1					1
IDOC Resources/Policy Information	1					1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Social Media	1					1
Public Information Officer	1					1
Parole Concern	1		11	2		14
Denials/ Restrictions			1			1
AMS			1			1
Information			2			2
IDOC Resources/Policy Information			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Reentry			4	1		5
Facility			1			1
Parole				1		1
Warden			1			1
IDOC Resources/Policy Information			2			2
Residence Plan			1			1
Parole			1			1
Sentence Calculation / Release Date	1		2	1		4
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information	1			1		2
Treatment			1			1
IDOC Resources/Policy Information			1			1
Procurement	1					1
Clothing	1					1
IDOC Resources/Policy Information	1					1
Programs/ Services	4		3	6		13
Denials/ Restrictions			1			1
Constituent Services			1			1
Education	1		1	1		3
Constituent Services			1			1
Warden	1			1		2
Food Items				1		1
Facility				1		1
Information				4		4
Constituent Services				1		1
Facility				1		1
IDOC Resources/Policy Information				2		2
Legal Services	1					1
IDOC Resources/Policy Information	1					1
Mail			1			1
Warden			1			1
Yard	2					2
Constituent Services	2					2
Property	15		15	7		37
Art Supplies			1			1
Warden			1			1
Care Packages	1					1
Warden	1					1
Cell			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Clothing	5		2	2		9
Facility	1		1			2
Warden	3		1	1		5
IDOC Resources/Policy Information	1			1		2
Information	4		4	2		10
Constituent Services	1		1			2
Facility			1			1
Warden	2			1		3
IDOC Resources/Policy Information	1		2	1		4
Mail	1		2	2		5
Constituent Services				1		1
Warden	1					1
IDOC Resources/Policy Information			2	1		3
Optical	1					1
Office of Health Services	1					1
Other			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Protocols			1			1
Warden			1			1
Temperature	1		1			2
Facility			1			1
Warden	1					1
Treatment	2		2			4
Constituent Services			2			2
IDOC Resources/Policy Information	2					2
Records Information	6		4	11		21
Information	5		2	8		15
Constituent Services	2		1			3
Facility			1	1		2
IDOC Resources/Policy Information				2		2
Records	3			4		7
Advocacy Liaison				1		1
Phone	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			2	1		3
IDOC Resources/Policy Information			1	1		2
Records			1			1
Sex offender Concerns				2		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services				1		1
Records				1		1
Recreational Opportunities	2		7	2		11
Electronic Messaging	1					1
Warden	1					1
Other				1		1
IDOC Resources/Policy Information				1		1
Yard	1		6	1		8
Constituent Services			3			3
Warden	1					1
IDOC Resources/Policy Information			3	1		4
Lockdown			1			1
Constituent Services			1			1
Safety Concerns	11	4	65	10		90
Cell			1			1
Warden			1			1
In person			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Information	2	2	22	1		27
Constituent Services	1		2			3
Facility		1	3			4
Investigations		1				1
Office of Health Services			2			2
Warden			9	1		10
IDOC Resources/Policy Information			6			6
Advocacy Liaison	1					1
Legal Services				1		1
IDOC Resources/Policy Information				1		1
Level of Care			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Other	1	1	3	3		8
Chief Inspector	1					1
Mental Health			1			1
Warden		1		2		3
IDOC Resources/Policy Information			1	1		2
Office of Executive Inspector General			1			1
Phone			1			1
Warden			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
PREA	2		1			3
Public Information Officer	1					1
Warden	1		1			2
Staffing	1		2	1		4
Warden	1			1		2
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			1			1
Treatment	5	1	30	4		40
Chief Inspector	1		1			2
Constituent Services			9			9
Facility			1			1
Mental Health	2					2
Office of Health Services			1			1
Warden	1	1	11	4		17
IDOC Resources/Policy Information	1		7			8
Unspecified			1			1
Facility			1			1
Scripted Inquiry	4					4
Electronic Messaging	1					1
IDOC Resources/Policy Information	1					1
Information	3					3
Facility Inquiry Board Oversight Manager	3					3
Sentence Credit		1	29	2		32
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date		1	28	1		30
Constituent Services			5			5
Facility		1	10			11
IDOC Resources/Policy Information			11	1		12
Reentry Manager			1			1
Records			1			1
Work Release / ATC				1		1
IDOC Resources/Policy Information				1		1
Staff Conduct	19	3	31	15		68
Food Items			1			1
Constituent Services			1			1
In person			2			2
Constituent Services			1			1
Warden			1			1
Information		1	2	1		4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector			1			1
Constituent Services				1		1
Investigations		1				1
IDOC Resources/Policy Information			1			1
Level of Care			1			1
Warden			1			1
Mail			1			1
Constituent Services			1			1
Other		1		1		2
Warden		1		1		2
PREA	5		1	1		7
PREA Coordinator			1			1
Public Information Officer	1					1
Warden	3			1		4
Advocacy Liaison	1					1
Protocols				1		1
Facility				1		1
Staffing	1		1			2
Constituent Services	1					1
Facility			1			1
Treatment	13	1	22	11		47
Chief Inspector	3		2	1		6
Constituent Services				1		1
Facility			1			1
Investigations	1		1			2
Office of Health Services			1			1
Transfer Coordinator			1			1
Warden	4	1	11	9		25
IDOC Resources/Policy Information	5		4			9
Facility Oversight Manager			1			1
Staffing Concerns	1		1	2		4
Cell				1		1
IDOC Resources/Policy Information				1		1
Mail				1		1
IDOC Resources/Policy Information				1		1
Treatment			1			1
Warden			1			1
Lockdown	1					1
Chief Inspector	1					1
Technical Problems/Website				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Send Money				1		1
Facility				1		1
Transfers	22	2	106	17		147
Cell			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Denials/ Restrictions			2			2
Facility			1			1
Transfer Coordinator			1			1
Education	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
In person	1					1
Facility	1					1
Information	15	1	80	9		105
Chief Inspector	2					2
Constituent Services	2		23			25
Facility	3		18			21
Transfer Coordinator	5		20			25
Warden				1		1
IDOC Resources/Policy Information	3	1	19	8		31
Mail			2			2
IDOC Resources/Policy Information			2			2
Other	2		4	1		7
Constituent Services	2		2			4
Transfer Coordinator			2			2
IDOC Resources/Policy Information				1		1
Protocols				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Sex offender Concerns				1		1
Sex Offender Services				1		1
Treatment	3	1	7	2		13
Chief Inspector	1					1
Facility			1	1		2
Transfer Coordinator		1	2	1		4
Warden	1					1
IDOC Resources/Policy Information	1		4			5
Work Release / ATC			3			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			3			3
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Lockdown			2	1		3
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information				1		1
Rebuild				2		2
IDOC Resources/Policy Information				2		2
Interstate Compact			1			1
Interstate Compact			1			1
Victim Services			2	2		4
Information			2	1		3
Victim Services			2	1		3
Sentence Calculation / Release Date				1		1
Victim Services				1		1
Visitation	16	1	23	27		67
Denials/ Restrictions	4	1	3	3		11
Constituent Services				1		1
Warden	2	1	1	2		6
IDOC Resources/Policy Information	1		2			3
Visitation Coordinator	1					1
Electronic Messaging	1		1			2
Constituent Services	1					1
IDOC Resources/Policy Information			1			1
Food Items				1		1
Warden				1		1
In person	1		1	1		3
Facility	1					1
Warden			1			1
Advocacy Liaison				1		1
Information	4		6	5		15
Chief Inspector				1		1
Constituent Services	1		3			4
Facility	1		1			2
Warden	1					1
IDOC Resources/Policy Information			2			2
Visitation Coordinator	1			4		5
Mail			1			1
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Other	2					2
Warden	1					1
IDOC Resources/Policy Information	1					1
Phone	1		1	1		3
Visitation Coordinator	1		1	1		3
Privileges	1		2	4		7
Constituent Services			1			1
Warden				4		4
Visitation Coordinator	1		1			2
Treatment			3			3
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Video			2	8		10
Constituent Services				1		1
IDOC Resources/Policy Information			1	1		2
Visitation Coordinator			1	6		7
Lockdown	1		2	4		7
IDOC Resources/Policy Information	1		1	4		6
Visitation Coordinator			1			1
Exposure	1		1			2
IDOC Resources/Policy Information	1		1			2
Wellness Check	14		15	5		34
Information	7		9	4		20
Chief Inspector	1					1
Constituent Services			2			2
Facility			1			1
Mental Health	1		1			2
Warden	4			2		6
IDOC Resources/Policy Information	1		4	2		7
Advocacy Liaison			1			1
Level of Care	1		1			2
Mental Health			1			1
Warden	1					1
Phone			1			1
Warden			1			1
Treatment	4		4	1		9
Mental Health	2		2			4
Office of Health Services	1					1
Warden	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1	1		2
Advocacy Liaison			1			1
Yard	2					2
Mental Health	1					1
Warden	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Menard Medium Security Unit			26	2		28
Classification			1			1
Information			1			1
Transfer Coordinator			1			1
Commissary				1		1
Send Money				1		1
Facility				1		1
Communication			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Electronic Detention			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Family Concerns			1			1
Other			1			1
IDOC Resources/Policy Information			1			1
Grievances			1			1
Information			1			1
Constituent Services			1			1
Medical			7			7
Information			1			1
IDOC Resources/Policy Information			1			1
Medical Supplies			1			1
IDOC Resources/Policy Information			1			1
Medication			2			2
Facility			1			1
Office of Health Services			1			1
Treatment			3			3
Constituent Services			1			1
Office of Health Services			2			2
Money Issues			1			1
Trust Fund			1			1
IDOC Resources/Policy Information			1			1
Programs/ Services			1			1
Work Release / ATC			1			1
Constituent Services			1			1
Records Information				1		1
Sex offender Concerns				1		1
Records				1		1
Safety Concerns			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment			1			1
IDOC Resources/Policy Information			1			1
Sentence Credit			6			6
Denials/ Restrictions			1			1
Facility			1			1
Sentence Calculation / Release Date			5			5
Constituent Services			2			2
Facility			1			1
IDOC Resources/Policy Information			2			2
Transfers			2			2
Information			1			1
Transfer Coordinator			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Visitation			3			3
In person			2			2
Warden			1			1
Visitation Coordinator			1			1
Information			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Menard R&C	3		9	5		17
Communication				1		1
Phone				1		1
IDOC Resources/Policy Information				1		1
Medical	2		1	1		4
Information	1					1
Warden	1					1
Level of Care			1			1
Constituent Services			1			1
Treatment	1			1		2
Warden	1			1		2
Mental Health			1			1
Medication			1			1
Mental Health			1			1
Other/ General			1			1
Other			1			1
Constituent Services			1			1
Parole Concern			3	2		5
Information			1	1		2
Parole			1			1
Prisoner Review Board				1		1
Sentence Calculation / Release Date			2	1		3
IDOC Resources/Policy Information			2	1		3
Technical Problems/Website			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Transfers			1			1
Information			1			1
Transfer Coordinator			1			1
Victim Services				1		1
Trust Fund				1		1
IDOC Resources/Policy Information				1		1
Visitation	1		1			2
Information	1					1
Constituent Services	1					1
Other			1			1
Visitation Coordinator			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Murphysboro	7		25			32
Communication	1					1
Mail	1					1
IDOC Resources/Policy Information	1					1
Concern not noted			1			1
Unspecified			1			1
Facility			1			1
Conditions of Facility	1					1
Temperature	1					1
Warden	1					1
Family Concerns	2		1			3
Information	1					1
Constituent Services	1					1
Other	1		1			2
Chief Inspector			1			1
Constituent Services	1					1
Other/ General	1		2			3
Hygiene			1			1
Constituent Services			1			1
Protocols			1			1
Constituent Services			1			1
Send Money	1					1
Warden	1					1
Programs/ Services	1		1			2
Information	1					1
Facility	1					1
Work Release / ATC			1			1
Transfer Coordinator			1			1
Property			1			1
Send Money			1			1
Constituent Services			1			1
Records Information			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Sentence Credit			10			10
Information			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			9			9
Constituent Services			3			3
Facility			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			4			4
Staff Conduct	1					1
Treatment	1					1
Chief Inspector	1					1
Transfers			8			8
Work Release / ATC			8			8
Constituent Services			3			3
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Visitation Coordinator			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
North Lawndale ATC	9		67	10		86
Classification	1					1
Information	1					1
IDOC Resources/Policy Information	1					1
Clemency			1			1
Information			1			1
Prisoner Review Board			1			1
Communication			1			1
Send Money			1			1
Facility			1			1
Concern not noted			3			3
Unspecified			3			3
Constituent Services			3			3
Conditions of Facility			1			1
Temperature			1			1
Warden			1			1
Medical				1		1
Treatment				1		1
Office of Health Services				1		1
Other/ General			1			1
Information			1			1
Facility			1			1
Parole Concern			2			2
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Warden			1			1
Procurement	1					1
Information	1					1
IDOC Resources/Policy Information	1					1
Programs/ Services			7			7
Denials/ Restrictions			5			5
Chief Inspector			5			5
Jobs/Assignments			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Records Information			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Recreational Opportunities			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment			1			1
Facility			1			1
Sentence Credit	5		40	8		53
Denials/ Restrictions			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Education	1		6	3		10
Constituent Services			1			1
Facility	1		2	2		5
Warden				1		1
IDOC Resources/Policy Information			3			3
Information			2	1		3
Constituent Services			2			2
Facility				1		1
Jobs/Assignments			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date	3		28	3		34
Chief of Programs	1					1
Constituent Services			7			7
Facility	2		12	3		17
Warden			4			4
IDOC Resources/Policy Information			3			3
Records			2			2
Lockdown	1					1
IDOC Resources/Policy Information	1					1
Staff Conduct	1		2	1		4
Protocols			1			1
IDOC Resources/Policy Information			1			1
Treatment	1		1	1		3
IDOC Resources/Policy Information	1		1	1		3
Transfers			5			5
Information			5			5
Constituent Services			2			2
Interstate Compact			1			1
IDOC Resources/Policy Information			2			2
Visitation	1		2			3
Information	1		2			3
Constituent Services			1			1
Warden			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Visitation Coordinator	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Northern R&C	49	1	487	130		667
Adjustment Committee/Discipline			4			4
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Classification			8	7		15
Information			7	6		13
IDOC Resources/Policy Information			7	6		13
Other			1			1
Facility			1			1
Phone				1		1
Constituent Services				1		1
Clemency			1			1
Information			1			1
Prisoner Review Board			1			1
Commissary		1	6	1		8
Hygiene		1	1			2
Constituent Services			1			1
Warden		1				1
Phone			1			1
Facility			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Send Money			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Communication	7		45	25		77
Electronic Messaging			1	1		2
Office of Health Services			1			1
IDOC Resources/Policy Information				1		1
GTL Technical Issue				1		1
IDOC Resources/Policy Information				1		1
Information	2		22	6		30
Constituent Services			4	1		5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			4			4
Office of Health Services			1			1
Warden	1					1
IDOC Resources/Policy Information	1		13	5		19
Legal Services				2		2
IDOC Resources/Policy Information				2		2
Mail	2		2	4		8
Constituent Services	1					1
Facility			1			1
IDOC Resources/Policy Information	1		1	4		6
Other			1			1
Facility			1			1
Phone	3		13	10		26
Constituent Services			3	1		4
Facility	1		3			4
Parole			1			1
IDOC Resources/Policy Information	2		6	7		15
Visitation Coordinator				2		2
Sentence Calculation / Release Date			3	1		4
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information				1		1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Victim Services			1			1
Victim Services			1			1
Concern not noted			14			14
Unspecified			14			14
Constituent Services			11			11
IDOC Resources/Policy Information			3			3
Conditions of Facility	1		9	4		14
Cell			2	1		3
Facility			1	1		2
IDOC Resources/Policy Information			1			1
Hygiene	1		1			2
Warden	1		1			2
Information				1		1
IDOC Resources/Policy Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Other			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Temperature			1			1
IDOC Resources/Policy Information			1			1
Water			3	1		4
Constituent Services				1		1
Transfer Coordinator			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Electronic Detention			6			6
Information			1			1
IDOC Resources/Policy Information			1			1
Residence Plan			1			1
Facility			1			1
Sentence Calculation / Release Date			4			4
Constituent Services			1			1
Facility			3			3
Employment			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Family Concerns	2		5	3		10
Hygiene				1		1
Constituent Services				1		1
Information	1		2	1		4
Constituent Services			1			1
Facility	1					1
Warden			1			1
IDOC Resources/Policy Information				1		1
Other			1			1
Constituent Services			1			1
Outside of Cell Time				1		1
IDOC Resources/Policy Information				1		1
Marriage Request	1		2			3
Constituent Services			1			1
IDOC Resources/Policy Information	1		1			2
Grievances			2			2
Other			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Staffing			1			1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
Hygiene			1			1
Warden			1			1
Medical	6		25	6		37
Food Items			1			1
Office of Health Services			1			1
Information	2		6			8
Chief Inspector	1					1
Constituent Services			1			1
Facility			1			1
Office of Health Services			4			4
IDOC Resources/Policy Information	1					1
Level of Care			2			2
Office of Health Services			1			1
IDOC Resources/Policy Information			1			1
Medical Supplies	1			1		2
Office of Health Services	1			1		2
Medication			9	1		10
Constituent Services			1			1
Facility			2			2
Office of Health Services			2			2
Warden				1		1
IDOC Resources/Policy Information			4			4
Other			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Protocols			1	1		2
Facility			1	1		2
Sentence Calculation / Release Date	1					1
Office of Health Services	1					1
Treatment	2		5	1		8
Constituent Services			1			1
Office of Health Services	2		3	1		6
IDOC Resources/Policy Information			1			1
Send Money				1		1
Office of Health Services				1		1
Mental Health			7	4		11

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			1	1		2
Mental Health			1			1
IDOC Resources/Policy Information				1		1
Level of Care			2			2
Mental Health			1			1
Warden			1			1
Medication			2	3		5
Mental Health			2			2
Office of Health Services				3		3
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Money Issues			3	3		6
Phone			1	1		2
IDOC Resources/Policy Information			1	1		2
Trust Fund			2	1		3
Facility				1		1
IDOC Resources/Policy Information			2			2
Send Money				1		1
IDOC Resources/Policy Information				1		1
Other/ General	4		12	2		18
Information	2		4	1		7
Constituent Services	1					1
County			1			1
Warden				1		1
IDOC Resources/Policy Information	1		3			4
Other	1		2	1		4
Facility			2			2
Prisoner Review Board	1					1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date	1		5			6
Facility	1		2			3
Warden			1			1
IDOC Resources/Policy Information			2			2
Video			1			1
Facility			1			1
Parole Concern	4		62	26		92
In person	1			1		2
Constituent Services	1			1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information	3		28	17		48
AMS				1		1
Chief Inspector				1		1
Constituent Services	1		1	1		3
Facility			5	3		8
Interstate Compact			1			1
Parole			5	2		7
Prisoner Review Board	1		3	4		8
IDOC Resources/Policy Information	1		13	5		19
Other			2	1		3
Facility			1	1		2
Parole			1			1
Protocols				1		1
Warden				1		1
Reentry			5	2		7
Constituent Services				1		1
Facility				1		1
Parole				1		1
Warden				1		1
IDOC Resources/Policy Information				3		3
Residence Plan				7		7
Facility				2		2
Parole				3		3
IDOC Resources/Policy Information				2		2
Sentence Calculation / Release Date			18	4		22
Constituent Services				2		2
Facility			4	1		5
Parole				3		3
Prisoner Review Board				1	1	2
IDOC Resources/Policy Information				6	2	8
Records				2		2
Treatment				2		2
Parole				1		1
IDOC Resources/Policy Information				1		1
Programs/ Services				8	1	9
Education					1	1
Facility					1	1
Information			4			4
Constituent Services				1		1
IDOC Resources/Policy Information				3		3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment			3			3
Facility			1			1
IDOC Resources/Policy Information			2			2
Property	2		3	4		9
Information			3	2		5
Chief Inspector				1		1
Facility				1		1
Warden			1			1
IDOC Resources/Policy Information			2			2
Mail	1					1
Facility	1					1
Phone				1		1
Warden				1		1
Send Money	1			1		2
Warden	1					1
IDOC Resources/Policy Information				1		1
Records Information	3		23	10		36
Education			1			1
Constituent Services			1			1
Information	3		10	9		22
Constituent Services			1	1		2
County				1		1
Facility			2			2
Victim Services				1		1
IDOC Resources/Policy Information	3		3	1		7
Records			4	5		9
Legal Services			1			1
Records			1			1
Other				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			9			9
Constituent Services			1			1
IDOC Resources/Policy Information			3			3
Records			5			5
Sex offender Concerns			1			1
Sex Offender Services			1			1
Victim Services			1			1
Records			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Safety Concerns	1		7	2		10
Cell				1		1
Warden				1		1
Information			2			2
Constituent Services			1			1
Facility			1			1
Staffing	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Treatment			4			4
Transfer Coordinator			1			1
Warden			3			3
Victim Services				1		1
Victim Services				1		1
Sentence Credit	3		48	4		55
Information	1		5			6
Constituent Services			1			1
IDOC Resources/Policy Information	1		4			5
Sentence Calculation / Release Date	2		42	4		48
Constituent Services			10			10
County				1		1
Facility			17	1		18
IDOC Resources/Policy Information	2		9	2		13
Records			6			6
Work Release / ATC			1			1
Facility			1			1
Staff Conduct			4	1		5
Information			1			1
Warden			1			1
Treatment			3	1		4
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information			1	1		2
Transfers	7		164	13		184
Education			1			1
Facility			1			1
Information	6		145	10		161
Constituent Services			32			32
Facility	1		33	1		35
Prisoner Review Board			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Public Information Officer				1		1
Transfer Coordinator			19			19
Warden			4			4
IDOC Resources/Policy Information	5		54	8		67
Records			1			1
Legal Services			1			1
IDOC Resources/Policy Information			1			1
Mail			1			1
Constituent Services			1			1
Other			1	2		3
Facility				1		1
IDOC Resources/Policy Information			1	1		2
Phone			3			3
Transfer Coordinator			2			2
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	1		3			4
Constituent Services			2			2
Prisoner Review Board	1					1
Transfer Coordinator			1			1
Treatment			3	1		4
Constituent Services			2	1		3
IDOC Resources/Policy Information			1			1
Trust Fund			1			1
County			1			1
Work Release / ATC			4			4
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			1			1
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Victim Services	1			2		3
Information	1			2		3
Victim Services	1			2		3
Visitation	4		15	11		30
Denials/ Restrictions			1			1
Warden			1			1
In person			1			1
Facility			1			1
Information	2		10	7		19
Constituent Services			4			4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Warden			2			2
IDOC Resources/Policy Information			1	4		5
Visitation Coordinator	2		2	3		7
Mail				1		1
IDOC Resources/Policy Information				1		1
Phone	2					2
IDOC Resources/Policy Information	2					2
Privileges			1	2		3
Constituent Services				1		1
Warden				1		1
Visitation Coordinator			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Video			1	1		2
Visitation Coordinator			1	1		2
Wellness Check	4		4	1		9
Cell			2			2
Mental Health			2			2
Information	3		1	1		5
Chief Inspector	1					1
Warden	1					1
IDOC Resources/Policy Information	1		1	1		3
Medication			1			1
IDOC Resources/Policy Information			1			1
Phone	1					1
Constituent Services	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Parole	65	2	288	228		583
Communication	2		4	1		7
Information	1			1		2
Constituent Services	1					1
IDOC Resources/Policy Information				1		1
Phone			1			1
Facility			1			1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Victim Services	1		1			2
Victim Services	1					1
IDOC Resources/Policy Information			1			1
Concern not noted			1			1
Unspecified			1			1
Constituent Services			1			1
Conditions of Facility			1			1
Information			1			1
Constituent Services			1			1
Electronic Detention			11	5		16
Information			11	3		14
AMS			2	2		4
Constituent Services			5			5
Parole			2	1		3
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date				1		1
AMS				1		1
Sex offender Concerns				1		1
Parole				1		1
Employment			2	1		3
Information				1		1
Parole				1		1
Jobs/Assignments			1			1
IDOC Resources/Policy Information			1			1
Other			1			1
Records			1			1
Family Concerns			2			2
Information			2			2
AMS			1			1
Parole			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Grievances			6			6
Information			5			5
Constituent Services			1			1
Parole			1			1
IDOC Resources/Policy Information			2			2
Records			1			1
Treatment			1			1
Warden			1			1
IIC Death Notice				3		3
Information				2		2
Parole				2		2
Other				1		1
Parole				1		1
Medical			2			2
Information			1			1
Constituent Services			1			1
Treatment			1			1
Parole			1			1
Mental Health			1	1		2
Reentry				1		1
Parole				1		1
Treatment			1			1
Parole			1			1
Money Issues			3	2		5
Trust Fund			2	2		4
Constituent Services			1			1
Facility			1	1		2
IDOC Resources/Policy Information				1		1
Send Money			1			1
Facility			1			1
Other/ General			5	7		12
Information				1		1
AMS				1		1
Other			2	4		6
Chief Inspector			1			1
Constituent Services			1			1
Parole				3		3
Public Information Officer				1		1
Phone				1		1
Parole				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Reentry			1	1		2
Facility			1			1
Parole				1		1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Sex offender Concerns			1			1
Sex Offender Services			1			1
Parole Concern	45	2	178	176		401
Clothing			1			1
Constituent Services			1			1
Denials/ Restrictions			1			1
Constituent Services			1			1
Education	1					1
Records	1					1
Information	23	2	92	112		229
AMS	1		10	28		39
Chief Inspector	1	1		1		3
Constituent Services	1		16	1		18
County			1			1
Facility			2	1		3
FOIA	1					1
Parole	14		45	75		134
Prisoner Review Board		1	2	1		4
Victim Services			2			2
IDOC Resources/Policy Information	3		13	3		19
Reentry Manager				2		2
Records	1					1
Intergovernmental Affairs Office	1					1
Office of Executive Inspector General			1			1
Jobs/Assignments			1	1		2
Constituent Services			1			1
Parole				1		1
Medication				1		1
Parole				1		1
Other	4		4	13		21
AMS			1	1		2
County				1		1
Facility			1			1
Parole	4		1	10		15
IDOC Resources/Policy Information			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Phone			3	2		5
Parole			2	2		4
IDOC Resources/Policy Information			1			1
Protocols	1		2	2		5
AMS			1			1
Parole	1		1	1		3
IDOC Resources/Policy Information				1		1
Reentry	2		12	8		22
Parole	1		9	7		17
Victim Services			1			1
IDOC Resources/Policy Information			1			1
Reentry Manager	1			1		2
Records			1			1
Residence Plan			18	4		22
AMS			1			1
Constituent Services			1			1
Facility			2			2
Parole			12	4		16
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date	9		28	5		42
AMS			1			1
Chief Inspector	3					3
Chief of Programs	1					1
Constituent Services	1		7			8
County			1			1
Parole	1		14	3		18
Prisoner Review Board	3		1	1		5
IDOC Resources/Policy Information			4	1		5
Sex offender Concerns			3	11		14
Constituent Services				1		1
Parole			3	7		10
Records				1		1
Sex Offender Services				2		2
Staffing			1			1
Parole			1			1
Treatment	1		5	8		14
AMS	1			1		2
Constituent Services				1		1
Parole			5	6		11
Video				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
County			1			1
Unspecified	1			5		6
Constituent Services	1					1
Parole				4		4
IDOC Resources/Policy Information				1		1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Victim Services	3		2	2		7
Parole	1			2		3
Victim Services	1		2			3
IDOC Resources/Policy Information	1					1
Interstate Compact			3	1		4
AMS			1			1
Constituent Services			1			1
Interstate Compact				1		1
Parole				1		1
Divorce				1		1
AMS				1		1
Programs/ Services			1	2		3
Information			1	1		2
AMS				1		1
Parole			1			1
Reentry				1		1
Reentry Manager				1		1
Property	2		3	1		6
Information			2	1		3
IDOC Resources/Policy Information			2	1		3
Phone	2		1			3
Constituent Services	1					1
Facility	1					1
Warden			1			1
Records Information	9		39	25		73
Archive Search			2			2
Constituent Services			1			1
Parole			1			1
Education	1		2			3
Parole	1					1
Records			2			2
In person			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information	8		26	23		57
AMS			1	1		2
Chief Inspector			1			1
Constituent Services	1		1			2
Facility				1		1
Investigations	1					1
Mental Health	1					1
Parole			4	2		6
IDOC Resources/Policy Information	3			1		4
Records	2		19	18		39
Jobs/Assignments			1			1
IDOC Resources/Policy Information			1			1
Level of Care			2			2
IDOC Resources/Policy Information			1			1
Records			1			1
Other				1		1
Records				1		1
Sentence Calculation / Release Date			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Sex offender Concerns			4			4
IDOC Resources/Policy Information			3			3
Sex Offender Services			1			1
Safety Concerns			3			3
Victim Services			3			3
Parole			1			1
Victim Services			2			2
Sentence Credit	3		9	1		13
Education	1		1			2
Chief Inspector	1					1
IDOC Resources/Policy Information			1			1
Information	1		1			2
Parole	1					1
IDOC Resources/Policy Information			1			1
Other			1			1
Interstate Compact			1			1
Sentence Calculation / Release Date			6	1		7
Chief of Programs			1			1
Parole			3	1		4
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Records			1			1
Sex offender Concerns	1					1
Parole	1					1
Staff Conduct	2		4			6
Information			2			2
County			2			2
Residence Plan			1			1
Parole			1			1
Treatment	2		1			3
Chief Inspector	1					1
Constituent Services			1			1
Warden	1					1
Technical Problems/Website			1			1
Other			1			1
Parole			1			1
Transfers			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Victim Services	2		10	3		15
Information	1		9	2		12
AMS				2		2
Constituent Services			1			1
Victim Services	1		8			9
Other	1			1		2
Victim Services	1			1		2
Residence Plan			1			1
Constituent Services			1			1
Visitation			1			1
Other			1			1
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Peoria ATC	11		52	12		75
Adjustment Committee/Discipline			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Communication	3		1	3		7
Information			1	1		2
Constituent Services			1			1
Warden				1		1
Mail				1		1
IDOC Resources/Policy Information				1		1
Phone	3			1		4
Chief Inspector	1			1		2
Facility	1					1
Warden	1					1
Concern not noted			1			1
Unspecified			1			1
Constituent Services			1			1
Electronic Detention			2			2
Level of Care			2			2
Chief Inspector			1			1
Facility			1			1
Grievances			2			2
Information			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Medical				1		1
Treatment				1		1
Constituent Services				1		1
Other/ General	1		2	1		4
Information			1			1
Constituent Services			1			1
Other			1			1
Constituent Services			1			1
Treatment	1			1		2
Warden	1			1		2
Parole Concern	1		3	1		5
Information	1			1		2
Facility	1					1
Parole				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Calculation / Release Date			3			3
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Procurement	1					1
Business Office	1					1
IDOC Resources/Policy Information	1					1
Programs/ Services			5			5
Information			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Facility			1			1
Work Release / ATC			3			3
Facility			2			2
IDOC Resources/Policy Information			1			1
Property	1		1			2
Information	1		1			2
Facility	1					1
IDOC Resources/Policy Information			1			1
Records Information			2			2
Information			1			1
Records			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Sentence Credit	3		26	3		32
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information			1			1
Constituent Services			1			1
Jobs/Assignments			3			3
Facility			1			1
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date	3		21	3		27
Constituent Services			7			7
Facility			7			7
Warden	1					1
IDOC Resources/Policy Information	2		7	3		12
Staff Conduct	1		3	2		6
Information			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Other				1		1
Chief Inspector				1		1
Protocols	1					1
Chief Inspector	1					1
Treatment			2	1		3
Facility			1			1
Warden				1		1
IDOC Resources/Policy Information			1			1
Transfers			2	1		3
Information			2			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Other				1		1
Constituent Services				1		1
Visitation			1			1
Information			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Pinckneyville Correctional Center	76	4	441	149		670
Adjustment Committee/Discipline	5		22	8		35
Cell	1		3	1		5
Constituent Services	1					1
Warden				1		1
IDOC Resources/Policy Information			3			3
Education	1					1
IDOC Resources/Policy Information	1					1
Food Items			1			1
Mental Health			1			1
Information	3		11	1		15
Constituent Services			3			3
Facility			1			1
Warden	1					1
IDOC Resources/Policy Information	2		7	1		10
Phone			1			1
IDOC Resources/Policy Information			1			1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Temperature				1		1
IDOC Resources/Policy Information				1		1
Treatment			6	3		9
Constituent Services			1			1
Facility			2			2
Mental Health			1			1
Warden				1		1
IDOC Resources/Policy Information			2	2		4
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Classification	1	4	1			6
Information	1		3			4
Facility			3			3
IDOC Resources/Policy Information	1					1
Testing			1			1
Facility			1			1
Lockdown				1		1
Facility				1		1
Clemency	1	2	1			4
Information	1		1			2
Prisoner Review Board	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sentence Calculation / Release Date				1		1
IDOC Resources/Policy Information				1		1
Lockdown			1			1
Prisoner Review Board			1			1
Commissary	3		12	2		17
Electronic Messaging	1		1			2
Warden	1		1			2
Food Items			4	1		5
Constituent Services				1		1
Warden			2			2
IDOC Resources/Policy Information			2			2
Hygiene			1			1
Facility			1			1
Information			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Mail			1			1
Constituent Services			1			1
Other			2			2
Warden			2			2
Treatment	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Send Money			1			1
Constituent Services			1			1
Tablet	1					1
IDOC Resources/Policy Information	1					1
Communication	10	1	24	11		46
Denials/ Restrictions			2			2
Facility			1			1
Warden			1			1
Electronic Messaging			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
GTL Technical Issue			1			1
Warden			1			1
Hygiene			1			1
Constituent Services			1			1
Information	3		5	3		11
Constituent Services				2		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility	1					1
Warden	1			1		2
IDOC Resources/Policy Information	1		3	2		6
Mail	1	1	2	3		7
Chief Inspector				1		1
Facility		1				1
Warden	1			1		2
IDOC Resources/Policy Information			2	1		3
Other			2			2
Constituent Services			1			1
Facility			1			1
Phone	4		6	1		11
Chief Inspector	1					1
Constituent Services	1			1		2
Facility			1			1
Warden	2					2
IDOC Resources/Policy Information			5			5
Privileges				1		1
IDOC Resources/Policy Information				1		1
Trust Fund	1					1
Facility	1					1
Lockdown			3	1		4
Facility			1			1
IDOC Resources/Policy Information			2	1		3
Victim Services	1					1
Victim Services	1					1
Tablet				2		2
Chief Inspector				1		1
IDOC Resources/Policy Information				1		1
Compassionate Release			1			1
Sentence Calculation / Release Date			1			1
Prisoner Review Board			1			1
Concern not noted			17			17
Unspecified			17			17
Constituent Services			14			14
Facility			3			3
Conditions of Facility	2	1	11	3		17
Cell	1		2	1		4
Constituent Services	1		1			2
Warden				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Hygiene			1			1
Warden			1			1
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Level of Care			1			1
IDOC Resources/Policy Information			1			1
Other		1	1			2
Warden		1				1
IDOC Resources/Policy Information			1			1
Temperature			1	1		2
IDOC Resources/Policy Information			1	1		2
Treatment			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Water	1		1			2
Warden	1		1			2
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Family Concerns			3	2		5
Cell				1		1
IDOC Resources/Policy Information				1		1
Information			1			1
Warden			1			1
Other			2			2
Constituent Services			2			2
Treatment				1		1
IDOC Resources/Policy Information				1		1
Grievances	4	1	9	1		15
Cell			1			1
Warden			1			1
Information	3		6	1		10
Constituent Services			1			1
IDOC Resources/Policy Information	1		4	1		6
Facility Oversight Manager	2		1			3
Medical Supplies			1			1
Office of Health Services			1			1
Sentence Calculation / Release Date	1		1			2
Chief Inspector	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Lockdown		1				1
Office of Health Services		1				1
IIC Death Notice			1	2		3
Information			1	2		3
Chief Inspector				1		1
Investigations				1		1
IDOC Resources/Policy Information			1			1
Lockdown	4		38	20		62
Food Items			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Hygiene			2	1		3
IDOC Resources/Policy Information			2	1		3
Information	2		4			6
Facility			1			1
IDOC Resources/Policy Information	2		3			5
Other			1			1
Public Information Officer			1			1
PREA			1			1
IDOC Resources/Policy Information			1			1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Treatment	2		1	2		5
IDOC Resources/Policy Information	2		1	2		5
Video			1			1
Constituent Services			1			1
Yard			1	1		2
IDOC Resources/Policy Information			1	1		2
Lockdown			21	4		25
Constituent Services			7			7
Facility			1			1
Mental Health			1			1
IDOC Resources/Policy Information			12	4		16
Outside of Cell Time				8		8
Warden				5		5
IDOC Resources/Policy Information				3		3
Exposure			3	3		6
Constituent Services			1			1
IDOC Resources/Policy Information			2	3		5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Medical	5		41	16		62
Information	1		2	3		6
Constituent Services			1			1
Facility				1		1
Office of Health Services			1			1
Warden	1			1		2
IDOC Resources/Policy Information				1		1
Level of Care			9	3		12
Constituent Services			1			1
Office of Health Services			7	3		10
IDOC Resources/Policy Information			1			1
Mail			1			1
Facility			1			1
Medical Supplies				1		1
Office of Health Services				1		1
Medication			7			7
Constituent Services			4			4
Office of Health Services			3			3
Other			3	1		4
Office of Health Services			2	1		3
IDOC Resources/Policy Information			1			1
Referral to Outside Provider			1	1		2
Office of Health Services			1	1		2
Temperature	1					1
Office of Health Services	1					1
Treatment	2		18	7		27
Constituent Services			1			1
Office of Health Services	2		15	4		21
Warden				2		2
IDOC Resources/Policy Information			2	1		3
Lockdown	1					1
Constituent Services	1					1
Mental Health	3		10	1		14
Cell			1			1
Warden			1			1
Food Items			1			1
Warden			1			1
Information			1			1
Constituent Services			1			1
Mail			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Mental Health			1			1
Other	1			1		2
Office of Health Services	1			1		2
Treatment	1		4			5
Mental Health	1		3			4
IDOC Resources/Policy Information			1			1
Yard			1			1
Mental Health			1			1
Lockdown			1			1
Constituent Services			1			1
Send Money	1					1
Mental Health	1					1
Money Issues				1		1
Trust Fund				1		1
Facility				1		1
Other/ General	1		10	3		14
Cell			1			1
IDOC Resources/Policy Information			1			1
Information	1		3	2		6
Facility			1	1		2
IDOC Resources/Policy Information	1		2	1		4
Level of Care			1			1
Facility			1			1
Other			3	1		4
Constituent Services			2			2
Facility			1	1		2
Send Money			1			1
Constituent Services			1			1
Outside of Cell Time			1			1
IDOC Resources/Policy Information			1			1
Parole Concern	1		2	1		4
Information				1		1
Facility				1		1
Reentry	1		2			3
Facility			1			1
Interstate Compact	1					1
IDOC Resources/Policy Information			1			1
Procurement				1		1
Information				1		1
Fiscal				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Programs/ Services	2		6	3		11
Denials/ Restrictions			1			1
Facility			1			1
Education	1			1		2
Facility	1			1		2
Information			3	1		4
Facility			1			1
IDOC Resources/Policy Information			2	1		3
Other				1		1
Chief Inspector				1		1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Work Release / ATC			1			1
Facility			1			1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Property	1		8	4		13
Education			1			1
IDOC Resources/Policy Information			1			1
Information	1		1	4		6
Constituent Services	1					1
Warden				1		1
IDOC Resources/Policy Information			1	3		4
Mail			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Trust Fund			3			3
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			1			1
Records Information	2	1		4		7
Information	2	1		4		7
Facility		1				1
Warden	1					1
IDOC Resources/Policy Information	1			2		3
Records				2		2
Recreational Opportunities	2					2
Yard	2					2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services	1					1
Facility	1					1
Safety Concerns	4		20	12		36
Cell			5	2		7
Constituent Services			1			1
Warden			3	2		5
IDOC Resources/Policy Information			1			1
Electronic Messaging			1			1
IDOC Resources/Policy Information			1			1
Food Items	1					1
Warden	1					1
Hygiene	1					1
Warden	1					1
Information			5	3		8
Constituent Services			1	1		2
Facility			1			1
Warden			1	2		3
IDOC Resources/Policy Information			2			2
Mail			2			2
Constituent Services			1			1
Warden			1			1
Other				1		1
Warden				1		1
PREA				1		1
Warden				1		1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Sex offender Concerns			1			1
Constituent Services			1			1
Staffing	1			2		3
Warden	1			1		2
IDOC Resources/Policy Information				1		1
Treatment	1		5	2		8
Warden	1		2	2		5
IDOC Resources/Policy Information			3			3
Exposure				1		1
IDOC Resources/Policy Information				1		1
Sentence Credit	4		41	4		49
Denials/ Restrictions			3			3
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			2			2
Education			1			1
IDOC Resources/Policy Information			1			1
Information			1			1
Facility			1			1
Jobs/Assignments			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	4		31	4		39
Constituent Services			11			11
Facility	2		8	1		11
IDOC Resources/Policy Information	2		12	3		17
Work Release / ATC			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
Facility			1			1
Staff Conduct	6		8	12		26
Information			1	2		3
Chief Inspector				1		1
Warden			1			1
IDOC Resources/Policy Information				1		1
Legal Services				1		1
IDOC Resources/Policy Information				1		1
Mail			1			1
Investigations			1			1
PREA			1			1
Facility			1			1
Protocols	2		1	1		4
Chief Inspector	2					2
Warden				1		1
IDOC Resources/Policy Information			1			1
Staffing				2		2
Investigations				1		1
IDOC Resources/Policy Information				1		1
Treatment	4		4	6		14
Investigations			1			1
Office of Health Services	1		1			2
Warden	3		2	2		7
IDOC Resources/Policy Information				4		4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Staffing Concerns	2		1	1		4
Other	1					1
Constituent Services	1					1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Lockdown	1					1
IDOC Resources/Policy Information	1					1
Technical Problems/Website			2			2
Information			1			1
Constituent Services			1			1
Lockdown			1			1
Constituent Services			1			1
Transfers	5		102	11		118
Education			1			1
Transfer Coordinator			1			1
In person			1			1
Transfer Coordinator			1			1
Information	4		73	9		86
Constituent Services			15			15
Facility			13	1		14
Transfer Coordinator	3		20	6		29
IDOC Resources/Policy Information	1		25	2		28
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Other			4			4
Facility			1			1
IDOC Resources/Policy Information			3			3
Sentence Calculation / Release Date			6			6
Constituent Services			3			3
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Temperature			1			1
Constituent Services			1			1
Treatment			5			5
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Intergovernmental Affairs Office			1			1
Work Release / ATC	1		8	1		10
Constituent Services			3			3
Facility			3			3
Transfer Coordinator			1			1
IDOC Resources/Policy Information	1		1	1		3
Lockdown			2			2
Transfer Coordinator			2			2
Victim Services			1			1
Victim Services			1			1
Victim Services			4	1		5
Information			3			3
Victim Services			2			2
IDOC Resources/Policy Information			1			1
Phone			1			1
IDOC Resources/Policy Information			1			1
Treatment				1		1
Victim Services				1		1
Visitation	5		25	20		50
Archive Search			1			1
IDOC Resources/Policy Information			1			1
Denials/ Restrictions			6	4		10
Constituent Services			2			2
Warden			1			1
Visitation Coordinator			3	4		7
GTL Technical Issue				1		1
Visitation Coordinator				1		1
Information	2		4	6		12
Warden			1	1		2
IDOC Resources/Policy Information			2			2
Visitation Coordinator	2		1	5		8
Mail	1			1		2
IDOC Resources/Policy Information	1			1		2
Other				2		2
Warden				2		2
Privileges	1		2	3		6
Transfer Coordinator			1			1
Warden	1			2		3
Visitation Coordinator			1	1		2
Protocols	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Visitation Coordinator	1		1			2
Staffing			1			1
IDOC Resources/Policy Information			1			1
Video			2	3		5
Warden			1	1		2
IDOC Resources/Policy Information			1			1
Visitation Coordinator				2		2
Lockdown			8			8
Constituent Services			1			1
Warden			2			2
IDOC Resources/Policy Information			3			3
Visitation Coordinator			2			2
Wellness Check	3		17	2		22
Information	2		4	1		7
Constituent Services			1			1
Facility			1			1
Warden	1		1	1		3
IDOC Resources/Policy Information	1		1			2
Medication			1			1
Facility			1			1
Other			1			1
Facility			1			1
Sentence Calculation / Release Date			1			1
Mental Health			1			1
Treatment				1		1
Mental Health				1		1
Lockdown	1		10			11
Constituent Services			2			2
Mental Health	1		6			7
Warden			1			1
IDOC Resources/Policy Information			1			1
(blank)				1		1
Treatment				1		1
Office of Health Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Pittsfield Work Camp	2	1	30	3		36
Commissary	1		1			2
Other	1					1
Chief Inspector	1					1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Communication	1					1
Phone	1					1
Warden	1					1
Electronic Detention			2	1		3
Information			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Family Concerns				1		1
Victim Services				1		1
Victim Services				1		1
Grievances		1				1
Treatment		1				1
Facility Oversight Manager		1				1
Mental Health			1			1
Information			1			1
Constituent Services			1			1
Programs/ Services			4			4
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			3			3
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Records Information			1	1		2
Sentence Calculation / Release Date			1	1		2
IDOC Resources/Policy Information			1	1		2
Sentence Credit			10			10
Denials/ Restrictions			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			7			7
Constituent Services			2			2

Count of Facility Addressed	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			1
Transfers			10			10
Denials/ Restrictions			1			1
Facility			1			1
Education			2			2
Facility			1			1
Warden			1			1
Jobs/Assignments			1			1
Transfer Coordinator			1			1
Work Release / ATC			6			6
Facility			2			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information			3			3
Visitation			1			1
Video			1			1
Visitation Coordinator			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Pontiac Correctional Center	41	4	123	64		232
Adjustment Committee/Discipline	2		6	5		13
Cell			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Information			3	2		5
IDOC Resources/Policy Information			3	2		5
Level of Care	1					1
Warden	1					1
Medication			1			1
Constituent Services			1			1
Other	1					1
Facility Oversight Manager	1					1
Treatment			1	2		3
Facility			1			1
IDOC Resources/Policy Information				2		2
Classification	1		4	2		7
Information	1		1	2		4
Constituent Services				1		1
IDOC Resources/Policy Information	1		1	1		3
Jobs/Assignments			1			1
Constituent Services			1			1
Other			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
Parole			1			1
Commissary				1		1
Mail				1		1
Warden				1		1
Communication	5		5	3		13
Electronic Messaging	1			1		2
Warden	1					1
IDOC Resources/Policy Information				1		1
Mail	3			1		4
Facility	2					2
Warden	1					1
IDOC Resources/Policy Information				1		1
Phone			2	1		3
Constituent Services			1			1
IDOC Resources/Policy Information			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment	1		1			2
Chief Inspector	1					1
IDOC Resources/Policy Information			1			1
Video			1			1
Constituent Services			1			1
Tablet			1			1
IDOC Resources/Policy Information			1			1
Concern not noted	1		4			5
Unspecified	1		4			5
Constituent Services	1		2			3
Facility			2			2
Conditions of Facility	5		10			15
Cell	1		2			3
Chief Inspector	1					1
Constituent Services			1			1
Warden			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Temperature	4		5			9
Constituent Services			1			1
Facility			1			1
Warden	3					3
IDOC Resources/Policy Information	1		3			4
Water			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Employment				1		1
Verification				1		1
Personnel				1		1
Family Concerns			2	1		3
Information			2			2
Chief Inspector			1			1
IDOC Resources/Policy Information			1			1
Treatment				1		1
Warden				1		1
Grievances	1		5	1		7
Information			3	1		4
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Staffing			1			1
IDOC Resources/Policy Information			1			1
Treatment	1		1			2
IDOC Resources/Policy Information			1			1
Facility Inquiry Board Oversight Manager	1					1
Medical	3	2	29	12		46
Information			2	1		3
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information				1		1
Level of Care		1	2			3
Constituent Services			1			1
Office of Health Services		1	1			2
Medication	1		9	1		11
Constituent Services			2			2
Office of Health Services			7	1		8
IDOC Resources/Policy Information	1					1
Other			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Referral to Outside Provider			1			1
Office of Health Services			1			1
Treatment	2	1	13	10		26
Constituent Services			4	2		6
Office of Health Services	1	1	2	8		12
IDOC Resources/Policy Information	1		7			8
Mental Health	8		1	1		10
Level of Care	3			1		4
Constituent Services	1					1
Mental Health	2					2
Office of Health Services				1		1
Medication	1		1			2
Mental Health	1		1			2
Other	1					1
Mental Health	1					1
Phone	1					1
Constituent Services	1					1
Treatment	2					2
Mental Health	2					2
Money Issues			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Trust Fund				1		1
Facility				1		1
Lockdown			1			1
Constituent Services			1			1
Other/ General	1		6			7
Information			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Other			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Treatment	1		1			2
Constituent Services			1			1
IDOC Resources/Policy Information	1					1
Parole Concern			4	1		5
Information			2			2
Parole			2			2
Reentry			2	1		3
Facility			1			1
Interstate Compact				1		1
IDOC Resources/Policy Information			1			1
Programs/ Services	1					1
PREA	1					1
Warden	1					1
Property	2			1		3
Information				1		1
IDOC Resources/Policy Information				1		1
Mail	2					2
Warden	2					2
Records Information			2			2
Information			2			2
Constituent Services			1			1
Records			1			1
Safety Concerns	2		8	7		17
Cell			1			1
Constituent Services			1			1
Information			2	1		3
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Jobs/Assignments	2					2
Constituent Services	1					1
Warden	1					1
Phone		1				1
Constituent Services			1			1
Treatment			3	6		9
Constituent Services			1			1
Facility				1		1
Warden			1	4		5
IDOC Resources/Policy Information			1	1		2
Lockdown			1			1
Mental Health			1			1
Sentence Credit			6			6
Sentence Calculation / Release Date			5			5
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			2			2
Send Money			1			1
Records			1			1
Staff Conduct	1		11	5		17
Hygiene			1			1
Warden			1			1
Information			2	1		3
Chief Inspector				1		1
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Other			2			2
Constituent Services			1			1
Investigations			1			1
Phone			1			1
Constituent Services			1			1
PREA				1		1
IDOC Resources/Policy Information				1		1
Treatment	1		5	3		9
Chief Inspector			1			1
Constituent Services			1			1
Warden	1			1		2
IDOC Resources/Policy Information			3	2		5
Transfers	3		17	14		34
Denials/ Restrictions				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Transfer Coordinator				1		1
In person			1			1
Constituent Services			1			1
Information	2		9	3		14
Constituent Services	1		3			4
Facility			3	1		4
Transfer Coordinator			1			1
Warden	1					1
IDOC Resources/Policy Information			2	2		4
Level of Care			3			3
Constituent Services			1			1
Facility			1			1
Office of Health Services			1			1
Other			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Phone	1					1
Transfer Coordinator	1					1
Treatment			1	10		11
Warden				10		10
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
Constituent Services			1			1
Visitation	4	2	2	7		15
Denials/ Restrictions				1		1
Visitation Coordinator				1		1
Information	1	2	1	1		5
Warden	1					1
IDOC Resources/Policy Information				1		1
Visitation Coordinator		2	1			3
Other	1					1
Warden	1					1
Phone				2		2
Facility				1		1
Visitation Coordinator				1		1
Privileges				1		1
Warden				1		1
Temperature			1			1
Warden			1			1
Treatment	1			1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1			1		2
Video	1			1		2
Visitation Coordinator	1			1		2
Wellness Check	1			1		2
Information	1			1		2
Warden	1			1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Pontiac Medium Security Unit	1		1			2
Lockdown			1			1
Treatment			1			1
Warden			1			1
Medical	1					1
Temperature	1					1
Office of Health Services	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Pontiac Mental Health	6		2			8
Conditions of Facility			1			1
Temperature			1			1
IDOC Resources/Policy Information			1			1
Medical	2					2
Temperature	2					2
Office of Health Services	2					2
Mental Health	4					4
Temperature	4					4
Mental Health	4					4
Records Information			1			1
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Robinson Correctional Center	106	5	724	124		959
Adjustment Committee/Discipline			5	2		7
Information			2	1		3
Constituent Services			1			1
Facility				1		1
IDOC Resources/Policy Information			1			1
Other				1		1
IDOC Resources/Policy Information				1		1
Treatment			1			1
Constituent Services			1			1
Work Release / ATC			1			1
Facility			1			1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Classification	2		5	1		8
Information	1		3	1		5
Constituent Services			3			3
IDOC Resources/Policy Information	1			1		2
Other	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			1			1
Facility			1			1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Commissary	7		11	5		23
Care Packages				1		1
Warden				1		1
Food Items	1		3	1		5
Constituent Services	1		1			2
Warden			1			1
IDOC Resources/Policy Information			1	1		2
Hygiene	2		2			4
Warden	2		1			3
IDOC Resources/Policy Information			1			1
Information	2		1			3
Constituent Services	1					1
Warden	1					1
IDOC Resources/Policy Information			1			1
Other	1		2			3
Warden	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			2			2
Phone			1	1		2
Warden				1		1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment				1		1
Constituent Services				1		1
Send Money			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Outside of Cell Time	1					1
Warden	1					1
Communication	7		14	11		32
GTL Technical Issue	1		3			4
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information	1		1			2
Information			1			1
IDOC Resources/Policy Information			1			1
Jobs/Assignments			1			1
Constituent Services			1			1
Legal Services			1			1
IDOC Resources/Policy Information			1			1
Mail	2		2	3		7
Constituent Services			1	1		2
Victim Services				1		1
Warden	1			1		2
IDOC Resources/Policy Information	1		1			2
Phone	3		4	7		14
Constituent Services	1			1		2
Facility			1			1
Victim Services				2		2
Warden	1					1
IDOC Resources/Policy Information	1		3	3		7
Visitation Coordinator				1		1
Reentry			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	1		1			2
Warden				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information	1					1
Unspecified				1		1
IDOC Resources/Policy Information				1		1
Compassionate Release			2			2
Information			1			1
Constituent Services			1			1
Level of Care			1			1
Prisoner Review Board			1			1
Concern not noted			26			26
Other			1			1
Constituent Services			1			1
Unspecified			25			25
Constituent Services			22			22
Facility			3			3
Conditions of Facility	3		9	12		24
Food Items				1		1
IDOC Resources/Policy Information				1		1
Information			1			1
IDOC Resources/Policy Information			1			1
Medication			2			2
Constituent Services			1			1
Office of Health Services			1			1
Other			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	1					1
Constituent Services	1					1
Sex offender Concerns			1			1
Facility			1			1
Temperature			1	4		5
Constituent Services			1			1
Warden				4		4
Treatment			1	1		2
IDOC Resources/Policy Information			1	1		2
Water	2		2	5		9
Constituent Services	1			1		2
Warden	1		2	3		6
IDOC Resources/Policy Information				1		1
Outside of Cell Time				1		1
Warden				1		1
Dietary			1			1

Count of Facility Addressed	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
Electronic Detention			2			2
Information			1			1
Prisoner Review Board			1			1
Work Release / ATC			1			1
Constituent Services			1			1
Family Concerns	1		2			3
Information			1			1
Constituent Services			1			1
Legal Services	1					1
IDOC Resources/Policy Information	1					1
Level of Care			1			1
Constituent Services			1			1
Grievances	4	1	14			19
Dental			1			1
Office of Health Services			1			1
Education			1			1
Facility Inquiry Board Oversight Manager			1			1
Information	1	1	6			8
Constituent Services			1			1
IDOC Resources/Policy Information			5			5
Facility Oversight Manager	1	1				2
Jobs/Assignments	1					1
Constituent Services	1					1
Mail			1			1
Constituent Services			1			1
Other			2			2
Constituent Services			1			1
Facility			1			1
Protocols	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Treatment	1					1
Warden	1					1
Trust Fund			1			1
IDOC Resources/Policy Information			1			1
Lockdown	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Phone			1			1
IDOC Resources/Policy Information			1			1
Staffing	1					1
Chief Inspector	1					1
Medical	6		54	7		67
Dental			3	2		5
Office of Health Services			1	2		3
IDOC Resources/Policy Information			2			2
Information	1		9			10
Constituent Services			2			2
Facility			1			1
Office of Health Services			1			1
IDOC Resources/Policy Information	1		5			6
Level of Care			2			2
Office of Health Services			2			2
Medical Supplies			2			2
Constituent Services			1			1
Office of Health Services			1			1
Medication			4	1		5
Office of Health Services			3	1		4
IDOC Resources/Policy Information			1			1
Optical			1			1
Constituent Services			1			1
Sentence Calculation / Release Date	1		5			6
Constituent Services			1			1
Office of Health Services	1		3			4
IDOC Resources/Policy Information			1			1
Temperature				1		1
Office of Health Services				1		1
Treatment	4		28	3		35
Constituent Services			8			8
Facility			1			1
Investigations			1			1
Office of Health Services	2		15	2		19
Warden	1					1
IDOC Resources/Policy Information	1		3	1		5
Mental Health	2		2	2		6
Information				1		1
IDOC Resources/Policy Information				1		1
Medication				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services				1		1
Sentence Calculation / Release Date	2		2			4
Mental Health	2		1			3
IDOC Resources/Policy Information			1			1
Money Issues	3		1	2		6
Information	1			1		2
IDOC Resources/Policy Information	1			1		2
Other	1					1
IDOC Resources/Policy Information	1					1
Phone			1			1
IDOC Resources/Policy Information			1			1
Trust Fund	1					1
IDOC Resources/Policy Information	1					1
Send Money				1		1
Facility				1		1
Other/ General	1		8	2		11
Information			4	1		5
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			2	1		3
Other	1		1	1		3
Constituent Services			1			1
Facility				1		1
IDOC Resources/Policy Information	1					1
Phone			1			1
Facility			1			1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Other/General			1			1
Information			1			1
Constituent Services			1			1
Parole Concern	3		17	7		27
Information			7	7		14
Constituent Services			2			2
Facility				1		1
Investigations				1		1
Prisoner Review Board				1		1
IDOC Resources/Policy Information			5	4		9
Residence Plan	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Reentry Manager	1					1
Sentence Calculation / Release Date	2		8			10
Constituent Services			3			3
Facility	1		2			3
Interstate Compact			1			1
IDOC Resources/Policy Information	1		2			3
Sex offender Concerns			1			1
Facility			1			1
Programs/ Services	6	1	61	10		78
Denials/ Restrictions			2			2
Constituent Services			2			2
Education			9	1		10
Constituent Services			3			3
Facility			1			1
Warden			3			3
IDOC Resources/Policy Information			2	1		3
Information			3	2		5
Constituent Services			1			1
Public Information Officer				1		1
IDOC Resources/Policy Information			2	1		3
Jobs/Assignments	1		1			2
Facility	1					1
IDOC Resources/Policy Information			1			1
Reentry		1				1
Chief of Programs		1				1
Sentence Calculation / Release Date	1		7	5		13
Constituent Services				1		1
Facility	1		3			4
IDOC Resources/Policy Information			4	3		7
Facility Oversight Manager				1		1
Sex offender Concerns	1		1	2		4
IDOC Resources/Policy Information	1			1		2
Sex Offender Services			1	1		2
Treatment			1			1
Facility			1			1
Work Release / ATC	3		37			40
Constituent Services			14			14
Facility	2		14			16
Transfer Coordinator			3			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information	1		6			7
Property	5		1			6
Art Supplies			1			1
Warden			1			1
Mail	5					5
Constituent Services	3					3
Warden	2					2
Records Information	1		12	7		20
Information			5	5		10
Constituent Services			1			1
Facility			1	1		2
IDOC Resources/Policy Information			1			1
Records			2	4		6
Sentence Calculation / Release Date	1		7	2		10
Facility			1	1		2
Prisoner Review Board			1			1
Records			5	1		6
Facility Oversight Manager	1					1
Safety Concerns	2		13	2		17
Information	1		2	1		4
Constituent Services			1			1
Warden	1			1		2
IDOC Resources/Policy Information			1			1
Other			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Sex offender Concerns	1		1			2
Warden	1		1			2
Treatment			5			5
Chief Inspector			2			2
Transfer Coordinator			1			1
Warden			2			2
Victim Services			1			1
Victim Services			1			1
Sentence Credit	22	1	275	20		318
Denials/ Restrictions			9			9
Constituent Services			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			3			3
IDOC Resources/Policy Information			4			4
Education	1		4			5
Chief of Programs	1					1
Constituent Services			4			4
Food Items			1			1
IDOC Resources/Policy Information			1			1
Information			12			12
Facility			1			1
IDOC Resources/Policy Information			11			11
Jobs/Assignments			14	4		18
Constituent Services			5			5
Facility			2	2		4
IDOC Resources/Policy Information			4	2		6
Records			3			3
Mail			2			2
Facility			2			2
Other			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Reentry			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	18		216	14		248
Chief of Programs			1			1
Constituent Services			58			58
Facility	11		64	2		77
Warden	1		2			3
IDOC Resources/Policy Information	5		84	11		100
Records	1		7			8
Intergovernmental Affairs Office				1		1
Sex offender Concerns	1		2			3
IDOC Resources/Policy Information	1		1			2
Sex Offender Services			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC	1	1	12	1		15
Constituent Services			3			3
Facility			3			3
IDOC Resources/Policy Information	1	1	5	1		8
Advocacy Liaison			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Send Money	1					1
IDOC Resources/Policy Information	1					1
Staff Conduct	5		9	3		17
Information			1			1
IDOC Resources/Policy Information			1			1
PREA				1		1
Warden				1		1
Protocols			1			1
Chief Inspector			1			1
Temperature			1			1
Warden			1			1
Treatment	5		6	1		12
Chief Inspector			1			1
Constituent Services			3			3
Warden	2		1	1		4
IDOC Resources/Policy Information	3		1			4
Video				1		1
Constituent Services				1		1
Transfers	13	2	128	7		150
Denials/ Restrictions	1		7	1		9
Constituent Services			2			2
County			1			1
Facility			1			1
Transfer Coordinator			2	1		3
Warden			1			1
IDOC Resources/Policy Information	1					1
Education			1			1
Transfer Coordinator			1			1
Food Items			1			1
Transfer Coordinator			1			1
Information	10	1	59	2		72
Chief Inspector	1					1
Constituent Services			16			16
Facility			12			12
Transfer Coordinator	4	1	10	1		16
Warden	1					1
IDOC Resources/Policy Information	4		21	1		26
Legal Services	1					1
IDOC Resources/Policy Information	1					1
Other			5			5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			3			3
Facility			1			1
IDOC Resources/Policy Information			1			1
Reentry			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Temperature			1			1
Facility			1			1
Treatment			7			7
Constituent Services			1			1
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			4			4
Work Release / ATC	1	1	45	4		51
Constituent Services			7			7
Facility	1		14	1		16
Transfer Coordinator			4	2		6
Warden			1	1		2
IDOC Resources/Policy Information			19			19
Advocacy Liaison		1				1
Visitation	11		49	23		83
Cell			1			1
Visitation Coordinator			1			1
Denials/ Restrictions			4	1		5
Constituent Services			1			1
Facility			1			1
Warden				1		1
IDOC Resources/Policy Information			2			2
GTL Technical Issue	1					1
GTL Helpdesk	1					1
In person			9	2		11
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information			2			2
Visitation Coordinator			5	2		7
Information	7		12	6		25
Constituent Services	1		1	1		3
Facility			1			1
Warden	4			1		5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			3	1		4
Visitation Coordinator	2		7	3		12
Other				1		1
Visitation Coordinator				1		1
Phone			1	1		2
Visitation Coordinator			1	1		2
Privileges	1		5	2		8
Constituent Services			2			2
Warden	1		2	2		5
IDOC Resources/Policy Information			1			1
Protocols			1			1
Constituent Services			1			1
Sign-up Genius			2			2
Constituent Services			2			2
Staffing			1			1
Warden			1			1
Treatment			1	2		3
Warden				1		1
IDOC Resources/Policy Information			1	1		2
Verification			1			1
Constituent Services			1			1
Video	2		10	8		20
Constituent Services			1			1
Facility			1	1		2
Warden	1			2		3
IDOC Resources/Policy Information			4	3		7
Visitation Coordinator	1		4	2		7
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Wellness Check	1		1	1		3
Information	1					1
IDOC Resources/Policy Information	1					1
Level of Care				1		1
Warden				1		1
Other			1			1
Mental Health			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Shawnee Correctional Center	77	2	401	85		565
Adjustment Committee/Discipline	1		9	1		11
Information			5			5
Facility			1			1
IDOC Resources/Policy Information			4			4
Other				1		1
IDOC Resources/Policy Information				1		1
Phone			1			1
IDOC Resources/Policy Information			1			1
Treatment	1		3			4
Constituent Services			2			2
IDOC Resources/Policy Information	1		1			2
Classification			2			2
Other			1			1
Warden			1			1
Trust Fund			1			1
IDOC Resources/Policy Information			1			1
Commissary	4		2	3		9
Denials/ Restrictions				1		1
Victim Services				1		1
Fans			1			1
IDOC Resources/Policy Information			1			1
GTL Technical Issue	1					1
IDOC Resources/Policy Information	1					1
Hygiene	1					1
IDOC Resources/Policy Information	1					1
Information	1					1
Constituent Services	1					1
Phone	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Treatment				2		2
IDOC Resources/Policy Information				2		2
Communication	5		22	8		35
Denials/ Restrictions			1			1
Constituent Services			1			1
Information	1		9	1		11
Constituent Services			3			3
Facility			2			2
Victim Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden	1		1			2
IDOC Resources/Policy Information			3			3
Mail			2	2		4
Warden			1			1
IDOC Resources/Policy Information			1	2		3
Other	1		1	2		4
IDOC Resources/Policy Information	1		1	1		3
Visitation Coordinator				1		1
Phone	1		6	1		8
Chief Inspector	1					1
Constituent Services			1			1
Warden			2			2
IDOC Resources/Policy Information			3	1		4
Verification			1			1
IDOC Resources/Policy Information			1			1
Video			1	2		3
Warden				1		1
IDOC Resources/Policy Information			1			1
Visitation Coordinator				1		1
Lockdown	2					2
IDOC Resources/Policy Information	2					2
Exposure			1			1
IDOC Resources/Policy Information			1			1
Concern not noted	1		21			22
Information			1			1
IDOC Resources/Policy Information			1			1
Unspecified	1		20			21
Constituent Services	1		15			16
Facility			4			4
IDOC Resources/Policy Information			1			1
Conditions of Facility	8		5	4		17
Information	1					1
Warden	1					1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Staffing			1			1
IDOC Resources/Policy Information			1			1
Temperature	1			1		2
Constituent Services				1		1
IDOC Resources/Policy Information	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment	1			2		3
Chief Inspector				2		2
Office of Health Services	1					1
Water	4		2	1		7
Facility			1			1
Warden	4					4
IDOC Resources/Policy Information			1	1		2
Tablet	1		1			2
Warden	1		1			2
Electronic Detention			2	1		3
Sentence Calculation / Release Date			2	1		3
Constituent Services				1		1
IDOC Resources/Policy Information			2			2
Family Concerns			2			2
Information			1			1
Mental Health			1			1
Treatment			1			1
Warden			1			1
Grievances	2		30	1		33
Hygiene	1					1
Warden	1					1
Information	1		21	1		23
Chief Inspector			1			1
Constituent Services	1		4			5
Facility			1			1
IDOC Resources/Policy Information			3	1		4
Facility Oversight Manager			1			1
Facility Inquiry Board Oversight Manager			11			11
Jobs/Assignments			1			1
Facility			1			1
Mail			1			1
Warden			1			1
Protocols			1			1
Facility Inquiry Board Oversight Manager			1			1
Sentence Calculation / Release Date			3			3
Facility			1			1
IDOC Resources/Policy Information			1			1
Facility Inquiry Board Oversight Manager			1			1
Treatment			3			3
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Facility Inquiry Board Oversight Manager			1			1
IIC Death Notice				1		1
Information				1		1
Warden				1		1
Lockdown	4	4	6			14
Mail				1		1
IDOC Resources/Policy Information				1		1
Treatment	2		1			3
IDOC Resources/Policy Information	2		1			3
Video			1			1
IDOC Resources/Policy Information			1			1
Lockdown	1	2	3			6
IDOC Resources/Policy Information	1	2	3			6
Exposure	1	1	1			3
IDOC Resources/Policy Information	1	1	1			3
Medical	6	9	1			16
Cell			1			1
IDOC Resources/Policy Information			1			1
Dental	1	1				2
Constituent Services			1			1
Office of Health Services	1					1
Level of Care			2			2
Office of Health Services			2			2
Medication	1		1			2
Constituent Services	1					1
Office of Health Services			1			1
Other	1	1				2
Constituent Services			1			1
Office of Health Services	1					1
Treatment	3	2				5
Constituent Services			1			1
Office of Health Services	2	1				3
Warden	1					1
Work Release / ATC			1			1
Office of Health Services			1			1
Lockdown			1			1
Office of Health Services			1			1
Mental Health			3			3
Other			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Records			1			1
Treatment			2			2
Facility			1			1
Mental Health			1			1
Money Issues	2		2	2		6
GTL Technical Issue	1					1
Facility	1					1
Phone			1			1
IDOC Resources/Policy Information			1			1
Trust Fund				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Tablet	1		1			2
IDOC Resources/Policy Information	1		1			2
Other/ General	1		9			10
Information			1			1
Warden			1			1
Other	1		4			5
Constituent Services			1			1
Facility			1			1
Warden	1					1
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date			4			4
AMS			1			1
Facility			3			3
Parole Concern	3		9	6		18
Information	1		4	3		8
Facility			2	2		4
Prisoner Review Board			1			1
Warden	1		1			2
IDOC Resources/Policy Information				1		1
Reentry			2			2
IDOC Resources/Policy Information			2			2
Residence Plan			2			2
AMS			1			1
Facility			1			1
Sentence Calculation / Release Date	2		1	1		4
Constituent Services	1		1			2
Facility	1					1
IDOC Resources/Policy Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sex offender Concerns				1		1
Warden				1		1
Work Release / ATC				1		1
IDOC Resources/Policy Information				1		1
Programs/ Services	1		17	1		19
Information	1		3	1		5
Constituent Services			2			2
Facility	1					1
Transfer Coordinator			1			1
IDOC Resources/Policy Information				1		1
Jobs/Assignments			3			3
IDOC Resources/Policy Information			3			3
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Sex offender Concerns			2			2
IDOC Resources/Policy Information			1			1
Sex Offender Services			1			1
Treatment			3			3
Facility			3			3
Work Release / ATC			4			4
Constituent Services			1			1
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Property	2		5			7
Cell	1		2			3
Warden	1					1
IDOC Resources/Policy Information			2			2
Information	1					1
Warden	1					1
Mail			2			2
Constituent Services			1			1
Warden			1			1
Treatment			1			1
Warden			1			1
Records Information	1	1	12	5		19
Education			1			1
Constituent Services			1			1
Information	1		4	2		7

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector			1			1
Facility				1		1
Warden	1					1
IDOC Resources/Policy Information			1			1
Records			2	1		3
Reentry				1		1
Records				1		1
Sentence Calculation / Release Date		1	7	1		9
Constituent Services			1			1
Facility			4	1		5
Records		1	2			3
Sex offender Concerns				1		1
IDOC Resources/Policy Information				1		1
Recreational Opportunities	1		4	1		6
Staffing			1			1
Facility			1			1
Yard	1		3	1		5
Facility			2			2
Warden	1					1
IDOC Resources/Policy Information			1	1		2
Safety Concerns	2		12	1		15
Information			6	1		7
Facility			1			1
Warden			3	1		4
IDOC Resources/Policy Information			2			2
Medication	1					1
Constituent Services	1					1
Other			1			1
Warden			1			1
PREA	1					1
Warden	1					1
Protocols			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Treatment			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Sentence Credit	4	1	72	9		86

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Care Packages			1			1
Constituent Services			1			1
Denials/ Restrictions			1			1
Constituent Services			1			1
Education			4	2		6
Constituent Services			3			3
Facility			1	2		3
Information			4			4
Constituent Services			1			1
IDOC Resources/Policy Information			3			3
Jobs/Assignments			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	4	1	56	7		68
Constituent Services			15			15
Facility	1	1	15	2		19
Warden			1			1
IDOC Resources/Policy Information	3		19	3		25
Records			6	1		7
Facility Oversight Manager				1		1
Sex offender Concerns			2			2
IDOC Resources/Policy Information			1			1
Sex Offender Services			1			1
Work Release / ATC			1			1
Facility			1			1
Staff Conduct	6		7	3		16
Denials/ Restrictions	1					1
Warden	1					1
Hygiene	1					1
IDOC Resources/Policy Information	1					1
Information			2			2
IDOC Resources/Policy Information			2			2
PREA	1					1
Chief Inspector	1					1
Protocols	1					1
Chief Inspector	1					1
Treatment	1		5	2		8
Chief Inspector				1		1
Constituent Services			4			4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden			1	1		2
IDOC Resources/Policy Information	1					1
Work Release / ATC	1					1
IDOC Resources/Policy Information	1					1
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Transfers	10		106	9		125
Denials/ Restrictions			4			4
Constituent Services			2			2
Facility			1			1
Transfer Coordinator			1			1
Education			2			2
Constituent Services			1			1
Facility			1			1
In person			1			1
Constituent Services			1			1
Information	4		77	5		86
Constituent Services			19			19
Facility			10			10
Transfer Coordinator	1		21	3		25
Warden	1					1
IDOC Resources/Policy Information	2		27	1		30
Intergovernmental Affairs Office				1		1
Jobs/Assignments				2		2
IDOC Resources/Policy Information				2		2
Level of Care	1					1
Transfer Coordinator	1					1
Mail	1					1
IDOC Resources/Policy Information	1					1
Other	1					1
Transfer Coordinator	1					1
Reentry			2			2
Facility			1			1
Transfer Coordinator			1			1
Sentence Calculation / Release Date			5			5
Constituent Services			1			1
Facility			2			2
IDOC Resources/Policy Information			2			2
Staffing			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment	1		2	1		4
Facility			1			1
Transfer Coordinator			1	1		2
IDOC Resources/Policy Information	1					1
Work Release / ATC	2		11	1		14
Constituent Services			4			4
Facility	1		2			3
Transfer Coordinator			3			3
IDOC Resources/Policy Information	1		2	1		4
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Victim Services	1		1	1		3
Denials/ Restrictions	1					1
Visitation Coordinator	1					1
Other				1		1
Victim Services				1		1
Sentence Calculation / Release Date			1			1
Victim Services			1			1
Visitation	6		24	20		50
Denials/ Restrictions			3	4		7
Constituent Services			1			1
Warden				3		3
Visitation Coordinator			2	1		3
Fans			1			1
IDOC Resources/Policy Information			1			1
Food Items			1			1
IDOC Resources/Policy Information			1			1
GTL Technical Issue				1		1
IDOC Resources/Policy Information				1		1
In person	1		1			2
IDOC Resources/Policy Information			1			1
Visitation Coordinator	1					1
Information	1		6	4		11
Constituent Services			3			3
Warden	1					1
IDOC Resources/Policy Information			1			1
Visitation Coordinator			2	4		6
Other				1		1
Warden				1		1
Privileges	1		3	7		11

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Warden	1			2		3
IDOC Resources/Policy Information			1	2		3
Visitation Coordinator			1	3		4
Protocols			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Chief Inspector			1			1
Video	2		5	3		10
Constituent Services	1		1			2
Warden	1					1
IDOC Resources/Policy Information			2			2
Visitation Coordinator			2	3		5
Send Money			2			2
Constituent Services			1			1
Investigations			1			1
Tablet	1					1
IDOC Resources/Policy Information	1					1
Wellness Check	6		10	1		17
Information	3		2			5
Mental Health	1					1
IDOC Resources/Policy Information	2		2			4
Mail			1			1
Warden			1			1
Medication			1			1
Mental Health			1			1
PREA			1			1
PREA Coordinator			1			1
Treatment	1		1	1		3
Warden			1	1		2
IDOC Resources/Policy Information	1					1
Lockdown	2		4			6
Facility			2			2
Warden			1			1
IDOC Resources/Policy Information	2		1			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sheridan Correctional Center	79	19	313	110		521
Adjustment Committee/Discipline			6	3		9
Education			1			1
Constituent Services			1			1
Information			1	2		3
IDOC Resources/Policy Information			1	2		3
Sentence Calculation / Release Date			2	1		3
Constituent Services			2			2
Office of Executive Inspector General				1		1
Treatment			2			2
IDOC Resources/Policy Information			2			2
Classification	1		1			2
Education	1					1
IDOC Resources/Policy Information	1					1
Information			1			1
IDOC Resources/Policy Information			1			1
Clemency			1	1		2
Information			1	1		2
Prisoner Review Board			1	1		2
Commissary				3		3
Electronic Messaging				1		1
Constituent Services				1		1
Fans				1		1
IDOC Resources/Policy Information				1		1
Information				1		1
Facility				1		1
Communication	17		15	17		49
Electronic Messaging	2		2	2		6
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information	2		1	1		4
Information	2		2			4
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information	1		1			2
Mail	6		2	5		13
Constituent Services				1		1
Facility				1		1
Warden	3		1	2		6
IDOC Resources/Policy Information	3		1	1		5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Other			1			1
Constituent Services			1			1
Phone	6		5	8		19
Constituent Services			1			1
Warden	1			2		3
IDOC Resources/Policy Information	4		4	5		13
Visitation Coordinator	1			1		2
Reentry			1			1
Constituent Services			1			1
Treatment	1					1
Office of Health Services	1					1
Lockdown				1		1
IDOC Resources/Policy Information				1		1
Exposure			1			1
Facility			1			1
Tablet			1	1		2
IDOC Resources/Policy Information			1	1		2
Concern not noted			6			6
Unspecified			6			6
Constituent Services			6			6
Conditions of Facility	1		5	2		8
Cell			1			1
Constituent Services			1			1
Information	1		1			2
Warden	1					1
IDOC Resources/Policy Information			1			1
Mail				1		1
Warden				1		1
Other			1			1
Constituent Services			1			1
Temperature			2	1		3
Facility			2			2
IDOC Resources/Policy Information				1		1
Electronic Detention			4			4
Information			3			3
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			1			1
Other			1			1
Chief Inspector			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Employment				4		4
Information				3		3
IDOC Resources/Policy Information				1		1
Personnel				2		2
Jobs/Assignments				1		1
Personnel				1		1
Family Concerns		2	1			3
Information			2			2
Constituent Services			1			1
Facility			1			1
Other				1		1
Warden				1		1
Grievances	1		8			9
Denials/ Restrictions	1					1
Constituent Services	1					1
Education			1			1
Facility Inquiry Board Oversight Manager			1			1
Information			5			5
Facility			1			1
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			3			3
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Staffing			1			1
IDOC Resources/Policy Information			1			1
Lockdown	4		1	3		8
Information	1			1		2
IDOC Resources/Policy Information	1			1		2
Jobs/Assignments				1		1
Warden				1		1
Sentence Calculation / Release Date	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1					1
Outside of Cell Time	2			1		3
Constituent Services	2					2
IDOC Resources/Policy Information				1		1
Medical	19		27	6		52
Dental			2			2
Office of Health Services			2			2
Information	10		6			16

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services	1		1			2
Office of Health Services	4		2			6
Warden	3		1			4
IDOC Resources/Policy Information	2		2			4
Level of Care	3					3
Constituent Services	1					1
Office of Health Services	2					2
Medical Supplies			2	1		3
Office of Health Services			1	1		2
IDOC Resources/Policy Information			1			1
Medication			5	1		6
Office of Health Services			4	1		5
IDOC Resources/Policy Information			1			1
Other			1			1
Office of Health Services			1			1
Temperature			1			1
Office of Health Services			1			1
Treatment	6		10	4		20
Chief Inspector			1			1
Constituent Services			1			1
Facility			1	1		2
Office of Health Services	6		7	3		16
Mental Health			3			3
Mail			1			1
Constituent Services			1			1
Medication			1			1
Mental Health			1			1
Other			1			1
Constituent Services			1			1
Other/ General		1	6	2		9
Cell			1			1
Constituent Services			1			1
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Mail		1	1	1		3
Warden		1				1
IDOC Resources/Policy Information			1	1		2
Other			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Parole Concern			6	2		8
Information			4	1		5
Facility				1		1
IDOC Resources/Policy Information			4			4
Reentry				1		1
Facility				1		1
Residence Plan			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Programs/ Services	4	1	28	4		37
Denials/ Restrictions			2	1		3
Facility			1			1
IDOC Resources/Policy Information			1	1		2
Education	1	1	1			3
Chief of Programs			1			1
Facility	1					1
IDOC Resources/Policy Information			1			1
Information			1	1		2
Constituent Services			1			1
Facility				1		1
Jobs/Assignments			2			2
IDOC Resources/Policy Information			2			2
Mail			1			1
Advocacy Liaison			1			1
Other	1					1
Facility	1					1
Reentry			2			2
Advocacy Liaison			2			2
Sentence Calculation / Release Date	1		6	1		8
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information	1		4	1		6
Sex offender Concerns			1			1
Constituent Services			1			1
Work Release / ATC			12			12
Constituent Services			3			3
Facility			6			6
IDOC Resources/Policy Information			3			3
Lockdown	1			1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services				1		1
IDOC Resources/Policy Information	1					1
Property	3		2			5
Education			1			1
IDOC Resources/Policy Information			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Mail	3					3
Constituent Services	1					1
Facility	1					1
Warden	1					1
Records Information			6	3		9
Archive Search				1		1
Records				1		1
Information			4	1		5
Constituent Services				1		1
Facility			1			1
IDOC Resources/Policy Information				1		1
Records			2			2
Other				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Facility			1			1
Work Release / ATC			1			1
County			1			1
Safety Concerns	1		2	5		8
Cell			2			2
Constituent Services			1			1
Facility Oversight Manager			1			1
Food Items	1					1
IDOC Resources/Policy Information	1					1
Information				4		4
Warden				4		4
Substance Abuse				1		1
Warden				1		1
Sentence Credit	7	16	130	13		166
Cell			1			1
IDOC Resources/Policy Information			1			1
Denials/ Restrictions	1		9			10
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
IDOC Resources/Policy Information	1		7			8
Information			4			4
Facility			2			2
IDOC Resources/Policy Information			2			2
Jobs/Assignments	1		3			4
Facility	1		1			2
IDOC Resources/Policy Information			2			2
Other			1			1
Facility			1			1
Sentence Calculation / Release Date	5	16	105	12		138
Chief of Programs			8			8
Constituent Services			6	23	1	30
Facility	1		48			49
IDOC Resources/Policy Information	4	2	31	11		48
Records			3			3
Sex offender Concerns			1			1
Constituent Services			1			1
Work Release / ATC			6	1		7
Constituent Services			2			2
Facility			2	1		3
IDOC Resources/Policy Information			2			2
Staff Conduct	4		4	4		12
Information			2			2
IDOC Resources/Policy Information			2			2
Mail	1					1
Warden	1					1
Staffing				1		1
IDOC Resources/Policy Information				1		1
Treatment	3		2	3		8
Chief Inspector				1		1
Warden	1			1		2
IDOC Resources/Policy Information	2		2	1		5
Transfers	2		17	4		23
Cell	1					1
IDOC Resources/Policy Information	1					1
Denials/ Restrictions				1		1
Transfer Coordinator				1		1
Education			1			1
Transfer Coordinator			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			5	1		6
Facility			2			2
Transfer Coordinator			1	1		2
IDOC Resources/Policy Information			2			2
Other			2			2
Constituent Services			2			2
Work Release / ATC	1		9	2		12
Constituent Services			1			1
Facility			5			5
Transfer Coordinator				1		1
IDOC Resources/Policy Information	1		3	1		5
Visitation	15	1	33	31		80
Denials/ Restrictions			10	3		13
Constituent Services			3			3
Facility			1			1
Warden			1	2		3
IDOC Resources/Policy Information			3			3
Visitation Coordinator			2	1		3
GTL Technical Issue				1		1
Visitation Coordinator				1		1
In person	2		2	2		6
Constituent Services			1			1
Warden	1					1
Visitation Coordinator	1		1	2		4
Information	5	1	9	9		24
Facility				1		1
Warden	1	1	2			4
IDOC Resources/Policy Information	3		5	1		9
Visitation Coordinator	1		2	7		10
Legal Services				1		1
Warden				1		1
Mail	1					1
IDOC Resources/Policy Information	1					1
Other				1		1
IDOC Resources/Policy Information				1		1
Privileges	1		1	5		7
Warden	1			2		3
IDOC Resources/Policy Information				1		1
Visitation Coordinator			1	2		3
Protocols			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Warden				1		1
Visitation Coordinator			1			1
Sentence Calculation / Release Date			1			1
Warden			1			1
Staffing	1			1		2
Warden				1		1
IDOC Resources/Policy Information	1					1
Temperature	2			1		3
Warden	1					1
IDOC Resources/Policy Information				1		1
Visitation Coordinator	1					1
Treatment	2					2
Warden	2					2
Verification			1			1
IDOC Resources/Policy Information			1			1
Video	1		5	4		10
Constituent Services			2			2
Warden	1		2			3
Visitation Coordinator			1	4		5
Lockdown			3	1		4
Constituent Services			2			2
Visitation Coordinator			1	1		2
Tablet				1		1
Visitation Coordinator				1		1
Volunteer Opportunities				1		1
Education				1		1
Volunteer Services				1		1
Wellness Check				1		1
Other				1		1
Warden				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Southwestern Illinois Correctional Center	16	6	265	31		318
Adjustment Committee/Discipline		1				1
Information		1				1
Chief Inspector		1				1
Classification			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Communication			9	5		14
Electronic Messaging				2		2
IDOC Resources/Policy Information				2		2
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Other			1			1
Facility			1			1
Phone			6	2		8
Constituent Services			2			2
Warden				1		1
IDOC Resources/Policy Information			4	1		5
Victim Services			1			1
Victim Services			1			1
Compassionate Release			1			1
Information			1			1
Prisoner Review Board			1			1
Concern not noted			12			12
Unspecified			12			12
Constituent Services			9			9
Facility			3			3
Conditions of Facility			2			2
Treatment			1			1
Warden			1			1
Water			1			1
IDOC Resources/Policy Information			1			1
Electronic Detention			15			15
Information			9			9
Constituent Services			4			4
Facility			5			5
Level of Care			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			4			4
Facility			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			2			2
Treatment			1			1
Facility			1			1
Employment				1		1
Information				1		1
DOIT				1		1
Grievances	3					3
Information	3					3
Constituent Services	1					1
Facility Oversight Manager	2					2
Lockdown				1		1
Mail				1		1
IDOC Resources/Policy Information				1		1
Medical			1			1
Treatment			1			1
Office of Health Services			1			1
Mental Health			1			1
Treatment			1			1
Mental Health			1			1
Other/ General	1		5	1		7
Information			1			1
Facility			1			1
Mail	1					1
Warden	1					1
Other			3	1		4
Constituent Services			1			1
IDOC Resources/Policy Information			2	1		3
Social Media			1			1
Constituent Services			1			1
Parole Concern	1		5	1		7
Information			2			2
IDOC Resources/Policy Information			2			2
Phone	1					1
IDOC Resources/Policy Information	1					1
Reentry			2			2
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date			1	1		2
IDOC Resources/Policy Information			1	1		2
Programs/ Services	1	1	28	2		32
Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Other				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date	1		5			6
Constituent Services			1			1
Facility	1		1			2
IDOC Resources/Policy Information			3			3
Treatment		1				1
Interstate Compact		1				1
Work Release / ATC			22			22
Constituent Services			4			4
Facility			5			5
Transfer Coordinator			1			1
IDOC Resources/Policy Information			12			12
Property	3			2		5
Information	1			2		3
Warden	1					1
IDOC Resources/Policy Information				2		2
Mail	2					2
Constituent Services	1					1
Warden	1					1
Records Information				2		2
Information				2		2
Records				2		2
Sentence Credit	4	4	147	3		158
Denials/ Restrictions	1		3			4
Facility	1		1			2
Records			2			2
Education			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Information	1		11			12
Facility			2			2
IDOC Resources/Policy Information	1		9			10
Other			1	1		2
IDOC Resources/Policy Information			1	1		2
Sentence Calculation / Release Date	2	4	118	2		126
Chief of Programs			1			1
Constituent Services			1	31		32

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			42	1		43
IDOC Resources/Policy Information	2	2	44	1		49
Facility Oversight Manager			1			1
Work Release / ATC			12			12
Constituent Services			4			4
Facility			3			3
IDOC Resources/Policy Information			5			5
Transfers	1		32			33
Information			5			5
Facility			2			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Reentry			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
Facility			1			1
Work Release / ATC	1		25			26
Constituent Services			7			7
Facility	1		5			6
Transfer Coordinator			6			6
IDOC Resources/Policy Information			7			7
Victim Services			1	1		2
Information			1			1
Victim Services			1			1
Sex offender Concerns				1		1
Victim Services				1		1
Visitation	2		5	12		19
Denials/ Restrictions			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
In person				1		1
Visitation Coordinator				1		1
Information	1		1	4		6
Warden	1			1		2
Visitation Coordinator			1	3		4
Level of Care				1		1
IDOC Resources/Policy Information				1		1
Other				1		1
Warden				1		1
Phone	1		1			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Visitation Coordinator	1					1
Privileges				3		3
Warden				3		3
Treatment				1		1
Warden				1		1
Video			1	1		2
Constituent Services			1			1
Warden				1		1

Count of Facility Addressed	CONCERN RECEIVED BY						
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL	
Southwestern Illinois Work Camp				1		1	
Communication				1		1	
Mail				1		1	
IDOC Resources/Policy Information				1		1	

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Stateville Correctional Center	37	1	191	38		267
Classification			1			1
Information			1			1
Facility			1			1
Communication			2	2		4
Information			1	2		3
IDOC Resources/Policy Information			1	2		3
Phone			1			1
Facility			1			1
Concern not noted			11			11
Unspecified			11			11
Constituent Services			6			6
Facility			4			4
IDOC Resources/Policy Information			1			1
Conditions of Facility	3		2	4		9
Cell			1			1
IDOC Resources/Policy Information			1			1
Food Items	1					1
Warden	1					1
Temperature			1	1		2
IDOC Resources/Policy Information			1	1		2
Treatment	1			3		4
Chief Inspector	1			3		4
Water	1					1
Constituent Services	1					1
Electronic Detention	1		9	1		11
Information			5	1		6
Constituent Services			1			1
Facility			3			3
Parole			1			1
IDOC Resources/Policy Information				1		1
Other	1					1
Facility	1					1
Residence Plan			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Facility			1			1
Rebuild			1			1
Facility			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Employment			1	3		4
Information			1	1		2
IDOC Resources/Policy Information				1		1
Personnel			1			1
Other				1		1
Chief Inspector				1		1
Verification				1		1
Personnel				1		1
Family Concerns	2	2				4
Information	2	1				3
Warden	1					1
IDOC Resources/Policy Information	1		1			2
Other			1			1
Constituent Services			1			1
Grievances			1	1		2
Other				1		1
Facility				1		1
Staffing			1			1
Constituent Services			1			1
Lockdown			1			1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Medical	3	20				23
Dental			1			1
IDOC Resources/Policy Information			1			1
Food Items			1			1
Office of Health Services			1			1
Information			8			8
Constituent Services			2			2
Facility			3			3
Office of Health Services			2			2
IDOC Resources/Policy Information			1			1
Level of Care	1	3				4
Chief Inspector			1			1
Constituent Services			1			1
Office of Health Services	1	1				2
Medication			1			1
Facility			1			1
Other			1			1
Office of Health Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Treatment	2		3			5
Constituent Services			1			1
Office of Health Services	2		1			3
Advocacy Liaison			1			1
Water			1			1
Warden			1			1
Rebuild			1			1
Constituent Services			1			1
Money Issues				2		2
Information				2		2
Facility				1		1
IDOC Resources/Policy Information				1		1
Other/ General			4	5		9
GTL Technical Issue			1			1
IDOC Resources/Policy Information			1			1
Other			1	4		5
Constituent Services				1		1
Public Information Officer				1		1
IDOC Resources/Policy Information			1			1
Advocacy Liaison				2		2
Phone				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Parole Concern			5	2		7
Information			2			2
Facility			1			1
Parole			1			1
Other				1		1
Parole				1		1
Residence Plan			1			1
Parole			1			1
Sentence Calculation / Release Date				1		1
Facility				1		1
Trust Fund			1			1
Facility			1			1
Victim Services			1			1
Victim Services			1			1
Programs/ Services			25	1		26

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Denials/ Restrictions			1			1
Constituent Services			1			1
Information			1			1
Facility			1			1
Jobs/Assignments			1			1
Facility			1			1
Other				1		1
Facility				1		1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Trust Fund			1			1
Facility			1			1
Work Release / ATC			20			20
Constituent Services			1			1
Facility			15			15
IDOC Resources/Policy Information			4			4
Records Information	2		4	1		7
Information	1		1	1		3
Records	1		1	1		3
Sentence Calculation / Release Date	1		3			4
Constituent Services	1		1			2
Records			2			2
Safety Concerns	1		4			5
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Other	1					1
Warden	1					1
Protocols			1			1
Constituent Services			1			1
Treatment			1			1
Warden			1			1
Sentence Credit	22		40	2		64
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Jobs/Assignments			1			1
Facility			1			1
Sentence Calculation / Release Date	22		35	2		59

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief of Programs	2					2
Constituent Services			6			6
Facility	14		13	1		28
Warden	1					1
IDOC Resources/Policy Information	1		14	1		16
Records	4		2			6
Work Release / ATC			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Staff Conduct		1	3			4
Information			1			1
Constituent Services			1			1
Protocols			1			1
Constituent Services			1			1
Treatment		1	1			2
Investigations			1			1
Warden		1				1
Transfers	1		51	6		58
Information			22			22
Constituent Services			2			2
Facility			7			7
Transfer Coordinator			2			2
IDOC Resources/Policy Information			10			10
Intergovernmental Affairs Office			1			1
Level of Care			1			1
IDOC Resources/Policy Information			1			1
Other				2		2
Facility				2		2
Work Release / ATC			7			7
Constituent Services			1			1
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			4			4
Unspecified			1			1
IDOC Resources/Policy Information			1			1
Rebuild	1		20	4		25
Constituent Services			7			7
IDOC Resources/Policy Information	1		12	4		17
Advocacy Liaison			1			1
Victim Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Denials/ Restrictions				1		1
Victim Services				1		1
Visitation	2		3	6		11
Denials/ Restrictions			1			1
Constituent Services			1			1
Information				1		1
Planning and Research				1		1
Phone				1		1
Visitation Coordinator				1		1
Privileges	2		1	1		4
IDOC Resources/Policy Information	2					2
Visitation Coordinator			1	1		2
Protocols			1			1
Warden			1			1
Verification				1		1
Visitation Coordinator				1		1
Video				2		2
Warden				1		1
Visitation Coordinator				1		1
Volunteer Opportunities				1		1
Other				1		1
Warden				1		1
Wellness Check			2			2
Information			2			2
IDOC Resources/Policy Information			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Stateville Minimum	23		133	23		179
Adjustment Committee/Discipline	1		2	2		5
Information			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Phone	1					1
Warden	1					1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Social Media			1			1
IDOC Resources/Policy Information			1			1
Commissary			4			4
Hygiene			1			1
Warden			1			1
Water			2			2
Warden			1			1
IDOC Resources/Policy Information			1			1
Send Money			1			1
IDOC Resources/Policy Information			1			1
Communication	4		5	4		13
Electronic Messaging	1					1
IDOC Resources/Policy Information	1					1
Mail	2			2		4
Facility	1					1
Warden	1			1		2
IDOC Resources/Policy Information				1		1
Phone	1		3			4
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date			1	1		2
IDOC Resources/Policy Information			1	1		2
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Tablet				1		1
IDOC Resources/Policy Information				1		1
Concern not noted			7			7
Unspecified			7			7
Constituent Services			5			5
IDOC Resources/Policy Information			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Conditions of Facility			2	1		3
Other			1			1
IDOC Resources/Policy Information			1			1
Temperature				1		1
Warden				1		1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Employment			1	1		2
Information				1		1
Office of Executive Inspector General				1		1
Other			1			1
Constituent Services			1			1
Family Concerns			2			2
Information			1			1
Facility			1			1
Trust Fund			1			1
Warden			1			1
Grievances			5	1		6
Information			2			2
IDOC Resources/Policy Information			2			2
Sentence Calculation / Release Date			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Water			1			1
Facility			1			1
Medical	1		3	2		6
Information	1		1	1		3
Constituent Services	1					1
IDOC Resources/Policy Information			1	1		2
Other			2			2
Constituent Services			1			1
Office of Health Services			1			1
Treatment				1		1
Office of Health Services				1		1
Money Issues				1		1
Trust Fund				1		1
Facility				1		1
Other/ General			3			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			2			2
Chief Inspector			1			1
IDOC Resources/Policy Information			1			1
Trust Fund			1			1
Facility			1			1
Parole Concern	2		1	1		4
Information	2		1	1		4
Facility	2		1			3
Warden				1		1
Programs/ Services	1		14	1		16
Education	1		2	1		4
Facility	1					1
Warden			1			1
IDOC Resources/Policy Information			1	1		2
Sentence Calculation / Release Date			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			10			10
Constituent Services			5			5
Facility			1			1
Transfer Coordinator			2			2
IDOC Resources/Policy Information			2			2
Property			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Records Information			6	1		7
Information			1	1		2
Records			1	1		2
Sentence Calculation / Release Date			4			4
Constituent Services			1			1
Facility			1			1
Records			2			2
Sex offender Concerns			1			1
Records			1			1
Sentence Credit	11		45	3		59
Denials/ Restrictions			3			3
Constituent Services			2			2
IDOC Resources/Policy Information			1			1
Jobs/Assignments			2			2
Facility			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Other	1					1
Chief Inspector	1					1
Sentence Calculation / Release Date	10		35	3		48
Constituent Services	7		11			18
Facility	2		13	1		16
IDOC Resources/Policy Information	1		10	2		13
Records			1			1
Work Release / ATC			5			5
Constituent Services			1			1
IDOC Resources/Policy Information			4			4
Staff Conduct			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Transfers	1		22	1		24
Information			2			2
Facility			2			2
Reentry			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC	1		19	1		21
Constituent Services			8			8
Facility			1	1		2
Transfer Coordinator	1		3			4
IDOC Resources/Policy Information			7			7
Visitation			9	2		11
Denials/ Restrictions			1			1
Warden			1			1
In person			1			1
IDOC Resources/Policy Information			1			1
Information			1	1		2
IDOC Resources/Policy Information			1			1
Visitation Coordinator				1		1
Privileges			2	1		3
Constituent Services			1			1
Warden				1		1
Visitation Coordinator			1			1
Video			3			3
Warden			1			1
Visitation Coordinator			2			2
Work Release / ATC			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Volunteer Opportunities				1		1
Education				1		1
Volunteer Services				1		1
Wellness Check	2			1		3
Information	2			1		3
Warden	2			1		3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Taylorville Correctional Center	36	13	238	77		364
Adjustment Committee/Discipline	1		1	4		6
Cell			1	2		3
IDOC Resources/Policy Information			1	2		3
Education				1		1
IDOC Resources/Policy Information				1		1
Information	1					1
IDOC Resources/Policy Information	1					1
Sex offender Concerns				1		1
IDOC Resources/Policy Information				1		1
Classification				1		1
Cell				1		1
IDOC Resources/Policy Information				1		1
Commissary	1		2	4		7
Clothing				1		1
Facility				1		1
Food Items	1			1		2
Warden				1		1
IDOC Resources/Policy Information	1					1
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Other				1		1
IDOC Resources/Policy Information				1		1
Temperature				1		1
IDOC Resources/Policy Information				1		1
Communication	3		18	8		29
Care Packages			1			1
Facility			1			1
Clothing				1		1
Warden				1		1
Electronic Messaging			1	1		2
Constituent Services			1			1
IDOC Resources/Policy Information				1		1
Information			2			2
IDOC Resources/Policy Information			2			2
Mail			5	2		7
Constituent Services			4			4
IDOC Resources/Policy Information			1	2		3
Other				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services				1		1
Phone	2		8	1		11
Warden	1		1			2
IDOC Resources/Policy Information	1		7	1		9
Video			1			1
Visitation Coordinator			1			1
Tablet	1			1		2
IDOC Resources/Policy Information	1					1
Visitation Coordinator				1		1
Divorce				1		1
IDOC Resources/Policy Information				1		1
Concern not noted	2		18			20
Information	1					1
Constituent Services	1					1
Unspecified	1		18			19
Constituent Services	1		17			18
Facility			1			1
Conditions of Facility		2	3	4		9
Cell			1			1
IDOC Resources/Policy Information			1			1
Food Items			1	1		2
IDOC Resources/Policy Information			1	1		2
Information		1				1
Warden		1				1
Other		1				1
Warden		1				1
Temperature			1	3		4
Facility				1		1
Warden				2		2
IDOC Resources/Policy Information			1			1
Family Concerns				2		2
Information				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Grievances			5			5
Information			5			5
Facility			1			1
IDOC Resources/Policy Information			2			2
Facility Oversight Manager			2			2
IIC Death Notice			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Verification			1			1
Facility			1			1
Medical	5		6	6		17
Dental				1		1
Warden				1		1
Information			2	1		3
Facility			1			1
Office of Health Services				1		1
IDOC Resources/Policy Information			1			1
Medication			1			1
Office of Health Services			1			1
Referral to Outside Provider			1			1
Office of Health Services			1			1
Sex offender Concerns	2					2
Office of Health Services	1					1
Warden	1					1
Treatment	3		2	4		9
Constituent Services			1			1
Facility	2					2
Office of Health Services	1		1	3		5
IDOC Resources/Policy Information				1		1
Mental Health			3			3
Information			2			2
Facility			1			1
Office of Health Services			1			1
Level of Care			1			1
Facility			1			1
Other/ General	1		1	5		7
Information	1		1	2		4
IDOC Resources/Policy Information	1		1	2		4
Other				3		3
Constituent Services				1		1
Warden				1		1
Office of Executive Inspector General				1		1
Parole Concern	3		13	3		19
Information	3		6	1		10
Facility			1			1
Interstate Compact			1			1
Parole			1			1
IDOC Resources/Policy Information	3		3	1		7

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Other			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Reentry			3	1		4
Constituent Services			1			1
Facility			2	1		3
Sentence Calculation / Release Date			1	1		2
Parole			1			1
IDOC Resources/Policy Information				1		1
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1
Programs/ Services	2	4	21	5		32
Denials/ Restrictions			1			1
Facility			1			1
Information			6	1		7
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			4	1		5
Other			1	1		2
Facility			1			1
Warden				1		1
Sentence Calculation / Release Date	2	2	3	1		8
Facility	2					2
Warden		1				1
IDOC Resources/Policy Information		1	3	1		5
Sex offender Concerns		2	5	2		9
Facility			1	1		2
Warden		1				1
IDOC Resources/Policy Information			1			1
Sex Offender Services		1	3	1		5
Work Release / ATC			5			5
Constituent Services			1			1
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information			2			2
Property	3		3	1		7
Information	2		2			4
Constituent Services			1			1
Warden			1			1
IDOC Resources/Policy Information	2					2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Mail			1	1		2
Facility			1			1
IDOC Resources/Policy Information				1		1
Other	1					1
IDOC Resources/Policy Information	1					1
Records Information	3		4	5		12
Information	2		1	5		8
Facility	2		1	1		4
IDOC Resources/Policy Information				1		1
Records				3		3
Sentence Calculation / Release Date	1		1			2
Constituent Services			1			1
Facility	1					1
Sex offender Concerns			2			2
IDOC Resources/Policy Information			1			1
Records			1			1
Safety Concerns	2		2	1		5
Cell			1			1
IDOC Resources/Policy Information			1			1
Information	1					1
Facility	1					1
Sex offender Concerns			1			1
Warden			1			1
Treatment	1			1		2
Constituent Services	1					1
IDOC Resources/Policy Information				1		1
Sentence Credit			1			1
Sentence Calculation / Release Date			1			1
Records			1			1
Sentence Credit	5	7	96	4		112
Denials/ Restrictions			2			2
Facility			2			2
Education			1			1
Facility			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Protocols			1			1
Facility			1			1
Sentence Calculation / Release Date	5	4	64	3		76
Chief Inspector				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief of Programs		1				1
Constituent Services			16			16
Facility	1	2	24	1		28
Warden			2			2
IDOC Resources/Policy Information	3	1	21	1		26
Records			1			1
Facility Inquiry Board Oversight Manager	1					1
Sex offender Concerns		3	25	1		29
Constituent Services			6			6
Facility		1	3	1		5
IDOC Resources/Policy Information			7			7
Sex Offender Services		2	9			11
Treatment			2			2
IDOC Resources/Policy Information			2			2
Staff Conduct			5	2		7
Information			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
Sex offender Concerns			1			1
IDOC Resources/Policy Information			1			1
Treatment			2	1		3
Constituent Services			1			1
Warden				1		1
IDOC Resources/Policy Information			1			1
Technical Problems/Website				1		1
Tablet				1		1
IDOC Resources/Policy Information				1		1
Transfers			23	3		26
Information			16	2		18
Constituent Services			6			6
Facility			1	1		2
Interstate Compact			1			1
Transfer Coordinator			5	1		6
IDOC Resources/Policy Information			3			3
Treatment			1			1
Facility			1			1
Work Release / ATC			6	1		7
Constituent Services				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			3	1		4
Victim Services			1	1		2
Information			1	1		2
Victim Services			1	1		2
Visitation	5		10	17		32
Denials/ Restrictions			3	4		7
Constituent Services			1			1
Victim Services				1		1
Warden				1		1
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1	2		3
In person	1		1	4		6
Facility			1			1
Warden	1			1		2
IDOC Resources/Policy Information				1		1
Visitation Coordinator				2		2
Information	1		1	4		6
Warden	1					1
Visitation Coordinator			1	3		4
Records				1		1
Medication			1			1
Office of Health Services			1			1
Other			1	1		2
IDOC Resources/Policy Information			1			1
Visitation Coordinator				1		1
Phone				1		1
Visitation Coordinator				1		1
Privileges	1			2		3
Constituent Services	1					1
Visitation Coordinator				2		2
Protocols	1					1
Facility	1					1
Video			3			3
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1			1
Water				1		1
Facility				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Victim Services	1					1
Warden	1					1
Wellness Check			1			1
Information			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Vandalia Correctional Center	77	33	702	90		902
Adjustment Committee/Discipline	1			2		3
Sentence Calculation / Release Date	1			1		2
IDOC Resources/Policy Information	1			1		2
Treatment				1		1
Office of Executive Inspector General				1		1
Classification			1			1
Information			1			1
IDOC Resources/Policy Information			1			1
Commissary				1		1
Trust Fund				1		1
Facility				1		1
Communication	4		17	7		28
Denials/ Restrictions			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Electronic Messaging	1					1
IDOC Resources/Policy Information	1					1
Information	1		2	4		7
Chief Inspector	1					1
Facility				1		1
IDOC Resources/Policy Information			2	3		5
Legal Services				1		1
IDOC Resources/Policy Information				1		1
Mail	1			1		2
IDOC Resources/Policy Information	1			1		2
Other			1			1
IDOC Resources/Policy Information			1			1
Phone	1		7	1		9
Constituent Services			1			1
Facility			1			1
Warden				1		1
IDOC Resources/Policy Information	1		5			6
Sentence Calculation / Release Date			3			3
Facility			1			1
IDOC Resources/Policy Information			2			2
Video			1			1
Constituent Services			1			1
Work Release / ATC			1			1
Constituent Services			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Compassionate Release			1			1
Level of Care			1			1
Constituent Services			1			1
Concern not noted			23			23
Information			1			1
Constituent Services			1			1
Sign-up Genius			1			1
Constituent Services			1			1
Unspecified			21			21
Constituent Services			17			17
Facility			3			3
IDOC Resources/Policy Information			1			1
Conditions of Facility	1		2	1		4
Information			1			1
IDOC Resources/Policy Information			1			1
Medical Supplies	1			1		2
IDOC Resources/Policy Information	1			1		2
Sentence Calculation / Release Date			1			1
Facility			1			1
Electronic Detention	1		13			14
Information	1		7			8
Constituent Services			1			1
Prisoner Review Board			1			1
IDOC Resources/Policy Information	1		5			6
Sentence Calculation / Release Date			5			5
Constituent Services			1			1
Facility			2			2
Prisoner Review Board			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC			1			1
Constituent Services			1			1
Family Concerns			5	2		7
Information			3	1		4
Constituent Services			2			2
IDOC Resources/Policy Information			1	1		2
Other			1			1
Facility			1			1
Sentence Calculation / Release Date				1		1
Facility				1		1
Unspecified				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Grievances	2		7			9
Information	1		3			4
Facility			1			1
IDOC Resources/Policy Information	1		2			3
Other	1					1
Facility Oversight Manager	1					1
Sentence Calculation / Release Date			3			3
Facility			1			1
IDOC Resources/Policy Information			2			2
Treatment			1			1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
Lockdown			1			1
Constituent Services			1			1
Medical	3		10	1		14
Information			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Level of Care	1					1
Office of Health Services	1					1
Medication	1		2			3
Office of Health Services	1		2			3
Other			1			1
Warden			1			1
Sentence Calculation / Release Date	1		1	1		3
Constituent Services			1			1
Office of Health Services	1			1		2
Treatment			4			4
Office of Health Services			4			4
Mental Health			1	1		2
Other			1	1		2
Mental Health			1	1		2
Other/ General	3		5	4		12
Information			1	1		2
IDOC Resources/Policy Information			1	1		2
Other	2		1	3		6
Facility	1			1		2
Warden	1					1
IDOC Resources/Policy Information			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Executive Inspector General				1		1
Protocols	1					1
Facility Oversight Manager	1					1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Send Money			1			1
Constituent Services			1			1
Parole Concern	3		31	4		38
In person			1			1
Prisoner Review Board			1			1
Information	1		17	3		21
AMS			2			2
Constituent Services			4			4
County			1			1
Facility	1		2			3
Parole			2			2
IDOC Resources/Policy Information			6	2		8
Facility Oversight Manager				1		1
Reentry			2			2
Constituent Services			1			1
Facility			1			1
Residence Plan			4			4
Constituent Services			1			1
Facility			1			1
Parole			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	2		7	1		10
Constituent Services			3	1		4
Facility	2		2			4
IDOC Resources/Policy Information			2			2
Programs/ Services	2	1	53	8		64
Denials/ Restrictions			5			5
Constituent Services			1			1
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			2			2
Education				1		1
IDOC Resources/Policy Information				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			5			5
Facility			2			2
IDOC Resources/Policy Information			3			3
Jobs/Assignments			2			2
Constituent Services			1			1
Facility			1			1
Sentence Calculation / Release Date	2		11	4		17
Constituent Services			1			1
Facility	2		5	2		9
IDOC Resources/Policy Information			5	2		7
Treatment		1	1			2
Facility		1	1			2
Work Release / ATC			29	3		32
Constituent Services			6			6
Facility			14	1		15
Transfer Coordinator			2			2
Warden			1			1
IDOC Resources/Policy Information			6	2		8
Property			4	2		6
Information			4	1		5
Warden			2			2
IDOC Resources/Policy Information			2	1		3
Trust Fund				1		1
Warden				1		1
Records Information	2		10	1		13
Information			5	1		6
Constituent Services			2			2
Records			3	1		4
Sentence Calculation / Release Date	2		5			7
Constituent Services			3			3
Warden	1					1
IDOC Resources/Policy Information			1			1
Records	1		1			2
Safety Concerns		1	3	1		5
Other		1	1			2
Facility			1			1
IDOC Resources/Policy Information		1				1
Sentence Calculation / Release Date			1			1
Victim Services			1			1
Treatment			1	1		2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services				1		1
Office of Health Services			1			1
Scripted Inquiry		17				17
Sentence Calculation / Release Date		17				17
Constituent Services		17				17
Sentence Credit	37	14	391	24		466
Denials/ Restrictions	4		16			20
Constituent Services			3			3
County	1					1
Facility	1		6			7
IDOC Resources/Policy Information	2		7			9
Education	1		4			5
Constituent Services			2			2
Facility			1			1
IDOC Resources/Policy Information	1					1
Records			1			1
Information	2	1	12			15
Facility	1		1			2
IDOC Resources/Policy Information	1	1	11			13
Jobs/Assignments	5		6	4		15
Constituent Services	1			1		2
Facility	3		4	1		8
Warden				1		1
IDOC Resources/Policy Information	1		2	1		4
Other				2		2
Chief Inspector			1			1
Facility			1			1
Referral to Outside Provider				1		1
IDOC Resources/Policy Information				1		1
Residence Plan			1			1
Facility			1			1
Sentence Calculation / Release Date	24	12	313	18		367
Chief of Programs		6				6
Constituent Services		1	70			71
County			1			1
Facility	12		102	5		119
Prisoner Review Board			1			1
Warden	1		3			4
IDOC Resources/Policy Information	11	5	133	13		162
Records			3			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Sex offender Concerns			1			1
Sex Offender Services			1			1
Staffing			1			1
IDOC Resources/Policy Information			1			1
Work Release / ATC	1	1	35	1		38
Constituent Services			6			6
Facility			9	1		10
Transfer Coordinator			1			1
IDOC Resources/Policy Information	1	1	19			21
Staff Conduct			7	2		9
Education			1			1
Constituent Services			1			1
Information			1			1
Facility			1			1
Medication			1			1
Office of Health Services			1			1
Treatment			4	2		6
Facility			1			1
Warden				2		2
IDOC Resources/Policy Information			3			3
Transfers	6		105	8		119
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information			40	3		43
Constituent Services			13	1		14
Facility			11			11
Mental Health			2			2
Transfer Coordinator			5			5
IDOC Resources/Policy Information			9	2		11
Level of Care			1			1
Transfer Coordinator			1			1
Other				1		1
Transfer Coordinator				1		1
Sentence Calculation / Release Date	1		5			6
Facility			3			3
Transfer Coordinator			1			1
IDOC Resources/Policy Information	1		1			2
Treatment			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Work Release / ATC	5		56	4		65
Constituent Services			12			12
Facility	1		9			10
Transfer Coordinator	2		5	1		8
IDOC Resources/Policy Information	2		30	3		35
Victim Services			1			1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Visitation	12		11	21		44
Denials/ Restrictions			3	2		5
IDOC Resources/Policy Information			3			3
Visitation Coordinator				2		2
GTL Technical Issue	1					1
GTL Helpdesk	1					1
In person			1	1		2
Warden			1			1
IDOC Resources/Policy Information				1		1
Information	6		3	4		13
Constituent Services			1	1		2
Facility				1		1
Warden	1					1
IDOC Resources/Policy Information	2		1	1		4
Visitation Coordinator	3		1	1		5
Other				1		1
Visitation Coordinator				1		1
Phone	1			1		2
IDOC Resources/Policy Information	1					1
Visitation Coordinator				1		1
Privileges			2	6		8
Constituent Services			1			1
Warden			1	4		5
IDOC Resources/Policy Information				1		1
Visitation Coordinator				1		1
Staffing	1			2		3
Warden				2		2
IDOC Resources/Policy Information	1					1
Video	3		2	4		9
Constituent Services			1			1
Visitation Coordinator	3		1	4		8

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Vienna Correctional Center	46	2	351	63		462
Adjustment Committee/Discipline			3	1		4
Information			2			2
IDOC Resources/Policy Information			2			2
Medication			1			1
IDOC Resources/Policy Information			1			1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Clemency			1			1
Information			1			1
Prisoner Review Board			1			1
Commissary	2		1			3
Clothing			1			1
Constituent Services			1			1
Phone	2					2
Warden	1					1
IDOC Resources/Policy Information	1					1
Communication	10		8	8		26
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Information			1	2		3
Constituent Services				1		1
IDOC Resources/Policy Information			1	1		2
Mail			1	1		2
IDOC Resources/Policy Information			1	1		2
Phone	9		3	3		15
Chief Inspector				1		1
Constituent Services	1					1
Facility	1		1			2
Warden	1					1
IDOC Resources/Policy Information	4		2	2		8
Visitation Coordinator	2					2
Verification			1			1
Facility			1			1
Video				1		1
Warden				1		1
Lockdown			1			1
IDOC Resources/Policy Information			1			1
Send Money	1					1
IDOC Resources/Policy Information	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Victim Services				1		1
Victim Services				1		1
Concern not noted			10			10
Information			1			1
Facility			1			1
Unspecified			9			9
Constituent Services			9			9
Conditions of Facility	1		7	4		12
Level of Care			1			1
Warden			1			1
Medication				1		1
IDOC Resources/Policy Information				1		1
Other			1			1
Constituent Services			1			1
Temperature	1		1			2
IDOC Resources/Policy Information	1		1			2
Treatment				1		1
Warden				1		1
Water			4	2		6
Chief Inspector			2			2
Facility			1	1		2
IDOC Resources/Policy Information			1	1		2
Electronic Detention			35	2		37
Information			17			17
Constituent Services			3			3
Facility			11			11
IDOC Resources/Policy Information			3			3
Other			2			2
Facility			1			1
Transfer Coordinator			1			1
Residence Plan			1			1
Facility			1			1
Sentence Calculation / Release Date			10	2		12
Constituent Services			1			1
Facility			2	2		4
IDOC Resources/Policy Information			7			7
Work Release / ATC			5			5
County			1			1
Facility			2			2
IDOC Resources/Policy Information			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Family Concerns	1		1	1		3
Information	1		1	1		3
Constituent Services			1			1
IDOC Resources/Policy Information	1			1		2
Grievances	1		6			7
Education	1					1
Facility	1					1
Information			3			3
IDOC Resources/Policy Information			1			1
Facility Oversight Manager			2			2
Mail			1			1
Constituent Services			1			1
Sentence Calculation / Release Date			2			2
IDOC Resources/Policy Information			2			2
Lockdown	1		2			3
Mail			1			1
Facility			1			1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Exposure			1			1
Facility			1			1
Medical			8	5		13
Information			1			1
Facility			1			1
Level of Care			2			2
Office of Health Services			2			2
Medical Supplies			1			1
IDOC Resources/Policy Information			1			1
Other				2		2
Constituent Services				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			1			1
Office of Health Services			1			1
Treatment			3	3		6
Constituent Services			1			1
Office of Health Services			1	2		3
IDOC Resources/Policy Information			1	1		2
Mental Health			1			1
Lockdown			1			1
Warden			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Money Issues	1		1	3		5
Trust Fund	1		1	2		4
Constituent Services	1		1	1		3
IDOC Resources/Policy Information				1		1
Send Money				1		1
IDOC Resources/Policy Information				1		1
Other/ General	4		3			7
Other	3		1			4
Constituent Services	2		1			3
Intergovernmental Affairs Office	1					1
Sentence Calculation / Release Date			1			1
Constituent Services			1			1
Trust Fund			1			1
Facility			1			1
Social Media	1					1
Constituent Services	1					1
Parole Concern			7	3		10
Information			1			1
IDOC Resources/Policy Information			1			1
Information			3	3		6
Facility			2	1		3
Parole				1		1
IDOC Resources/Policy Information			1	1		2
Sentence Calculation / Release Date			3			3
Prisoner Review Board			1			1
IDOC Resources/Policy Information			2			2
Programs/ Services	1		23	2		26
Denials/ Restrictions			1			1
Transfer Coordinator			1			1
Education			1	1		2
Constituent Services			1			1
Facility				1		1
Information	1		2			3
Facility			1			1
IDOC Resources/Policy Information	1		1			2
Sentence Calculation / Release Date				1		1
Facility				1		1
Sex offender Concerns			1			1
Sex Offender Services			1			1
Work Release / ATC			18			18

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			5			5
Facility			3			3
Transfer Coordinator			2			2
Warden			1			1
IDOC Resources/Policy Information			7			7
Property	3		1			4
Information	1					1
IDOC Resources/Policy Information	1					1
Other			1			1
IDOC Resources/Policy Information			1			1
Treatment	1					1
Constituent Services	1					1
Lockdown	1					1
IDOC Resources/Policy Information	1					1
Records Information			5	3		8
Information				2		2
Warden				1		1
Records				1		1
Other				1		1
IDOC Resources/Policy Information				1		1
Sentence Calculation / Release Date			5			5
Facility			3			3
IDOC Resources/Policy Information			1			1
Records			1			1
Safety Concerns	3		2	2		7
Cell				1		1
Warden				1		1
Food Items				1		1
Warden				1		1
Information			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Phone	1					1
County	1					1
Treatment	2					2
Warden	2					2
Sentence Credit	7	2	122	7		138
Denials/ Restrictions			5			5
Constituent Services			1			1
Facility			3			3

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1			1
Education			1			1
Facility			1			1
Information			4	1		5
Facility			1			1
IDOC Resources/Policy Information			3	1		4
Jobs/Assignments	1		4			5
Constituent Services			3			3
Facility			1			1
Records	1					1
Level of Care			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date	6	2	101	5		114
Chief of Programs			1			1
Constituent Services			18			18
Facility	1	1	45			47
IDOC Resources/Policy Information	5		36	5		46
Records			2			2
Work Release / ATC			6	1		7
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			4	1		5
Staff Conduct			4	1		5
Information			2			2
IDOC Resources/Policy Information			2			2
Treatment			2	1		3
Constituent Services			1			1
Warden			1	1		2
Transfers	1		82	5		88
Denials/ Restrictions			4			4
Constituent Services			1			1
Transfer Coordinator			2			2
IDOC Resources/Policy Information			1			1
Information			43	2		45
Constituent Services			14			14
Facility			7	1		8
Transfer Coordinator			11	1		12
IDOC Resources/Policy Information			11			11
Medication			1			1
IDOC Resources/Policy Information			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Phone			1			1
Transfer Coordinator			1			1
Work Release / ATC	1		33	3		37
Constituent Services			4			4
Facility			9	1		10
Transfer Coordinator			5	1		6
IDOC Resources/Policy Information	1		15	1		17
Visitation	10		16	13		39
Denials/ Restrictions			5	1		6
Constituent Services			2			2
Warden			2			2
Visitation Coordinator			1	1		2
Food Items			1			1
Visitation Coordinator			1			1
Information	4		1	5		10
Constituent Services				1		1
Facility			1			1
Victim Services				1		1
Warden	2					2
Visitation Coordinator	2			3		5
Phone				1		1
Visitation Coordinator				1		1
Privileges	6		3	2		11
Constituent Services	1		1			2
Facility	1		1			2
Warden	3		1	1		5
Visitation Coordinator	1			1		2
Protocols				1		1
Constituent Services				1		1
Sentence Calculation / Release Date				1		1
Facility				1		1
Treatment				1		1
IDOC Resources/Policy Information				1		1
Video			2	4		6
Constituent Services			1			1
Facility			1			1
Visitation Coordinator				4		4
Lockdown			1			1
Facility			1			1
Wellness Check			2	3		5

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Information			1	2		3
Facility			1	2		3
Treatment			1	1		2
Constituent Services			1			1
Warden				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Western Illinois Correctional Center	143	10	452	118		723
Adjustment Committee/Discipline	7	1	10	4		22
Cell				1		1
Warden				1		1
Food Items			2			2
IDOC Resources/Policy Information			2			2
In person				1		1
Constituent Services				1		1
Information	5		3	1		9
Constituent Services	2					2
Facility			2			2
Warden	1					1
IDOC Resources/Policy Information	1		1	1		3
Facility Inquiry Board Oversight Manager	1					1
Staffing			1			1
Constituent Services			1			1
Treatment	2	1	3	1		7
Warden	1		1			2
IDOC Resources/Policy Information	1		2	1		4
Advocacy Liaison		1				1
Unspecified			1			1
Constituent Services			1			1
Classification				1		1
Information			1			1
Facility			1			1
Clemency				1		1
Phone			1			1
Constituent Services			1			1
Commissary	7		11	1		19
Dental	1					1
Warden	1					1
Food Items	1		2			3
Constituent Services			1			1
Warden	1					1
IDOC Resources/Policy Information			1			1
Hygiene			4			4
Constituent Services			2			2
Facility			1			1
Warden			1			1
Information	3		1			4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility			1			1
Warden	2					2
IDOC Resources/Policy Information	1					1
Level of Care				1		1
Office of Health Services				1		1
Privileges	1					1
Warden	1					1
Sentence Calculation / Release Date			2			2
Constituent Services			1			1
Facility			1			1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Lockdown	1		1			2
Constituent Services	1					1
Facility			1			1
Communication	5		18	14		37
Electronic Messaging			2			2
Constituent Services			1			1
Facility			1			1
Information	2		5	3		10
Constituent Services	1		2			3
Victim Services				1		1
Warden				1		1
IDOC Resources/Policy Information	1		3	1		5
Legal Services				1		1
Warden				1		1
Mail			1	3		4
Warden				1		1
IDOC Resources/Policy Information			1	2		3
Other	2					2
Warden	2					2
Phone	1		4	3		8
Constituent Services				1		1
Facility	1					1
Warden				1		1
IDOC Resources/Policy Information			3	2		5
Treatment			1			1
Facility			1			1
Video			5			5
Chief Chaplain			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Chief Inspector			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Tablet				4		4
IDOC Resources/Policy Information				4		4
Concern not noted	1	18				19
Unspecified	1	18				19
Constituent Services			17			17
Facility			1			1
Warden	1					1
Conditions of Facility	1	7	1			9
Other				1		1
IDOC Resources/Policy Information				1		1
Temperature			6			6
Constituent Services			1			1
Facility			2			2
Warden			3			3
Lockdown	1		1			2
Constituent Services	1		1			2
Family Concerns	3	3	2			8
Information			2			2
Chief Chaplain			1			1
IDOC Resources/Policy Information			1			1
Jobs/Assignments				1		1
IDOC Resources/Policy Information				1		1
Other	1					1
Constituent Services	1					1
Treatment			1			1
IDOC Resources/Policy Information			1			1
Marriage Request	2			1		3
Facility	1					1
IDOC Resources/Policy Information	1			1		2
FOIA			1			1
Information			1			1
Facility			1			1
Grievances	8	1	7			16
Information	6	1	3			10
Constituent Services	2					2
IDOC Resources/Policy Information			2			2
Administrative Review Board		1				1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Facility Oversight Manager	4					4
Facility Inquiry Board Oversight Manager			1			1
Level of Care	1					1
Facility Oversight Manager	1					1
Medication			1			1
Facility Oversight Manager			1			1
Optical	1					1
Constituent Services	1					1
Treatment			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Lockdown			1			1
Facility			1			1
IIC Death Notice	1		1	1		3
Information	1		1	1		3
Warden	1		1	1		3
Lockdown	4		3	1		8
Information	1		1			2
IDOC Resources/Policy Information	1		1			2
Staffing				1		1
IDOC Resources/Policy Information				1		1
Treatment	1					1
IDOC Resources/Policy Information	1					1
Lockdown	2		2			4
Constituent Services	1		1			2
IDOC Resources/Policy Information	1		1			2
Medical	31	2	88	16		137
Clothing				1		1
Office of Health Services				1		1
Dental	1		4	1		6
Facility			1			1
Office of Health Services	1		2	1		4
IDOC Resources/Policy Information			1			1
Food Items			1			1
Office of Health Services			1			1
Information	4		8	3		15
Facility	1					1
Office of Health Services			1	2		3
Warden	1		3	1		5
IDOC Resources/Policy Information	2		4			6

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Level of Care	2	2	10	2		16
Facility			1			1
Office of Health Services	2	2	8	1		13
IDOC Resources/Policy Information			1			1
Office of Executive Inspector General				1		1
Medical Supplies			4			4
Constituent Services			1			1
Office of Health Services			2			2
IDOC Resources/Policy Information			1			1
Medication	2		19	1		22
Constituent Services			7			7
Office of Health Services	2		8	1		11
IDOC Resources/Policy Information			4			4
Optical			3	1		4
Office of Health Services			2			2
Warden				1		1
IDOC Resources/Policy Information			1			1
Other	1		3	1		5
Constituent Services			1			1
Facility				1		1
Office of Health Services	1		2			3
Permits	1					1
Office of Health Services	1					1
Referral to Outside Provider	1		3			4
Office of Health Services	1		2			3
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			1			1
Office of Health Services			1			1
Staffing	1					1
Office of Health Services	1					1
Treatment	17		31	5		53
Constituent Services			7			7
Facility	1		1			2
Office of Health Services	12		20	4		36
Warden	2					2
IDOC Resources/Policy Information	2		3	1		6
Lockdown			1	1		2
Facility			1			1
Warden				1		1
Outside of Cell Time	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Office of Health Services	1					1
Mental Health			4	1		5
Cell			1			1
Constituent Services			1			1
Information			1			1
Constituent Services			1			1
Medication			1			1
Mental Health			1			1
Treatment			1	1		2
Mental Health			1	1		2
Money Issues	1		3	1		5
Electronic Messaging			1			1
IDOC Resources/Policy Information			1			1
Trust Fund	1			1		2
Warden	1					1
IDOC Resources/Policy Information				1		1
Send Money			2			2
Constituent Services			1			1
IDOC Resources/Policy Information			1			1
Other/ General	6		16	4		26
Cell			1			1
Facility			1			1
Electronic Messaging				1		1
IDOC Resources/Policy Information				1		1
GTL Technical Issue			1			1
Facility			1			1
Information	2		6			8
Constituent Services	1					1
Facility			1			1
Warden			1			1
IDOC Resources/Policy Information	1		4			5
Legal Services	1					1
Facility	1					1
Mail	1					1
IDOC Resources/Policy Information	1					1
Other	1		6	3		10
Constituent Services			3			3
Facility	1					1
Public Information Officer				2		2
Warden			2			2

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information			1	1		2
Protocols			1			1
Constituent Services			1			1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Marriage Request	1					1
Facility	1					1
Parole Concern			5	2		7
Information			1			1
IDOC Resources/Policy Information			1			1
Reentry				1		1
Facility				1		1
Residence Plan			2			2
Facility			1			1
IDOC Resources/Policy Information			1			1
Sentence Calculation / Release Date			2	1		3
Prisoner Review Board				1		1
IDOC Resources/Policy Information			2			2
Programs/ Services	2		10	2		14
Denials/ Restrictions			1			1
IDOC Resources/Policy Information			1			1
Education	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1					1
Information			1	1		2
IDOC Resources/Policy Information			1			1
Volunteer Services				1		1
Sentence Calculation / Release Date			2	1		3
Constituent Services			1			1
IDOC Resources/Policy Information			1	1		2
Treatment	1		1			2
Facility			1			1
IDOC Resources/Policy Information	1					1
Work Release / ATC			4			4
Constituent Services			2			2
Facility			2			2
Property	3		12	6		21
Care Packages	1		1			2
Facility			1			1
Warden	1					1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Clothing				2		2
IDOC Resources/Policy Information				1		1
Facility Oversight Manager				1		1
Information			6			6
Constituent Services			1			1
Facility			1			1
IDOC Resources/Policy Information			3			3
Facility Inquiry Board Oversight Manager			1			1
Legal Services	1					1
Warden	1					1
Mail	1		2			3
Facility			2			2
IDOC Resources/Policy Information	1					1
Other			3	1		4
Constituent Services			1			1
IDOC Resources/Policy Information			2	1		3
Protocols				1		1
IDOC Resources/Policy Information				1		1
Tablet				2		2
Warden				1		1
IDOC Resources/Policy Information				1		1
Records Information	2		5	3		10
Information	2		2	2		6
Facility	1					1
Office of Health Services			1			1
Records	1		1	2		4
Sentence Calculation / Release Date			3	1		4
County				1		1
Records			3			3
Recreational Opportunities				1		1
Outside of Cell Time				1		1
IDOC Resources/Policy Information				1		1
Safety Concerns	4	2	19	2		27
Cell		1	1	1		3
Warden		1		1		2
IDOC Resources/Policy Information			1			1
Information	1	1	8	1		11
Constituent Services			1			1
Transfer Coordinator			1			1
Warden	1		4	1		6

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
IDOC Resources/Policy Information		1	2			3
Level of Care	1					1
Warden	1					1
Other			2			2
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
PREA			1			1
PREA Coordinator			1			1
Sentence Calculation / Release Date			1			1
Warden			1			1
Treatment	2		6			8
Chief Inspector	1					1
Constituent Services			1			1
Office of Health Services			1			1
Warden	1		2			3
IDOC Resources/Policy Information			2			2
Scripted Inquiry				1		1
Electronic Messaging				1		1
Constituent Services				1		1
Sentence Credit	10		49	1		60
Denials/ Restrictions			1			1
Warden			1			1
Education			1			1
Facility			1			1
Information	1					1
County	1					1
Mail			1			1
Constituent Services			1			1
Other	1					1
Warden	1					1
Phone			2			2
Constituent Services			2			2
Sentence Calculation / Release Date	7		42	1		50
Chief Inspector	2					2
Constituent Services			7			7
Facility			15			15
Warden	1					1
IDOC Resources/Policy Information	3		19	1		23
Facility Inquiry Board Oversight Manager	1		1			2
Sex offender Concerns			1			1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Constituent Services			1			1
Staffing	1					1
Chief Inspector	1					1
Work Release / ATC			1			1
IDOC Resources/Policy Information			1			1
Staff Conduct	7	1	17	7		32
Cell		1				1
Warden		1				1
Food Items			1	1		2
Investigations			1			1
Warden				1		1
In person			1			1
IDOC Resources/Policy Information			1			1
Information			3			3
Chief Inspector			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			1			1
Level of Care	2					2
Warden	2					2
Medication			1			1
IDOC Resources/Policy Information			1			1
PREA			3			3
PREA Coordinator			3			3
Sentence Calculation / Release Date			1			1
Records			1			1
Staffing	2					2
Warden	1					1
IDOC Resources/Policy Information	1					1
Treatment	3		6	6		15
Chief Inspector	1		1			2
Constituent Services			2			2
Facility			1			1
Warden	1		2	5		8
IDOC Resources/Policy Information	1			1		2
Video			1			1
Chief Inspector			1			1
Staffing Concerns			1			1
Education			1			1
Constituent Services			1			1
Transfers	7	3	91	18		119

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Education			3			3
Transfer Coordinator			3			3
Hygiene			1			1
IDOC Resources/Policy Information			1			1
In person			1			1
Constituent Services			1			1
Information	6	2	67	13		88
Constituent Services			17			17
Facility	3		13	3		19
Transfer Coordinator	3	2	13	7		25
Warden			1			1
IDOC Resources/Policy Information			23	3		26
Jobs/Assignments			1			1
Constituent Services			1			1
Medication		1	2			3
Constituent Services			1			1
Transfer Coordinator			1			1
Warden		1				1
Other			1			1
IDOC Resources/Policy Information			1			1
Privileges				1		1
Transfer Coordinator				1		1
Protocols	1					1
IDOC Resources/Policy Information	1					1
Sentence Calculation / Release Date			1			1
IDOC Resources/Policy Information			1			1
Sex offender Concerns				1		1
Transfer Coordinator				1		1
Treatment			4	2		6
Facility			2			2
Transfer Coordinator				2		2
Warden			1			1
IDOC Resources/Policy Information			1			1
Trust Fund				1		1
IDOC Resources/Policy Information				1		1
Work Release / ATC			9			9
Constituent Services			3			3
Facility			1			1
Transfer Coordinator			1			1
IDOC Resources/Policy Information			4			4

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Lockdown			1			1
Transfer Coordinator			1			1
Victim Services			2			2
Information			2			2
Victim Services			2			2
Visitation	33		47	29		109
Denials/ Restrictions	5		13	5		23
Constituent Services			3			3
County			1			1
Facility			3			3
Warden	3		4	4		11
IDOC Resources/Policy Information	1		2	1		4
Visitation Coordinator	1					1
Food Items	1					1
Warden	1					1
In person			3	1		4
Warden			1	1		2
IDOC Resources/Policy Information			1			1
Visitation Coordinator			1			1
Information	8		14	5		27
Constituent Services	4		2			6
Facility			3			3
Warden	1			2		3
IDOC Resources/Policy Information	1		4	1		6
Visitation Coordinator	2		5	2		9
Mail	1					1
IDOC Resources/Policy Information	1					1
Other	1		1			2
Warden	1					1
Facility Oversight Manager			1			1
Privileges	4		4	6		14
Chief Inspector			1			1
Constituent Services			2			2
Warden	1		1	4		6
IDOC Resources/Policy Information	1			1		2
Visitation Coordinator	2			1		3
Protocols			1	3		4
Facility			1			1
Warden				2		2
Visitation Coordinator				1		1

Count of Facility Addressed	CONCERN RECEIVED BY					
NATURE OF CONCERN/SUBCATEGORY/REFERRED TO	Email	Letter	Phone	Webmaster	Multiple Entries	TOTAL
Staffing	1					1
Chief Inspector	1					1
Treatment	3		3	1		7
Chief Inspector	2		1			3
Constituent Services	1		1			2
IDOC Resources/Policy Information				1		1
Visitation Coordinator			1			1
Verification	1			1		2
Facility	1					1
Visitation Coordinator				1		1
Video	2		6	5		13
Constituent Services			1			1
Warden	1		1	2		4
IDOC Resources/Policy Information			1	2		3
Visitation Coordinator	1		3	1		5
Lockdown	6		2	2		10
Constituent Services	2					2
Warden	2					2
IDOC Resources/Policy Information	1		1	2		4
Visitation Coordinator	1					1
Records			1			1
Wellness Check			2			2
Information			1			1
Warden			1			1
Treatment			1			1
Mental Health			1			1
TOTAL	3051	251	12099	4336	2	19739