Survey Results



Vienna 2023 MQPL Survey Results

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Introduction

Vienna Correctional Center (Vienna) is a minimum-security male prison within the Illinois Department of Corrections (IDOC) that housed 562 people on January 3, 2023. The John Howard Association of Illinois (JHA) conducted a modified short <u>Measuring the Quality of Prison Life</u> (MQPL) survey by providing enough survey packets (consisting of the <u>MQPL survey</u>, an informed consent notice/instruction sheet, and a privileged mail prepaid business reply envelope addressed to JHA) so that every person incarcerated at Kewanee had an opportunity to participate in the voluntary and anonymous survey if they chose to do so. JHA received 119 responses to the MQPL survey from people at Vienna through July 5, 2023, representing approximately 21% of the static population.



The MQPL questions are organized by dimensions: harmony, professionalism, security, and well-being & development (descriptions on next page). JHA's survey also included questions on demographics of respondents as well as some questions JHA had asked in previous JHA surveys. Results are presented in this report first in chart format, followed by table format. Tables are organized in the order that questions appeared on the survey.

Description of MQPL Dimensions

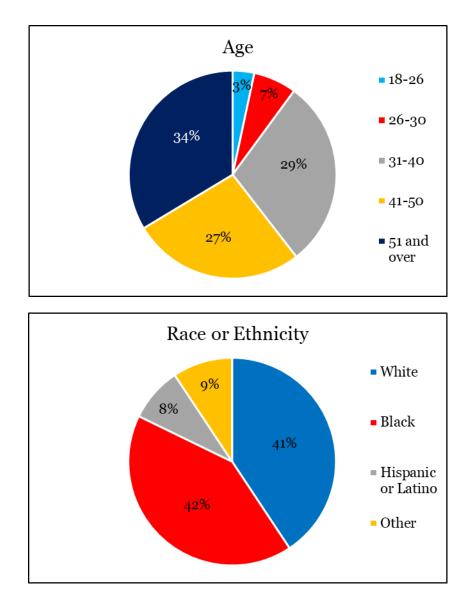
- Harmony: Questions relating to interpersonal aspects of the prison experience
 - Respect/courtesy Positive, respectful, and courteous attitudes towards incarcerated people by staff.
 - Staff-incarcerated people relationships Trusting, fair and supportive interactions between staff and incarcerated people.
 - Humanity An environment characterized by kind regard and concern for the person, which recognizes the value and humanity of the individual.
 - Decency The extent to which staff and the regime are considered reasonable and appropriate.
 - Care for the vulnerable The care and support provided to incarcerated people at risk of self-harm, suicide, or bullying.
 - Help and assistance Support and encouragement given to incarcerated people for problems including drugs, healthcare, and progression.
- Professionalism: Questions relating to how the prison operates
 - Staff professionalism Staff confidence and competence in the use of authority.
 - Bureaucratic legitimacy The transparency and responsiveness of the prison/prison system and its moral recognition of the individual.
 - Fairness The perceived impartiality, proportionality, and legality of punishments and procedures.
 - Organization and consistency The clarity, predictability, and reliability of the prison.
- Security: Questions relating to use of authority and safety
 - Policing and security Staff supervision and control of the prison environment.
 - Incarcerated person safety The feeling of security or protection from harm, threat, or danger.
 - Incarcerated person adaptation The need or pressure to get involved in trade and allegiances.
 - Drugs and exploitation The level of drugs, bullying, and victimization in the prison environment.
- Well-being & Development: Questions relating to welfare and prospects
 - Personal development An environment that helps incarcerated people with offending behavior, preparation for release, and the development of their potential.
 - Well-being Feelings of pain, punishment and tension experienced by incarcerated people.

• Additional MQPL Questions

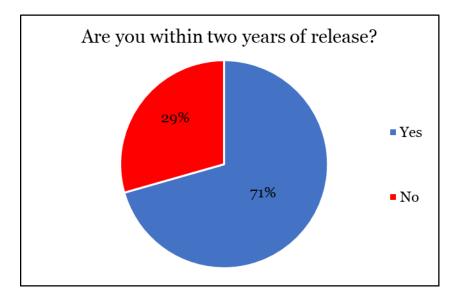
- Decision-making The extent to which administrators prioritize security concerns over other factors.
- Family contact An environment that facilitates incarcerated people maintaining relationships with loved ones.

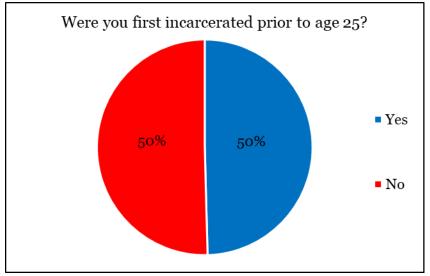
Charts: Demographic Information of Respondents

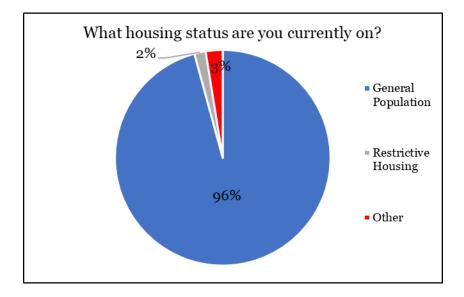
Total respondents = 119¹

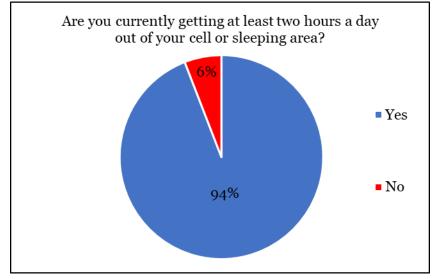


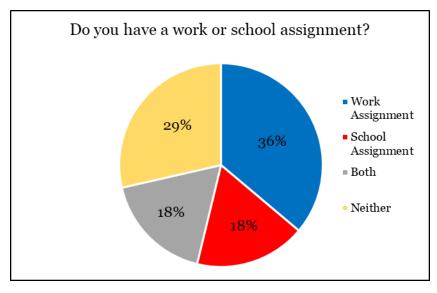
¹ Due to rounding, not all percentages total 100%. Not all respondents responded to all questions; see tables at end of document for number of respondents per question.







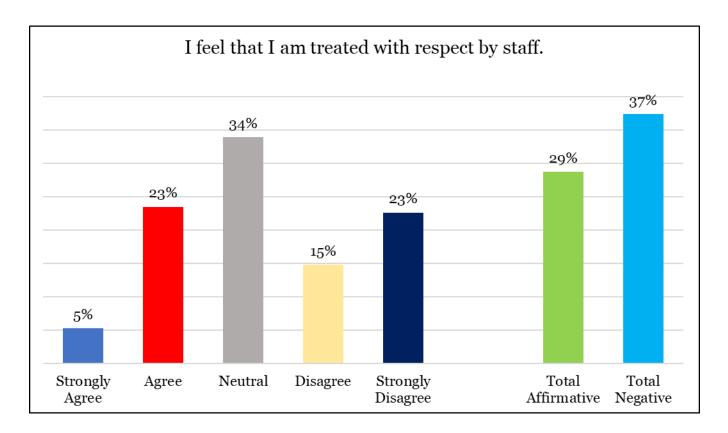




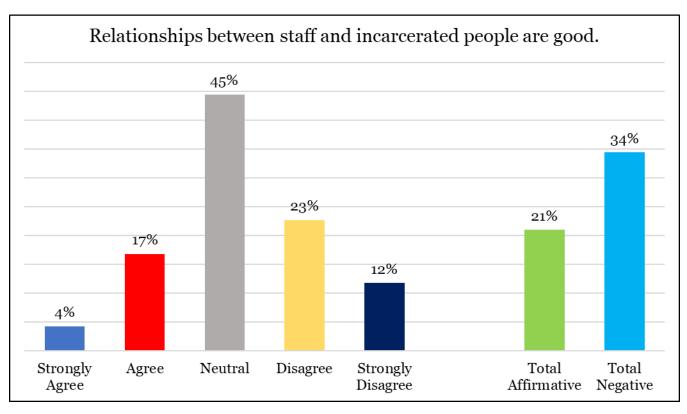
Charts: MQPL Dimensions²

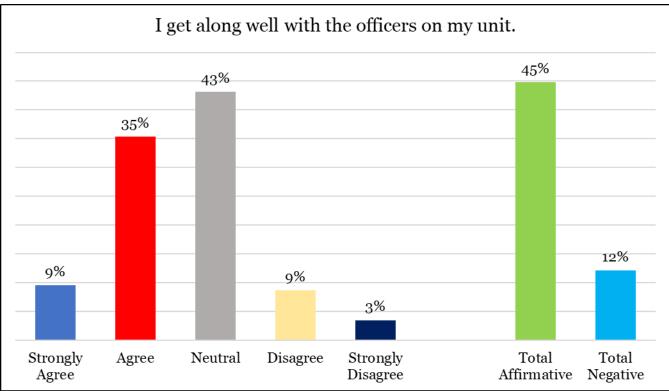
Harmony

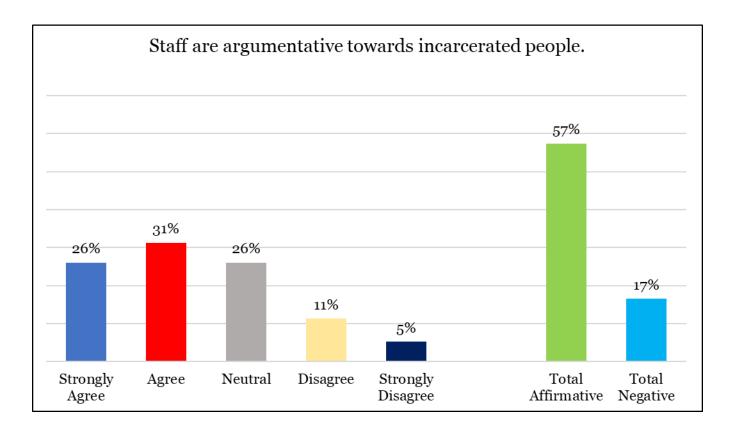
RESPECT / COURTESY – POSITIVE, RESPECTFUL, AND COURTEOUS ATTITUDES TOWARDS INCARCERATED PEOPLE BY STAFF



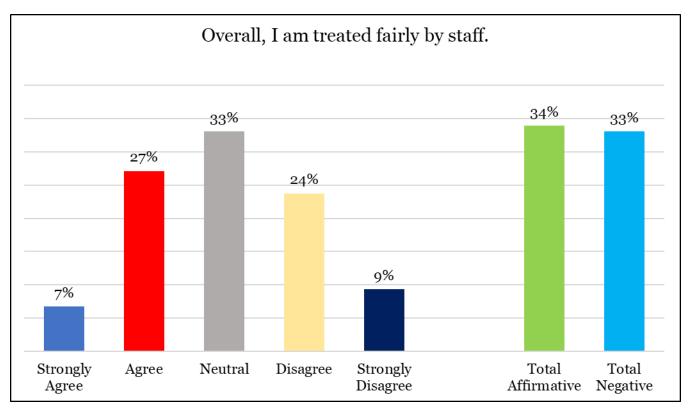
² "Total Affirmative" combines "Strongly Agree" and "Agree." "Total Negative" combines "Strongly Disagree" and "Disagree." Not all respondents responded to all questions; see tables at end of document for number of responses per question.

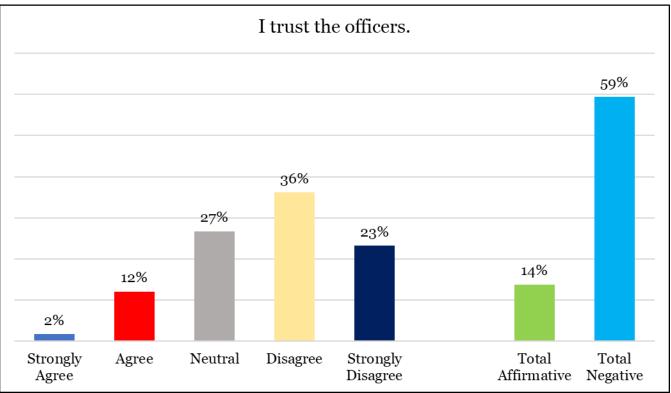


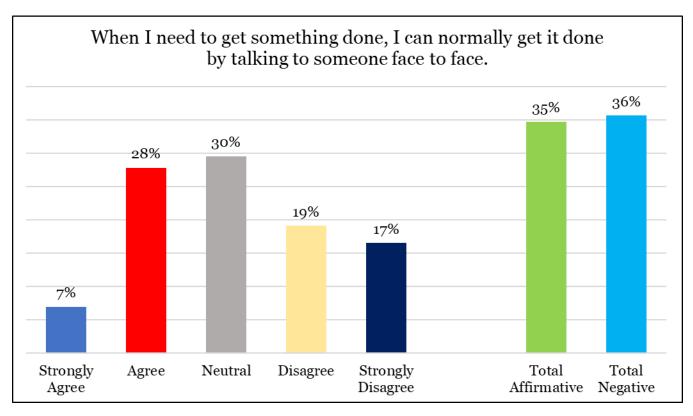


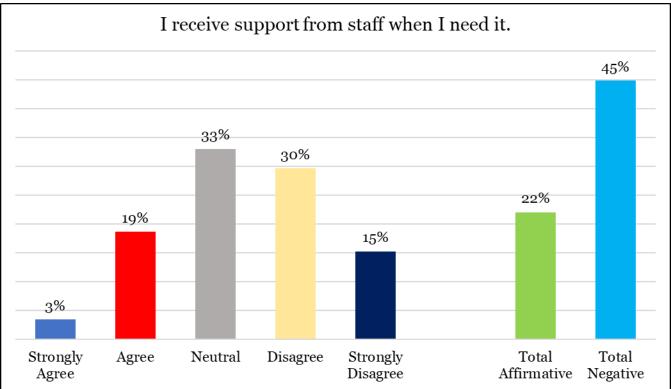


STAFF-INCARCERATED PEOPLE RELATIONSHIPS – TRUSTING, FAIR AND SUPPORTIVE INTERACTIONS BETWEEN STAFF AND INCARCERATED PEOPLE

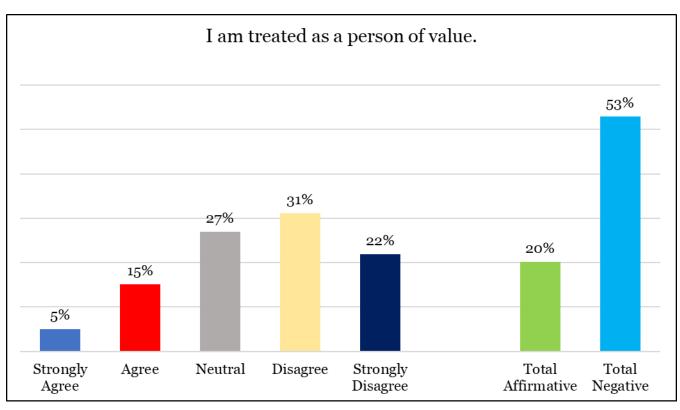


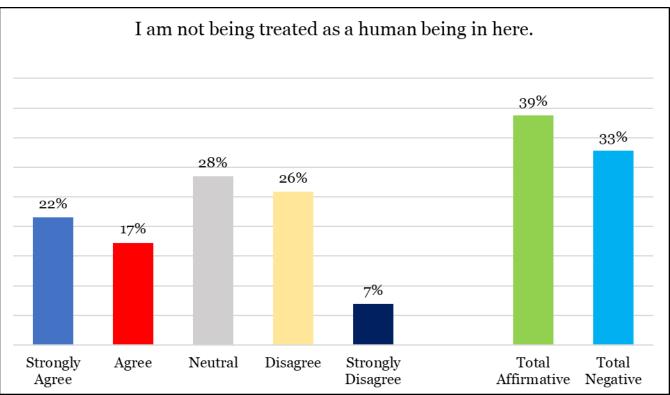


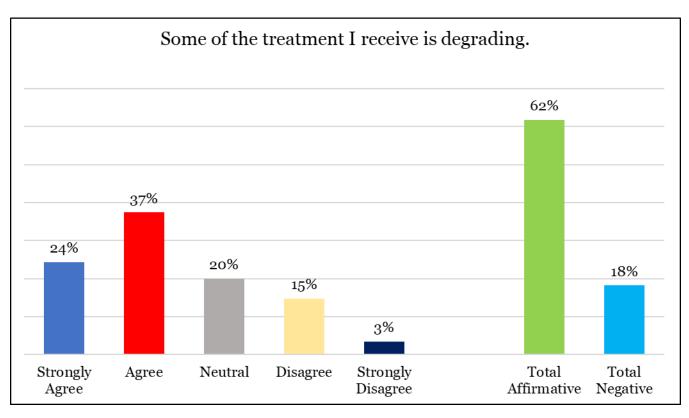


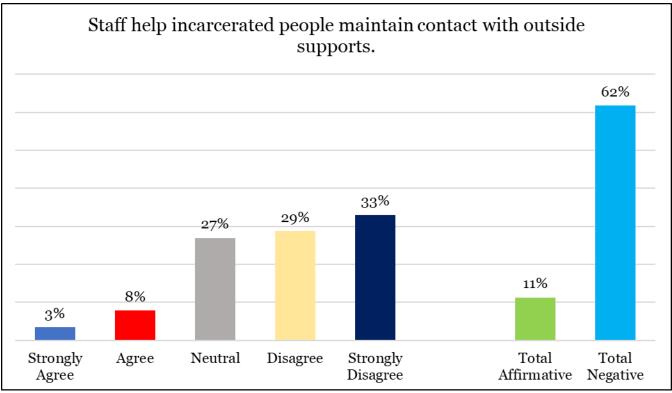


HUMANITY – AN ENVIRONMENT CHARACTERIZED BY KIND REGARD AND CONCERN FOR THE PERSON, WHICH RECOGNIZES THE VALUE AND HUMANITY OF THE INDIVIDUAL

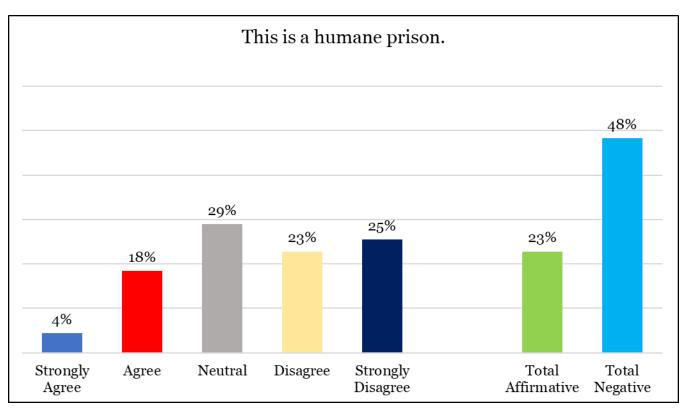


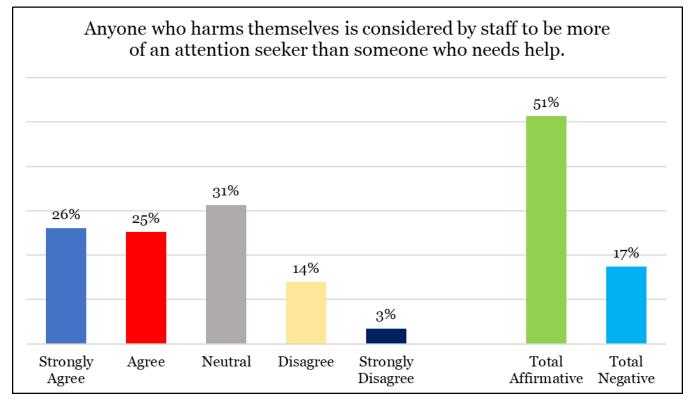


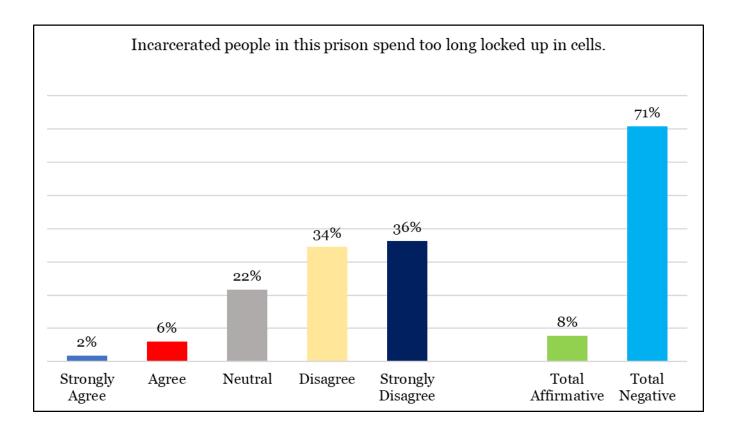




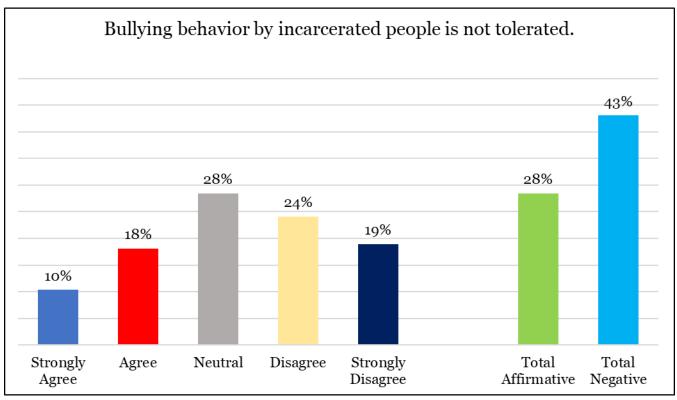
DECENCY - THE EXTENT TO WHICH STAFF AND THE REGIME ARE CONSIDERED REASONABLE AND APPROPRIATE



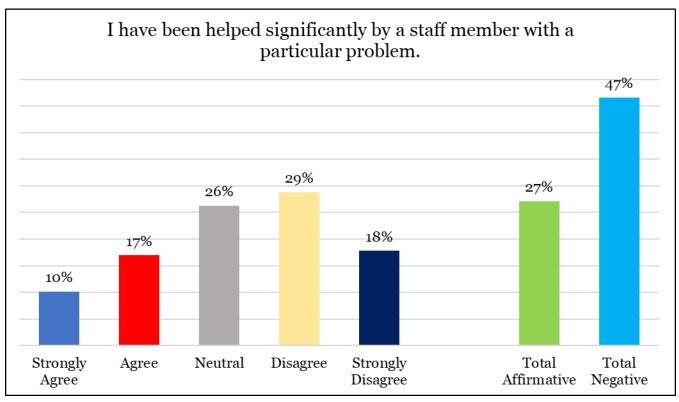




CARE FOR THE VULNERABLE – THE CARE AND SUPPORT PROVIDED TO INCARCERATED PEOPLE AT RISK OF SELF-HARM, SUICIDE OR BULLYING

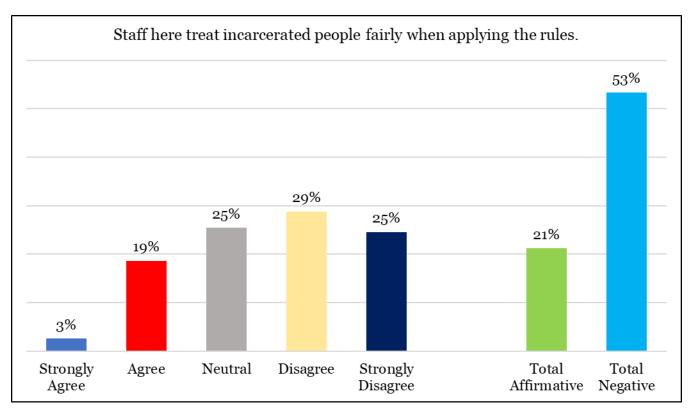


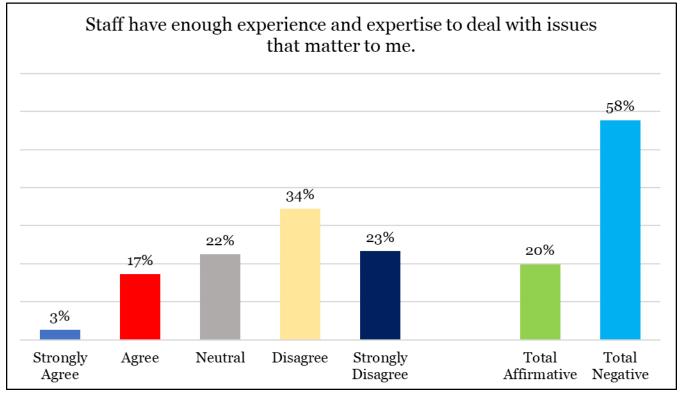
HELP AND ASSISTANCE – SUPPORT AND ENCOURAGEMENT GIVEN TO INCARCERATED PEOPLE FOR PROBLEMS INCLUDING DRUGS, HEALTHCARE AND PROGRESSION

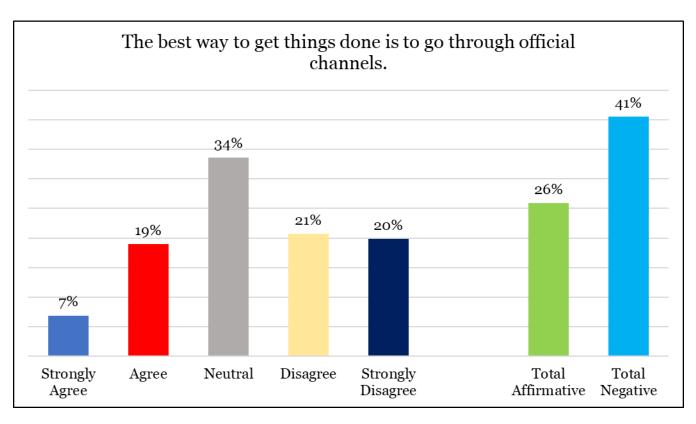


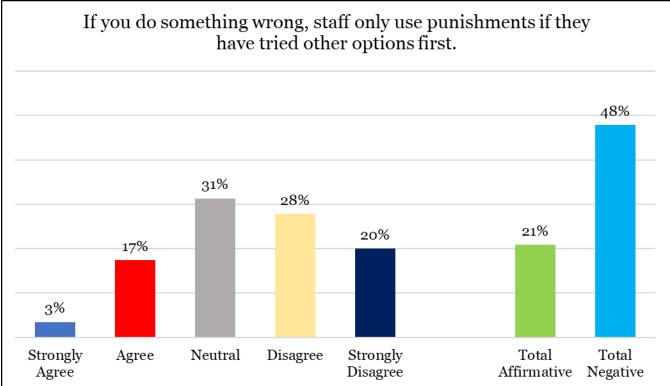
Professionalism

STAFF PROFESSIONALISM – STAFF CONFIDENCE AND COMPETENCE IN THE USE OF AUTHORITY

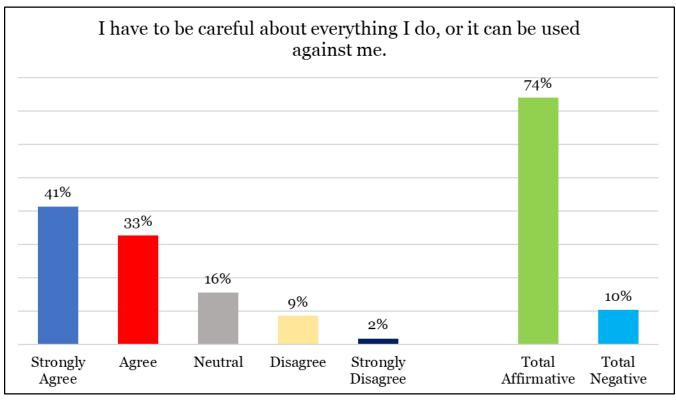


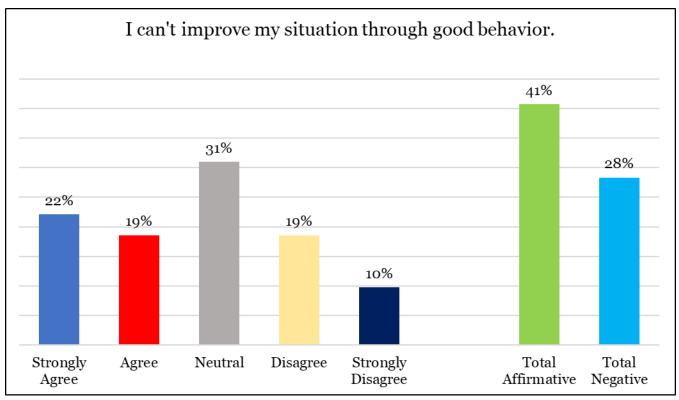


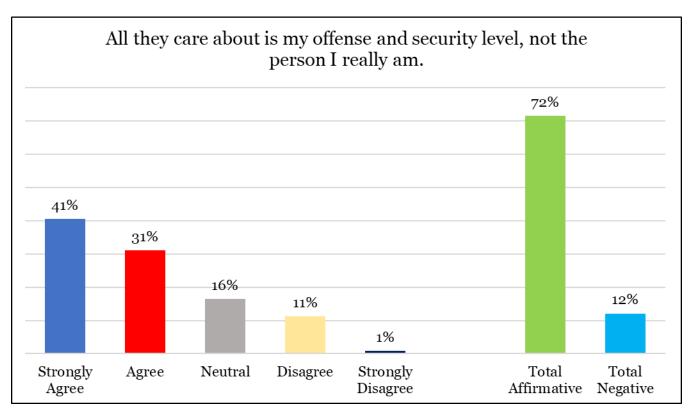


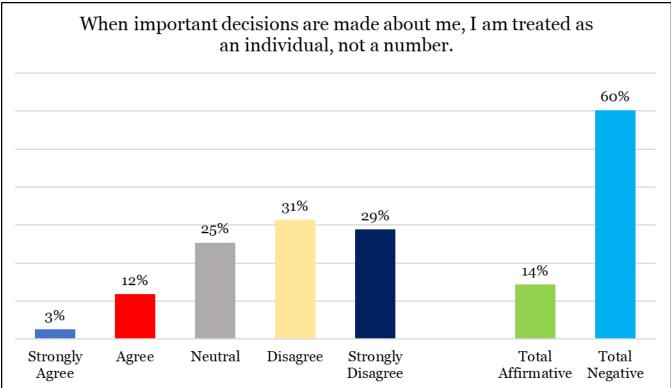


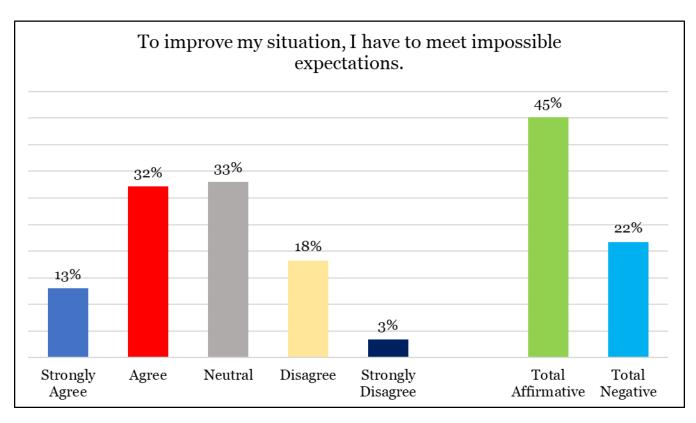
BUREAUCRATIC LEGITIMACY – THE TRANSPARENCY AND RESPONSIVENESS OF THE PRISON/PRISON SYSTEM AND ITS MORAL RECOGNITION OF THE INDIVIDUAL



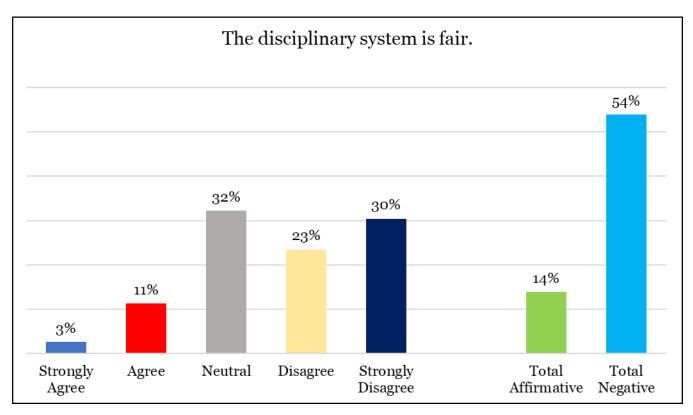


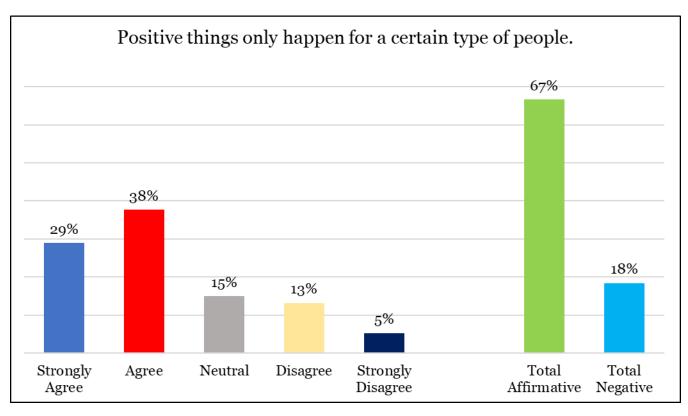


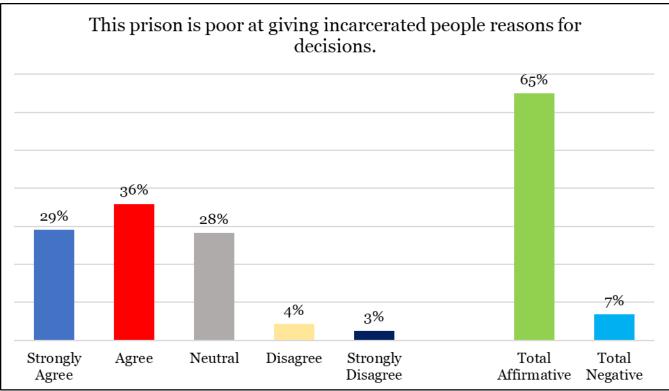




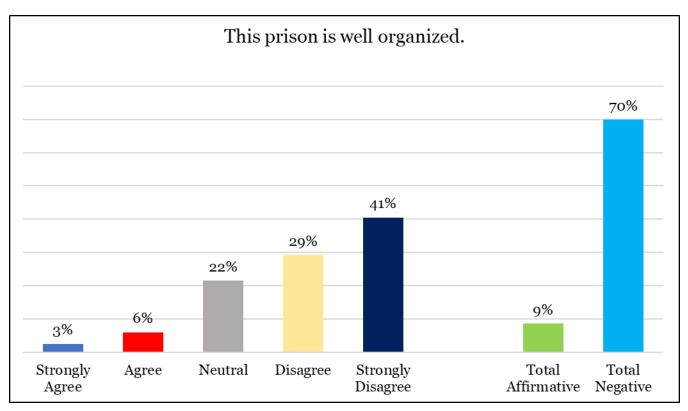
FAIRNESS – THE PERCEIVED IMPARTIALITY, PROPORTIONALITY AND LEGALITY OF PUNISHMENTS AND PROCEDURES

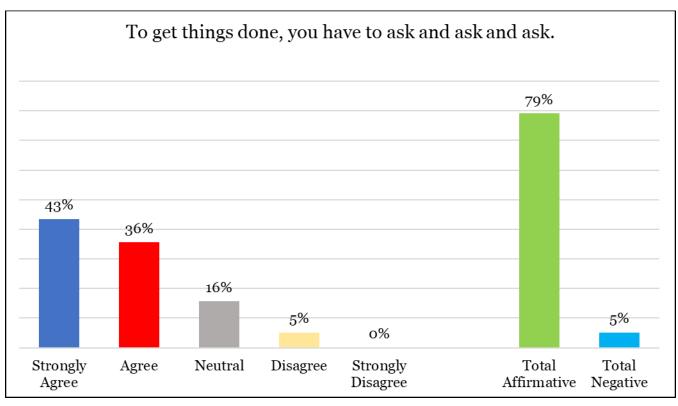


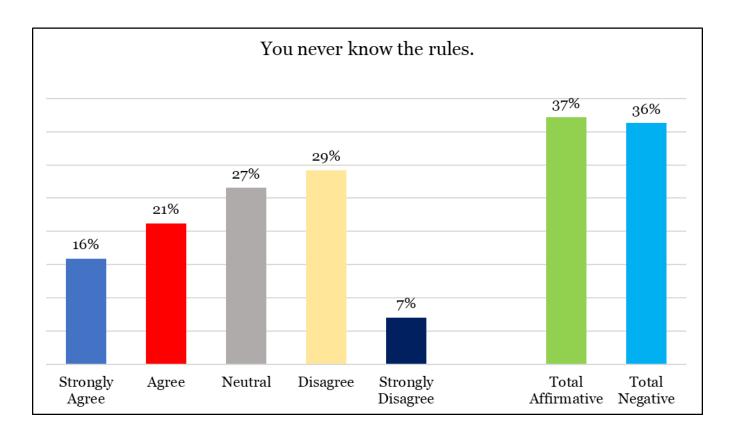




ORGANIZATION AND CONSISTENCY – THE CLARITY, PREDICTABILITY AND RELIABILITY OF THE PRISON

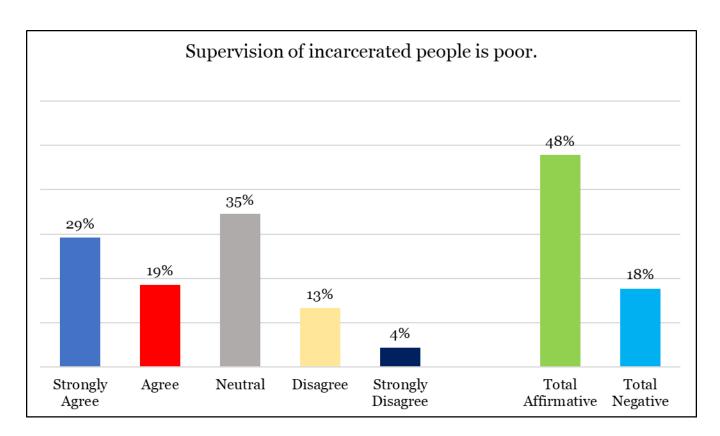


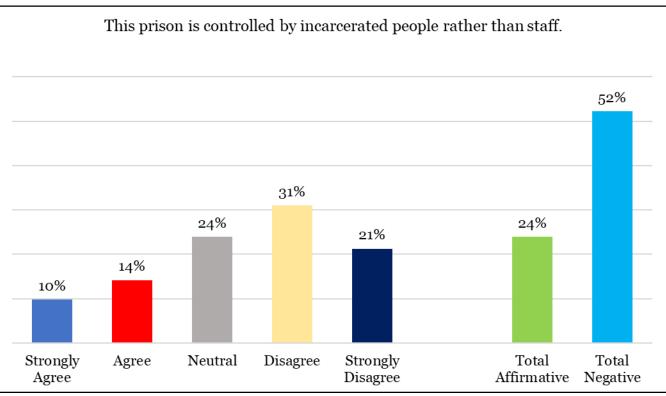


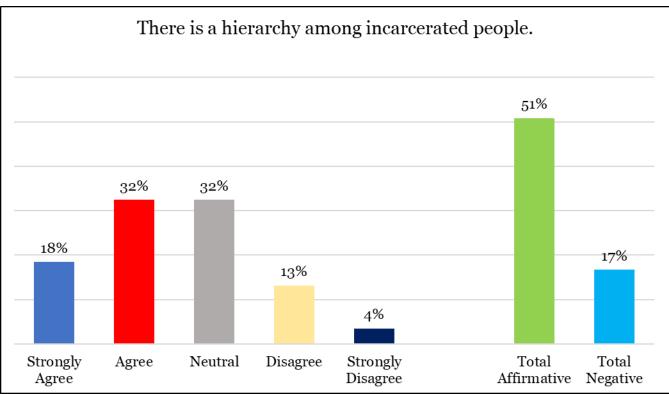


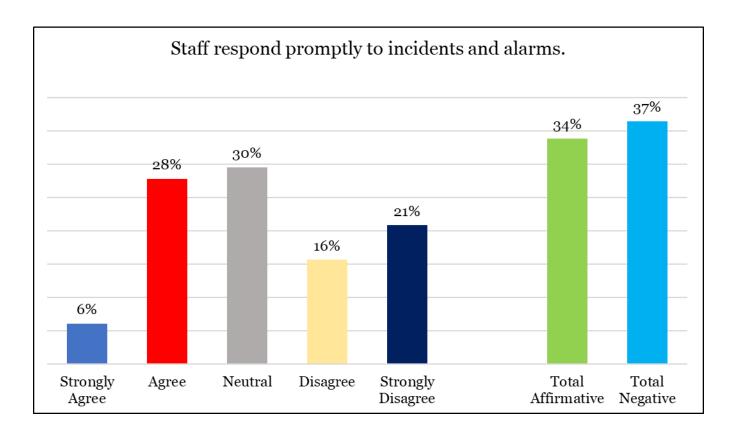
Security

POLICING AND SECURITY – STAFF SUPERVISION AND CONTROL OF THE PRISON ENVIRONMENT

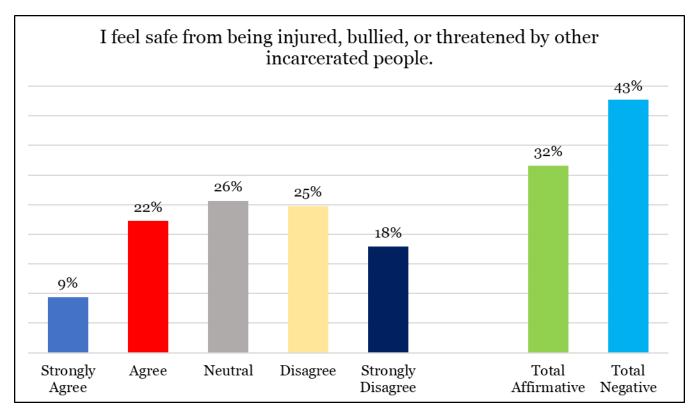




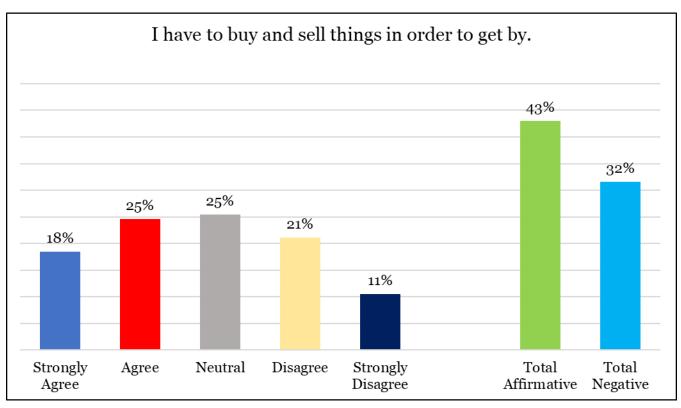


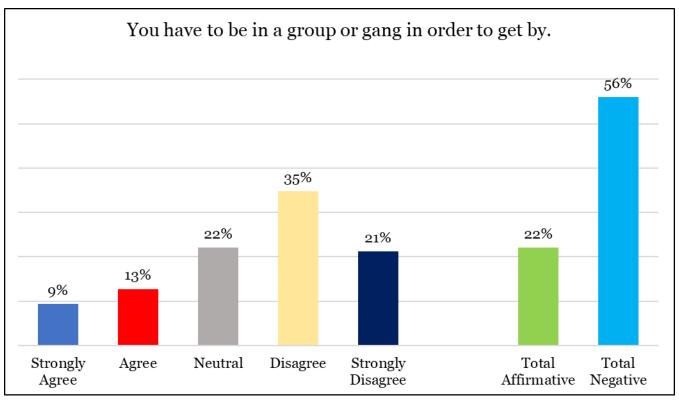


INCARCERATED PERSON SAFETY – THE FEELING OF SECURITY OR PROTECTION FROM HARM, THREAT OR DANGER

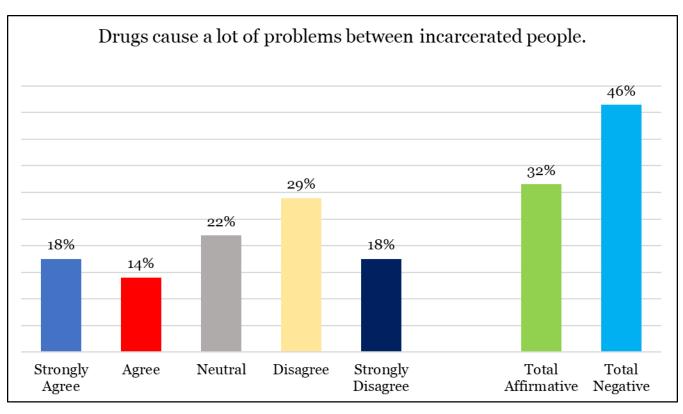


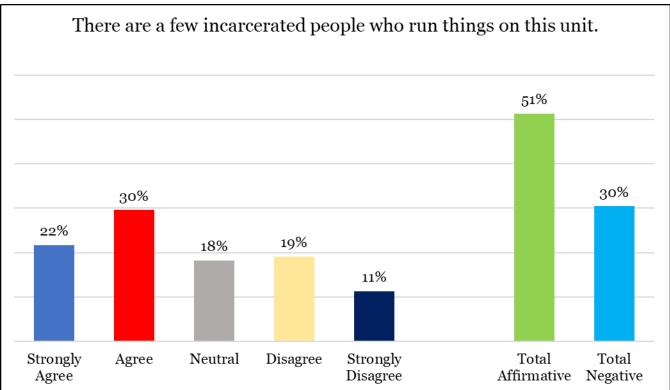
INCARCERATED PERSON ADAPTATION – THE NEED OR PRESSURE TO GET INVOLVED IN TRADE AND ALLEGIANCES





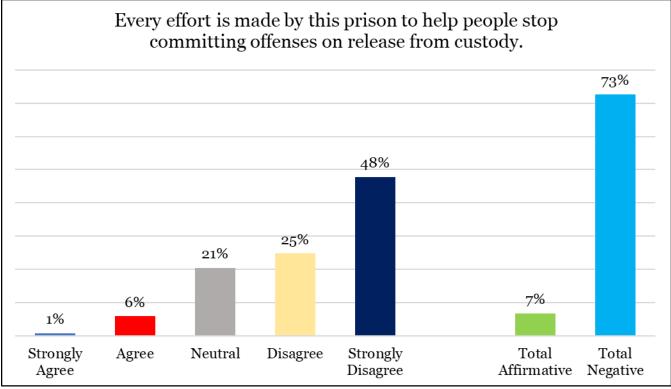
DRUGS AND EXPLOITATION – THE LEVEL OF DRUGS, BULLYING AND VICTIMIZATION IN THE PRISON ENVIRONMENT

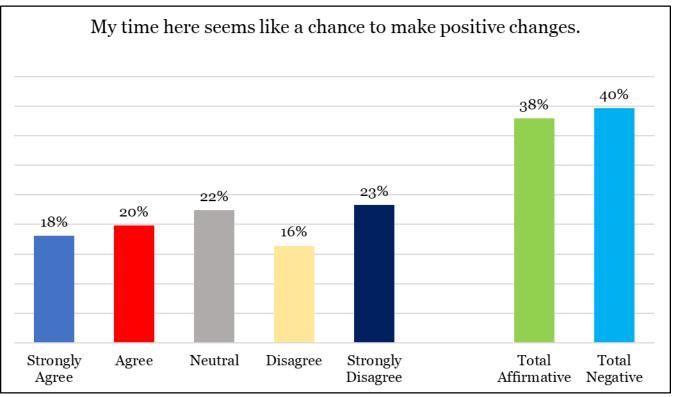




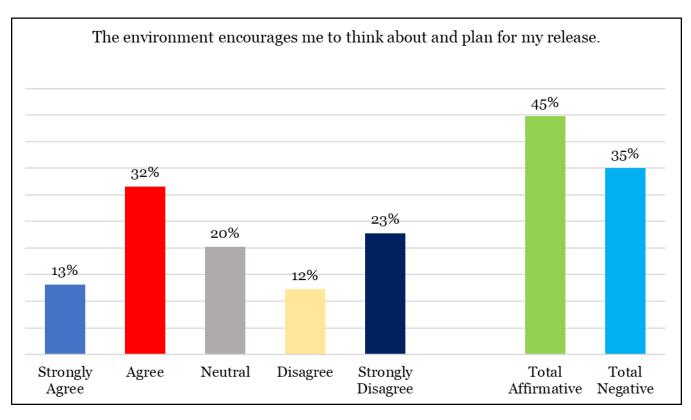
Well-being and Development

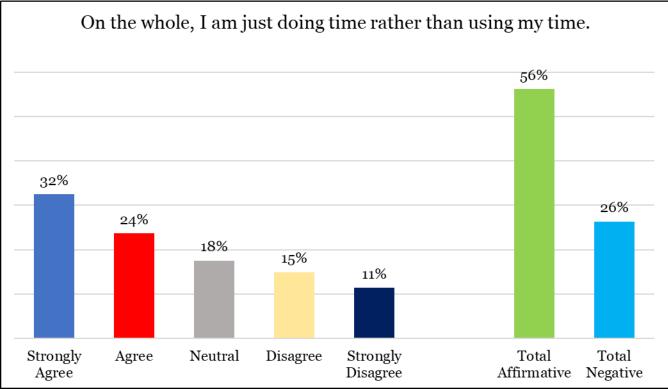
PERSONAL DEVELOPMENT – AN ENVIRONMENT THAT HELPS INCARCERATED PEOPLE WITH OFFENDING BEHAVIOR, PREPARATION FOR RELEASE AND THE DEVELOPMENT OF THEIR POTENTIAL



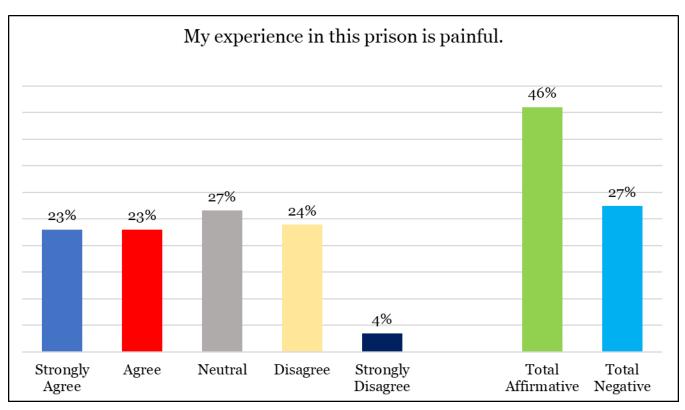


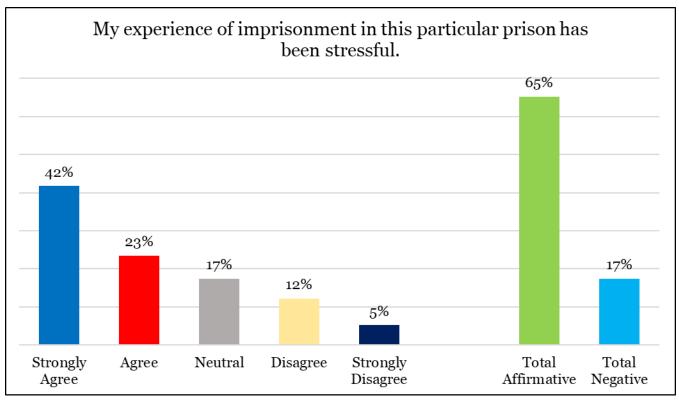
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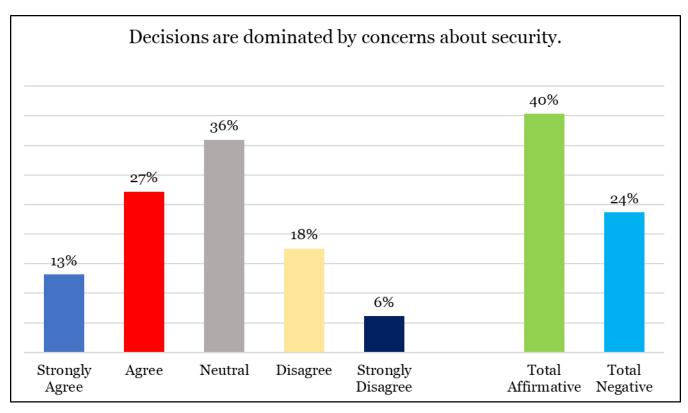
WELL-BEING – FEELINGS OF PAIN, PUNISHMENT AND TENSION EXPERIENCED BY INCARCERATED PEOPLE



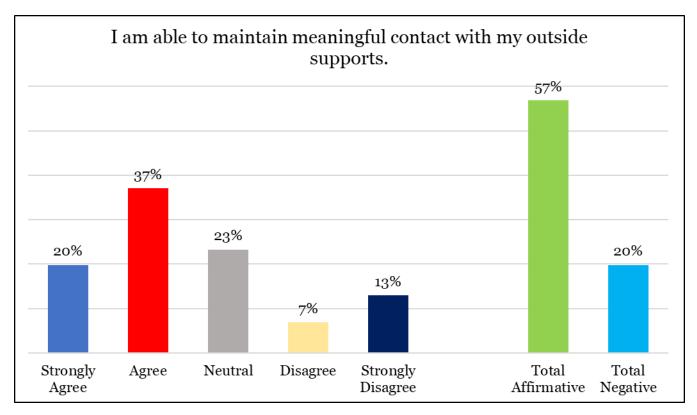


Additional Questions

DECISION-MAKING – THE EXTENT TO WHICH ADMINISTRATORS PRIORITIZE SECURITY CONCERNS OVER OTHER FACTORS

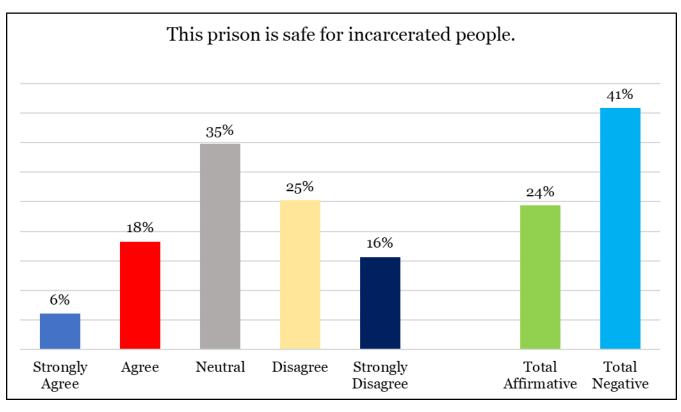


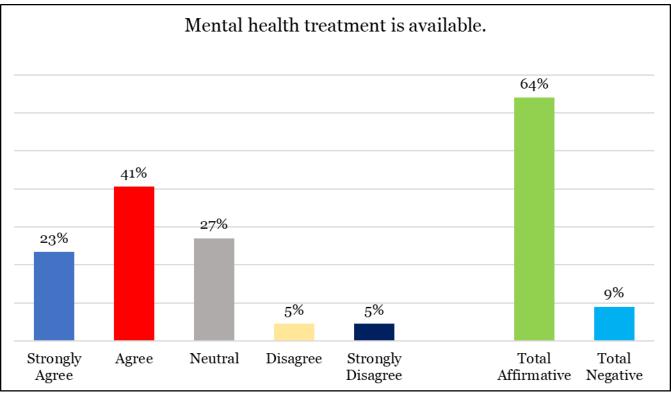
FAMILY CONTACT – AN ENVIRONMENT THAT FACILITATES INCARCERATED PEOPLE MAINTAINING RELATIONSHIPS WITH LOVED ONES

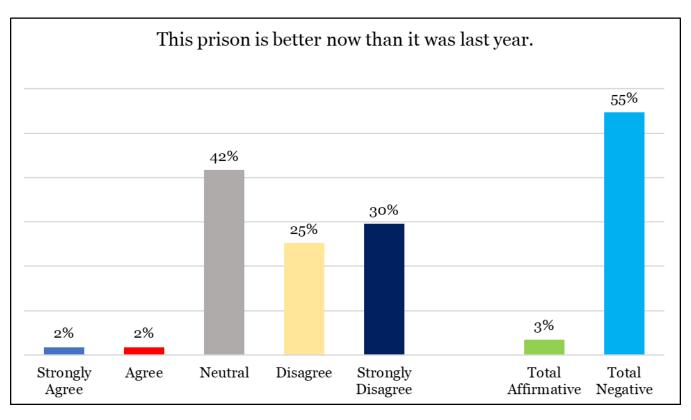


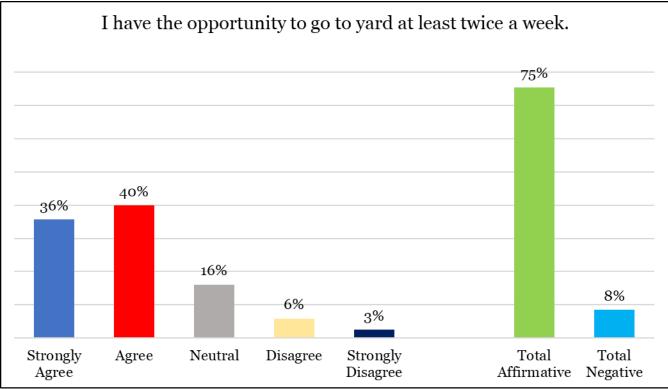
Charts: JHA Questions

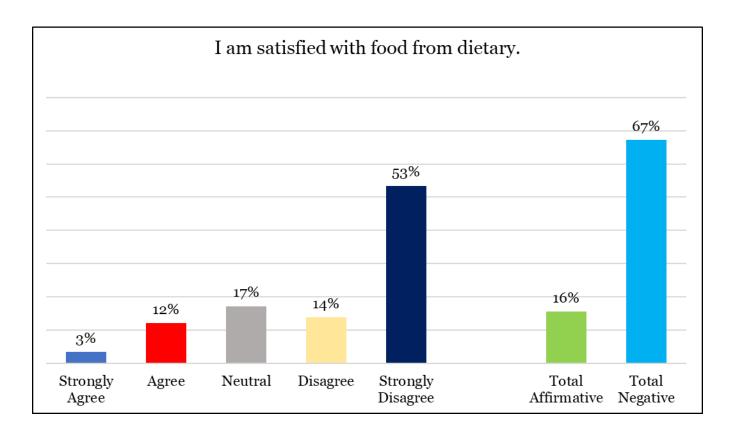
QUESTIONS USED IN PREVIOUS JHA SURVEYS



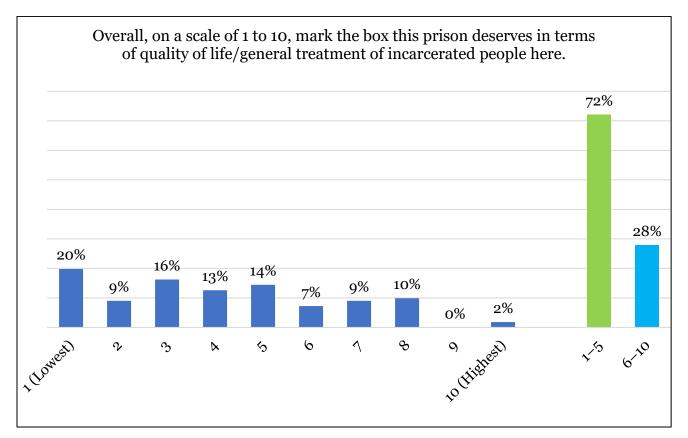








OVERALL QUALITY OF LIFE



Tables of Results by Individual Survey Items

Age		
18-26	4	3%
26-30	8	7%
31-40	35	29%
41-50	32	27%
51 and over	40	34%
No response	0	

Race or ethnicity		
White	48	41%
Black	49	42%
Hispanic or Latino	10	8%
Other	11	9%
No response	1	

Are you within two years of release?		
Yes	84	71%
No	35	29%
No response	0	

Were you first incarcerated prior to age 25?		
Yes	59	50%
No	60	50%
No response	0	

What housing status are you currently on?		
General Population	113	96%
Restrictive Housing	2	2%
Other	3	3%
No response	1	

Are you currently getting at least two hours a day out of your cell or sleeping area?		
Yes	112	94%
No	7	6%

Do you have a work or school assignment?		
Work Assignment	43	36%
School Assignment	21	18%
Both	21	18%
Neither	34	29%
No response	0	

Relationships between staff and	
incarcerated people are good.	

mear cerateu people are goou.		
Strongly Agree	5	4%
Agree	20	17%
Neutral	53	45%
Disagree	27	23%
Strongly Disagree	14	12%
Affirmative (SA/A)	25	21%
Negative (SD/D)	41	34%
No response	0	

I receive support from staff when I		
need it.		
Strongly Agree	4	3%
Agree	22	19%
Neutral	39	33%
Disagree	35	30%
Strongly Disagree	18	15%
Affirmative (SA/A)	26	22%
Negative (SD/D)	53	45%
No response	1	

Staff here treat incarcerated people		
fairly when applying the rules.		
Strongly Agree	3	3%
Agree	22	19%
Neutral	30	25%
Disagree	34	29%
Strongly Disagree	29	25%
Affirmative (SA/A)	25	21%
Negative (SD/D)	63	53%
No response	1	

I trust the officers.		
Strongly Agree	2	2%
Agree	14	12%
Neutral	31	27%
Disagree	42	36%
Strongly Disagree	27	23%
Affirmative (SA/A)	16	14%
Negative (SD/D)	69	59%
No response	3	

I get along well with the officers on		
my unit.		
Strongly Agree	11	9%
Agree	41	35%
Neutral	50	43%
Disagree	10	9%
Strongly Disagree	4	3%
Affirmative (SA/A)	52	45%
Negative (SD/D)	14	12%
No response	3	

The best way to get things done is to go through official channels.		
Strongly Agree	8	7%
Agree	22	19%
Neutral	39	34%
Disagree	24	21%
Strongly Disagree	23	20%
Affirmative (SA/A)	30	26%
Negative (SD/D)	47	41%
No response	3	

I have been helped significantly by a staff member with a particular problem.		
Strongly Agree	12	10%
Agree	20	17%
Neutral	31	26%
Disagree	34	29%
Strongly Disagree	21	18%
Affirmative (SA/A)	32	27%
Negative (SD/D)	55	47%
No response	1	

Overall, I am treated fairly by staff.		
Strongly Agree	8	7%
Agree	32	27%
Neutral	39	33%
Disagree	28	24%
Strongly Disagree	11	9%
Affirmative (SA/A)	40	34%
Negative (SD/D)	39	33%
No response	1	

I am treated as a person of value.		
Strongly Agree	6	5%
Agree	18	15%
Neutral	32	27%
Disagree	37	31%
Strongly Disagree	26	22%
Affirmative (SA/A)	24	20%
Negative (SD/D)	63	53%
No response	0	

Some of the treatment I receive is		
degrading.		
Strongly Agree	28	24%
Agree	43	37%
Neutral	23	20%
Disagree	17	15%
Strongly Disagree	4	3%
Affirmative (SA/A)	71	62%
Negative (SD/D)	21	18%
No response	4	

I feel safe from being injured, bullied, or threatened by other incarcerated people.		
Strongly Agree	11	9%
Agree	26	22%
Neutral	30	26%
Disagree	29	25%
Strongly Disagree	21	18%
Affirmative (SA/A)	37	32%
Negative (SD/D)	50	43%
No response	2	

To improve my situation, I have to meet impossible expectations.		
Strongly Agree	15	13%
Agree	37	32%
Neutral	38	33%
Disagree	21	18%
Strongly Disagree	4	3%
Affirmative (SA/A)	52	45%
Negative (SD/D)	25	22%
No response	4	

Staff have enough experience and expertise to deal with issues that matter to me.		
Strongly Agree	3	3%
Agree	20	17%
Neutral	26	22%
Disagree	40	34%
Strongly Disagree	27	23%
Affirmative (SA/A)	23	20%
Negative (SD/D)	67	58%
No response	3	

If you do something wrong, staff only use punishments if they have tried other options first. Strongly Agree 3% 4 Agree 17% 20 Neutral 31% 36 Disagree 32 28% Strongly Disagree 23 20% Affirmative (SA/A) 21% 24 Negative (SD/D) 48%

No response

55

4

Staff are argumentative towards incarcerated people.		
Strongly Agree	30	26%
Agree	36	31%
Neutral	30	26%
Disagree	13	11%
Strongly Disagree	6	5%
Affirmative (SA/A)	66	57%
Negative (SD/D)	19	17%
No response	4	

To get things done, you have to ask and ask and ask.		
Strongly Agree	50	43%
Agree	41	36%
Neutral	18	16%
Disagree	6	5%
Strongly Disagree	0	0%
Affirmative (SA/A)	91	79%
Negative (SD/D)	6	5%
No response	4	

Supervision of incarcerated people is		
poor.		
Strongly Agree	33	29%
Agree	21	19%
Neutral	39	35%
Disagree	15	13%
Strongly Disagree	5	4%
Affirmative (SA/A)	54	48%
Negative (SD/D)	20	18%
No response	6	

The environment encourages me to think about and plan for my release.		
Strongly Agree	15	13%
Agree	36	32%
Neutral	23	20%
Disagree	14	12%
Strongly Disagree	26	23%
Affirmative (SA/A)	51	45%
Negative (SD/D)	40	35%
No response	5	

Positive things only happen for a certain type of people.		
Strongly Agree	33	29%
Agree	43	38%
Neutral	17	15%
Disagree	15	13%
Strongly Disagree	6	5%
Affirmative (SA/A)	76	67%
Negative (SD/D)	21	18%
No response	5	

I can't improve my situation through good behavior.		
Strongly Agree	25	22%
Agree	21	19%
Neutral	35	31%
Disagree	21	19%
Strongly Disagree	11	10%
Affirmative (SA/A)	46	41%
Negative (SD/D)	32	28%
No response	6	

My experience of imprisonment in this particular prison has been stressful.		
Strongly Agree	48	42%
Agree	27	23%
Neutral	20	17%
Disagree	14	12%
Strongly Disagree	6	5%
Affirmative (SA/A)	75	65%
Negative (SD/D)	20	17%
No response	4	

I have to be careful about everything I do, or it can be used against me.		
Strongly Agree	48	41%
Agree	38	33%
Neutral	18	16%
Disagree	10	9%
Strongly Disagree	2	2%
Affirmative (SA/A)	86	74%
Negative (SD/D)	12	10%
No response	3	

On the whole, I am just doing time rather than using my time.		
Strongly Agree	37	32%
Agree	27	24%
Neutral	20	18%
Disagree	17	15%
Strongly Disagree	13	11%
Affirmative (SA/A)	64	56%
Negative (SD/D)	30	26%
No response	5	

This prison is controlled by incarcerated people rather than staff.		
Strongly Agree	11	10%
Agree	16	14%
Neutral	27	24%
Disagree	35	31%
Strongly Disagree	24	21%
Affirmative (SA/A)	27	24%
Negative (SD/D)	59	52%
No response	6	

This prison is well organized.		
Strongly Agree	3	3%
Agree	7	6%
Neutral	25	22%
Disagree	34	29%
Strongly Disagree	47	41%
Affirmative (SA/A)	10	9%
Negative (SD/D)	81	70%
No response	3	

I feel that I am treated with respect		
by staff.		
Strongly Agree	6	5%
Agree	27	23%
Neutral	39	34%
Disagree	17	15%
Strongly Disagree	26	23%
Affirmative (SA/A)	33	29%
Negative (SD/D)	43	37%
No response	4	

Staff respond promptly to incidents and alarms.		
Strongly Agree	7	6%
Agree	32	28%
Neutral	34	30%
Disagree	18	16%
Strongly Disagree	24	21%
Affirmative (SA/A)	39	34%
Negative (SD/D)	42	37%
No response	4	

When I need to get something done, I can normally get it done by talking to someone face to face.

Strongly Agree	8	7%
Agree	32	28%
Neutral	34	30%
Disagree	22	19%
Strongly Disagree	19	17%
Affirmative (SA/A)	40	35%
Negative (SD/D)	41	36%
No response	4	

You never know the rules.		
Strongly Agree	18	16%
Agree	24	21%
Neutral	30	27%
Disagree	33	29%
Strongly Disagree	8	7%
Affirmative (SA/A)	42	37%
Negative (SD/D)	41	36%
No response	6	

My experience in this prison is		
painful.		
Strongly Agree	26	23%
Agree	26	23%
Neutral	30	27%
Disagree	27	24%
Strongly Disagree	4	4%
Affirmative (SA/A)	52	46%
Negative (SD/D)	31	27%
No response	6	

There is a hierarchy among incarcerated people.		
Strongly Agree	21	18%
Agree	37	32%
Neutral	37	32%
Disagree	15	13%
Strongly Disagree	4	4%
Affirmative (SA/A)	58	51%
Negative (SD/D)	19	17%
No response	5	

The disciplinary system is fair.		
Strongly Agree	3	3%
Agree	13	11%
Neutral	37	32%
Disagree	27	23%
Strongly Disagree	35	30%
Affirmative (SA/A)	16	14%
Negative (SD/D)	62	54%
No response	4	

There are a few incarcerated people		
who run things on this unit.		
Strongly Agree	25	22%
Agree	34	30%
Neutral	21	18%
Disagree	22	19%
Strongly Disagree	13	11%
Affirmative (SA/A)	59	51%
Negative (SD/D)	35	30%
No response	4	

I have to buy and sell things in order		
to get by.		
Strongly Agree	21	18%
Agree	28	25%
Neutral	29	25%
Disagree	24	21%
Strongly Disagree	12	11%
Affirmative (SA/A)	49	43%
Negative (SD/D)	36	32%
No response	5	

Decisions are dominated by concerns about security.		
Strongly Agree	15	13%
Agree	31	27%
Neutral	41	36%
Disagree	20	18%
Strongly Disagree	7	6%
Affirmative (SA/A)	46	40%
Negative (SD/D)	27	24%
No response	5	

My time here seems like a chance to make positive changes.

Strongly Agree	21	18%
Agree	23	20%
Neutral	26	22%
Disagree	19	16%
Strongly Disagree	27	23%
Affirmative (SA/A)	44	38%
Negative (SD/D)	46	40%
No response	3	

I am not being treated as a human being in here.		
Strongly Agree	25	22%
Agree	20	17%
Neutral	33	28%
Disagree	30	26%
Strongly Disagree	8	7%
Affirmative (SA/A)	45	39%
Negative (SD/D)	38	33%
No response	3	

You have to be in a group or gang in		
order to get by.		
Strongly Agree	11	9%
Agree	15	13%
Neutral	26	22%
Disagree	41	35%
Strongly Disagree	25	21%
Affirmative (SA/A)	26	22%
Negative (SD/D)	66	56%
No response	1	

When important decisions are made about me, I am treated as an				
			individual and not a number.	
Strongly Agree 3 3%				
Agnos	1.4	100/		

0,0	0	0
Agree	14	12%
Neutral	30	25%
Disagree	37	31%
Strongly Disagree	34	29%
Affirmative (SA/A)	17	14%
Negative (SD/D)	71	60%
No response	1	

Drugs cause a lot of problems between incarcerated people.		
Strongly Agree	20	18%
Agree	16	14%
NT		0.0/

Neutral	25	22%
Disagree	33	29%
Strongly Disagree	20	18%
Affirmative (SA/A)	36	32%
Negative (SD/D)	53	46%
No response	5	

Bullying behavior by incarcerated people is not tolerated.		
Strongly Agree	12	10%
Agree	21	18%
Neutral	33	28%
Disagree	28	24%
Strongly Disagree	22	19%
Affirmative (SA/A)	33	28%
Negative (SD/D)	50	43%
No response	3	

All they care about is my offense
and security level, not the person I
really am.

•		
Strongly Agree	47	41%
Agree	36	31%
Neutral	19	16%
Disagree	13	11%
Strongly Disagree	1	1%
Affirmative (SA/A)	83	72%
Negative (SD/D)	14	12%
No response	3	

Anyone who harms themselves is considered by staff to be more of an attention seeker than someone who needs help.

30 29 36	26% 25% 31%
36	•
	31%
16	14%
4	3%
59	51%
20	17%
4	
	59

I am able to maintain meaningful		
contact with my outside supports.		
Strongly Agree	23	20%
Agree	43	37%
Neutral	27	23%
Disagree	8	7%
Strongly Disagree	15	13%
Affirmative (SA/A)	66	57%
Negative (SD/D)	23	20%
No response	3	

This prison is poor at giving incarcerated people reasons for decisions.		
Strongly Agree	34	29%
Agree	42	36%
Neutral	33	28%
Disagree	5	4%
Strongly Disagree	3	3%
Affirmative (SA/A)	76	65%
Negative (SD/D)	8	7%

No response

Staff help incarcerated people maintain contact with outside supports.			
Strongly Agree	4	3%	
Agree	9	8%	
Neutral	31	27%	
Disagree	33	29%	
Strongly Disagree	38	33%	
Affirmative (SA/A)	13	11%	
<i>Negative (SD/D)</i> 71 62%			
No response 4			

This is a humane prison.		
Strongly Agree	5	4%
Agree	21	18%
Neutral	33	29%
Disagree	26	23%
Strongly Disagree	29	25%
Affirmative (SA/A)	26	23%
Negative (SD/D)	55	48%
No response	5	

Incarcerated people in this prison spend too long locked up in cells.		
Strongly Agree	2	2%
Agree	7	6%
Neutral	25	22%
Disagree	40	34%
Strongly Disagree	42	36%
Affirmative (SA/A)	9	8%
Negative (SD/D)	82	71%
No response	3	

This prison is safe for incarcerated		
people.		
Strongly Agree	7	6%
Agree	21	18%
Neutral	40	35%
Disagree	29	25%
Strongly Disagree	18	16%
Affirmative (SA/A)	28	24%
Negative (SD/D)	47	41%
No response	4	

Mental health treatment is available.		
Strongly Agree	26	23%
Agree	45	41%
Neutral	30	27%
Disagree	5	5%
Strongly Disagree	5	5%
Affirmative (SA/A)	71	64%
Negative (SD/D)	10	9%
No response	8	

This prison is better now than it was last year.			
Strongly Agree	2	2%	
Agree	2	2%	
Neutral	48	42%	
Disagree	29	25%	
Strongly Disagree	34	30%	
Affirmative (SA/A)	4	3%	
Negative (SD/D)	63	55%	
No response	4		

Every effort is made by this prison to help people stop committing offenses on release from custody.			
Strongly Agree	1	1%	
Agree	7	6%	
Neutral	24	21%	
Disagree	29	25%	
Strongly Disagree	56	48%	
Affirmative (SA/A)	8	7%	
Negative (SD/D)	85	73%	
No response	2		

% Strongly Agree	4	
	4	3%
% Agree	14	12%
% Neutral	20	17%
% Disagree	16	14%
% Strongly Disagree	62	53%
% Affirmative (SA/A)	18	16%
% Negative (SD/D)	78	67%
No response	3	

I have the opportunity to go to yard at least twice a week.			
Strongly Agree	42	36%	
Agree	47	40%	
Neutral	19	16%	
Disagree	7	6%	
Strongly Disagree	3	3%	
Affirmative (SA/A)	89	75%	
Negative (SD/D)	10	8%	
No response	1		

Overall, on a scale of 1 to 10, mark the box this prison deserves in terms of quality of life/general treatment of incarcerated people here.				
1 (Lowest)	22	20%		
2	10	9%		
3	18	16%		
4	14	13%		
5	16	14%		
6	8	7%		
7	10	9%		
8	11	10%		
9	0	0%		
10 (Highest)	2	2%		
1-5	80	72%		
6–10	31	28%		
No Response	8			
Mean Score		4.1		



This report was written by JHA staff. Media inquiries should be directed to JHA's Executive Director Jennifer Vollen-Katz at (312) 291-9183 or jvollen@thejha.org

Incarcerated individuals can send privileged mail to report issues to the John Howard Association, P.O. Box 10042, Chicago, IL 60610-0042. JHA staff read every letter and track this information to monitor what is occurring behind prison walls and to advocate for humane policies and practices. Family and friends can contact JHA via our website <u>www.thejha.org</u> or by leaving us a voicemail at (312) 291-9183.

Since 1901, JHA has provided public oversight of Illinois' juvenile and adult correctional facilities. Every year, JHA staff and trained volunteers inspect prisons, jails, and detention centers throughout the state. Based on these inspections, JHA regularly issues reports that are instrumental in improving prison conditions. JHA humbly thanks everyone who graciously shared their experiences and insights with us.

