
**Survey Comment
Report**



Vienna 2023 MQPL Survey Comments

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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 [Measuring the Quality of Prison Life](#) (MQPL) survey by providing enough survey packets (consisting of the [MQPL survey](#), an informed consent notice/instruction sheet, and a privileged mail prepaid business reply envelope addressed to JHA) so that every person incarcerated at Vienna 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.

Below are the comments from the MQPL surveys for the open-ended survey questions followed by marginalia comments. Please note:

- All blank answers have been omitted
- Names and other personally identifying details have been redacted
- Spelling and grammar have been lightly edited for understanding and to account for possible transcriber typos

Open-ended survey questions

Q12. What are the most positive things about life in this prison?

1. Not being locked in cell
2. Some of the most positive things are they don't lock you in at all, its open. (Cause the bathrooms are not in cells)
3. Leaving!!!!
4. There is time to think, time is available to plan ahead, also prison can help one embrace a healthier way of living.
5. Good chaplain
6. Nothing
7. A person can only be positive in the prison if it's his own mind set! The counselors do not help you at all and have the arrogance to either write an intimidation or a ticket if you disagree with about issues on threaten to blackball you if a grievance is wrote!
8. School Work

9. Nothing
10. We are not locked down 24/7.
11. Not locked in cells
12. Keys to our cells, yard/gym almost every day.
13. Not locked down
14. Inmates are not bothered constantly and not locked up..
15. Nothing
16. Earned good time programs...
17. Being able to talk to someone when I need to
18. Staying away from gang members, when the idiots finally go to sleep and the wing is quiet
19. Seems to be fairly straight forward. I've no major complaints
20. No Bills! That is all! If you have welth they charge you \$.
21. You don't get harassed by and you have movement
22. I can speak to my family often. with so much negativity festering in this prison because most guys have nothing to do I am able to observe exactly everything I DON'T want in life
23. There are none
24. Nothing
25. None to me/Because I just got here from a different prison and I am just trying to get into a program or two or a job to get back home to my kids a lot of these individuals who have a job or in programs are African/Americans what about other individuals who need help!?
26. They offer you education and programs and able to get good credit.
27. None
28. It is good Rehabilitation and helps you learn a leasson
29. The freedom to move around. a cell I have a key to
30. none
31. I dont really have many positive things going for me at the moment
32. N/A
33. N/A
34. It is like a big Rehab campus or gateway without a drug program
35. That I learn more about myself positively and negatively
36. 2 man cells and not 20
37. movement!!
38. nothing
39. Jobs are available
40. I get to go outside for patio. Going to gym and weight pit. I get to experience something so bad that I wouldnt want to go thru this again
41. Programs to get good-time, to shorten our release but all the white inmates, has first dibs on everything. It's very stressful, for real!!!
42. Commissary is alright
43. It just have few programs but it takes forever to get in & they pick & choose who they want.
44. The doors don't lock, you can get to school (VOC or GED) fast
45. Vocational classes, welding class, CAT class, programs
46. The opportunity to go to school and be hands on
47. going Home
48. Cell door opens 24/7 (lockdown the unit, not the house/cell)
49. Earned good time

50. Nothing
51. The privilege of having a key to our own cell
52. CAT program & construction program welding program
53. Joking with the staff
54. Out of the cell most of the time, the ability to use the phone, work assignments
55. Nothing except but to make it out this mf
56. The food is good (for prisons) and more of the guards are okay. There is a lot of allowed movement
57. A lot of freedom but have to share bathroom with 45 others three stalls
58. Commissary
59. I know in my heart I would use drugs again
60. Ability to spend time outside at yard and gym
61. Plenty of time outside of cells. Plenty of recreation, The food is really great here, sincerely
62. Not being lock in a cell for 20 hours a day. Having a key to your room.
63. The amount of movement, besides that just about everything sucks
64. You meet elders that teach you wisdom
65. I can go to school work and get good time and work out
66. Nothing
67. NONE
68. Nothing
69. Work subjective to release, and schooling
70. All I get is try to get my GED
71. You can do your own laundry, Zone 1 you can not, School + work
72. Nothing
73. Outdates
74. No locked down, shower availability, rec time
75. Self correction The department isn't...!
76. Being able to go outside a lot
77. The most positive thing are is going to the school and work. And looking forward to wake up and going home
78. Nothing
79. Nothing
80. I've been incarcerated for the past **[20+ years]** so the freedom, the staff, and the way the staff treats you overall is the most positive.
81. Nothing really
82. Not being lock in a room all day. And some of the food and the library books.
83. It's nicer than some prisons
84. The freedom inmates like myself has everyday like working, school, yard time and also weight fit time. Plus barbershop and library is a plus.
85. Nothing
86. I am **[50+ years old]**, so not to get in trouble or hurt I stay in my room away from the youngsters
87. Stay strong mentally & physically
88. Am allowed opportunity to **pratice** good skills
89. They can not lock you in your cell
90. Spiritually, physically, mentally, one can work on themselves to be equipt to deal with challenges of living life on terms in society as well as while being here or anywhere.
91. I can get drugs
92. School

93. None
94. Nothing
95. I feeling more better here of other's prison stay before
96. Access to recreation -Access to regular showers -summer vegetable farm -Access to phones
97. You do get a good amount of outdoor/rec time.
98. Do not have to lock up!!
99. The most positive thing about life is the chapel church every sunday.
100. You have time to think and start change within self if the individual really wants to.
101. Nothing
102. Reflect why I am here? School programs
103. Looking to mentally grow. A correctional center/facility can not breathe, think, eat or make decisions for people so everything rest of [on] the Integrity, behavior, mindset, decision making and wanting to change in order to see positive results in life. I Dont see officers, staff, prison and discipline while Im here. I see... What am I going to do to better myself in All Walks of Life. Therefore the prison is not bad, Bad Decisions are.

Q13. What are the most negative things about life in this prison?

1. Schooling is terrible
2. Black mold on all the shower and bathroom walls. The water has lead and arsenic in it. (Water stays brown) Two man cells, should have single man cells. They force you into cells with racist white men. Commissary is bad - they don't advocate for better materials.
3. The guards, being in prison.
4. The hostile environments created by the admin. **[HOUSING UNIT REDACTED]** Not enough phones on tiers! Here there are (3) phones for 48 guys. The food is horrible.
5. No LIS activities - criminal history negates all attempts to improve - ZERO good time for sex offenders - no work release or promotional options - counselors don't care - no music program - Horrible commissary stock - no clothing - staff sleeps - no consequences for trouble makers - low state pay as prices rise.
6. Treatment from staff members no help
7. No available state loans, T.V's, Hot pots, fans. Not enough good time can be earned.
8. Staff
9. IDK
10. Not enough jobs. Not enough pay. Inmates run the phones.
11. No effort is made to get to know men. They will give good time to a man who will tell them to their face they will reoffend. But not to an 85% who knows he was wrong and will never re-offend.
12. They deny A LOT of people for transfers/good time credits because of criminal history. Even if the criminal history was minor or even 20 years ago. The food is not so good here or healthy.
13. Poorly ran
14. Sometimes the meals can be better/help Indigent inmates more..
15. No help

16. Lack of in person visits.
17. People who are negative.
18. Medical. food service. water. Staff conduct towards sex offenders or grievance filers or lawsuit filers and non gang members,
19. I haven't been able to figure out just what to do with myself after released
20. When you are innocent, and staff know it they do nothing. They pilledge on your personal property! They find reasons to harass you, even when you do nothing wrong!
21. How the good time is given out! You're not doing time for sex offenders, but you cant get earned good time, even though your in prison
22. No direction. No positive Health solutions. we are left on our own to reach for help...constantly. No counselor really care.
23. This place goes out of it way to serve disgusting food. You do Not get adequate dental or medical care, contaminated water
24. The way they treat peoples
25. Lack of programing and helping Incarcerated Individuals so they can get back to there loved one's.
26. Food not to good.
27. Lack of proper & timely dental & medical treatment contaminated water
28. The teachers are never here, they lie to you, the counselors Dont care about you the water here is Brown It is unsanitary The Showers are cold
29. The Phones
30. everything
31. lack of programs, jobs and life skills
32. N/A
33. N/A
34. The water is gross and not enough cleaning chemicals available to clean with
35. The lack of rehabilitation programs etc.
36. Counselors not helping, lazy officers wanting favors... unfair disciplining procedures
37. Water. Medical treatment. **[NAME REDACTED]** and **[NAME REDACTED]** are judging people on their convictions and put who they want in for good time. Treat people like shit
38. With urinals in individual cells that when flushed into the adjoining cell.
39. almost everything.
40. the water system (Drinking water)
41. Commissary, there is never a whole stack of items available. Medical It's been 3 months that I have waited for a doctor's appointment. School programs it takes a long time to get into school or programs
42. Mostly everything because we're treated like a number rather than a individual. Having to deal with inconsiderate and disrespectful inmates and staff.
43. Because I'm 50% offender & Black I cant get a job unless I know someone. 85% people gets everything and they get goodtime because their cases.
44. It's hard to get the tools that suppose to be provided by I.D.O.C. for incarcerated people to be ready for the reentry of the community
45. No drug program. not enough good time. Day-for-Day is almost impossible to obtain
46. The staff is disrespectful, no good time, no day for day to work they pick & choose who they want in programs a lot of racism they don't care about transfers either. Bad law library & literary, bad health care attn not enough phones on pods
47. For a person from Chicago is hard to get real-live visits—(is to far) And too many covid-restrictions. It dont allow us to interact with our family. We live next to a coal

- factory! There's too many people for the phones—(3 phones for over 50 people) If you complain about something it falls on deaf ears. No bathrooms on yard. The LTS (gym workers never here on nights or weekends so we don't get proper use of gym) is super hot and they only sell 6 fans.
48. commissary, yard equipment, not enough yard time, not enough patio time, cable reception, water is not good, health care, new fans sold in commissary, clothing is bogus, not enough fans in summer
 49. water, staff, food, good time credit
 50. The way the phone system is governed by in custody, staff consistently "talk down" to in custody i.e. "you should have stayed home.", Grievances are dealt with by "black balling" individual in custody
 51. Incompetent counselors.
 52. Everything
 53. Need more programs and job opportunity
 54. Educations... Poors keys doesn't work for half the doors... commissary suck... need more telephones for "all" the clerks desk
 55. Being away from home
 56. No disability learning no programs no doctor visit only 90 days or as needed
 57. Being away from family
 58. It is hard to get the attention of any counselors and/or a response from anyone about programs or school. It seems impossible that this prison will allow me any opportunity to correct myself and give the skills of certifications to become a productive member of society.
 59. community restrooms no privacy
 60. Random searches, harassment by staff, racism, no EDSC
 61. Punished everyone for 1 person being stupid
 62. overcrowded day room, Lack of access to the phones, poor commissary/lack of clothing
 63. 85% don't get good time
 64. Really low pay for jobs. Contact with family very difficult with few phones and video visitation kiosk is always broken. Shower water is rarely hot. Basic hygiene.
 65. The drinking water. The mold everywhere and not being able to have the same store items as max + med.
 66. Drinking water, plumbing issues, dietary, commissary, clothing, HEALTH CARE :(
 67. How C/Os treat you mainly Lt. [REDACTED] and how if you aren't liked you will be blackballed. You won't be available to nothing if you're disliked and there is A LOT of racism going on.
 68. the food and the commissary
 69. Water quality, don't give laundry soap
 70. People here are mean. No one is actually friends with people. Other words: fake people.
 71. The drinking water is awful.
 72. None that I can think of
 73. Being away
 74. Good conduct is recognized, but ostracized. Reform is not priority, Dentistry is really bad, officers inform inmates of offenses to create unstable environment.
 75. Everything
 76. No outdates
 77. State pay very low compared to other prisons for work assignments. Poor cable reception. Poor water quality. Low selection at commissary. Cold showers.

78. How the same department of correction isn't the same from facility
79. Not enough school programs or treatment programs especially alcohol + drug counseling.
80. The negative thing is the staff tare your room up and can't get thing done like you need to be done.
81. Everything
82. Everything
83. Lack of programing... there's no much school, LTS is bogus, with all this movement and freedom there should be positive things to get into besides being on the phone and day room all day.
84. They like to keep inmates and the consulars don't help you
85. So staff (nurses **[NAME REDACTED]**) but other than that its okay
86. The staff is most of the time disorganized and don't know really what's going on, the water's nasty and polluted
87. The food lol :)! Really it's not a bad place for it is my first time going to prison it feels like a college for men not a prison
88. Everything
89. I fear for my life by either poor medical attentions or the gangs running the deck/house
90. Living situations/living conditions
91. Still have glass on a visit table = horrible contact with family. No schooling for higher education.
92. Healthcare, food, help getting out, water
93. Not enough jobs or programs to benefit majority not a few or those on shorter terms, which seems to be the way it's being issued here and elsewhere
94. Shut it down it down. Mole in celling, water is freaking me out I be asking for help. Cause I be piss blood. Help me please
95. Be locked up away from your family
96. No healthcare or dentist care
97. Everything
98. Medical negligence/unprofessionalism, contaminated/discolored water, staff oppression/corruption, commissary refusing men products/nutritional snacks or foods, counselor corruption/carelessness, filthy kitchen, mishandling of mail/violation of legislation regarding mail, breathing coal dust/black mold, grievance process, racial segregation of work assignments (for ex: maintenance)
99. Carelessness of those who have the opportunity to lead by example.
100. Little support from counselor.
101. people drinking, making wine.
102. The treatment of unfairness on the idea of you being lock down as a bad person for your offense and circumstances
103. Being beat and raped by officers and inmates
104. The counselors see you as a number + not a human being I.E. **[STAFF NAME REDACTED]**
105. Gangs, No Real Doctor in Here, to look at you. Loud voices (talking), favor inmates
106. Looking to do harm to others & yourself. People that think change will come when I get home. You have to have a plan and stick to that plan and work hard to execute it. You want to do positive things surround yourself around positive thinkers. You want to come back to Jail, Just keep doing what you been doing and hang around Negativity.

Q14. What suggestions do you have for improvement?

1. Get more schooling, night classes, programs.
2. Education, better vocational trades and access. They make it hard for you with old policies of needing a 60 on TABE test or 80 Then they make you wait to get in school. About time you get there its time to go home, with no training at all!
3. Shut it down.
4. Do a "Real" survey. Take afore mention survey into real consideration
5. Young inmates are allowed to do as they please. Officers should be stationed on every wing 24/7 - enforce their own rules. Fix the commissary, fix the cable - more tension over these 2 issues than any other. Mailroom is too strict. Run the prison like minimum not a minimum/max.
6. Respect, start from scratch, stop boot lickin
7. Allow more contracts to be ran at once
8. More work an good time
9. Nun
10. More good time. Make the police work. The cops are crooks.
11. need more jobs. Seems like only certain men get hired. And re-hired. Most jobs only pay \$4 (a month) A candy bar is \$1.25.
12. Phone system is not enough for all the individuals on a deck, 3 phones is not enough for as many people it is on each Deck. The wifi for our tablets does NOT WORK unless you are standing right in the day-room. (They should put another box in the hallway so we can use the tablets that we pay for anywhere besides the day room.)
13. More classes to better yourself
14. The same as above answers; and remind officers we're human
15. Caring and helpful ways
16. Qualified counselors.
17. N/A
18. For the governor to close this prison it is very dangerous to do time if you are not in a gang this place remindes me back in the 90's when it was wide open.
19. Programs. Make one on one, for answers and help to provide a positive release.
20. Quit writing minor tickets and worry about major problems. Give proper heating and cooling in housing units. Hire qualified maintenance workers.
21. To treat all inmates equal on good time level
22. Allow every person regardless of security level or outdate or case have the opportunity to better themselves.
23. To shut down this prison
24. They need to treat people like people
25. Fix certain things in this prison 1. Fix water because water is brown 2. Have more programs. 3. Have more jobs. 4. Refinish the housing units by fixing them
26. Bilingual counselors at least one. A bilingual C.O.'s there are some latinis in the C.C.
27. Shut this Shit-Hole down
28. Put money in here and mandate the teachers and more counselors work and let inmates do reports on C/O's and rebuild units and better yard equipment
29. Give everyone only 3 calls per day

30. Better counselors who actually care about you, and willing to help to get good time, jobs & schooling
31. for the prison to give everyone the chance to Better themselves
32. N/A
33. N/A
34. Allow more sanitary solutions such as towels or bleach. Have more programs available
35. More rehabilitation programs for all persons incarcerated.
36. Shut it Down!
37. more programs.
38. Close this prison down.
39. More programs, more vocational classes, better medical treatment. Better counselors that do more for individuals in custody. For water to be drinkable.
40. positive reinforcement. Better opportunities to re-enter society and education on how to obtain those opportunities
41. The office head follow the guidelines new laws fairly without biases and stop short changing us. We suppose to get 45 days good for programs they give us 32.5. The law is the law.
42. Provide more drug programs, and opportunity to go to work release and GET NEW Counselors
43. Day for Day should be more available. Water needs to be treated. Drug programs for all prisons
44. Better staff, more programs, More good time, better commissary, better water, stop racism, better law library & library more phones in units
45. Take away covid restrictions on visit policy (especially the appointment of visit a week in advance - the glass - and especially if staff is not even there.) Put phones on tablets or more on wall - and stay on all day, put portapottys in yard or allow us to go back to unit and come back. Leave all weights on gym tools out with C/O and inmate. Make staff get vaccine or move vaccinated people together. Put AC on.
46. fix all problems above
47. Get rid of counselors with poor work ethnics
48. There is no way to see information - memo- bulletins - unless (maybe) posted in library which is accessed only Bi-weekly. Information channels don't work. Bulletin boards are bare.
49. More qualified counselors
50. Start more trade schools
51. Water purification
52. Get college courses for A.A. and A.L.S. degree and higher education programs CBA degree or more college voc-tech programs that will help inmates get jobs in the real world
53. More washers and dryers for the housing units that don't have them
54. More program/learning, gear toward individual how they learn and not a standard test law/legal help reentry programs
55. The staff need to treat individuals with respect. Better water quality
56. More help about situations and less discipline
57. Improve clinical service's ability to rehabilitate and correct individuals At this prison
58. bathroom in cells more in cell time
59. To offer more personal development opportunities
60. Put people without covid shots in own housing unit

61. Install more phones or make calls available on tablets, end covid restrictions, properly stock the commissary/improve the quantity of the food in the kitchens. People are forced to buy supplemental food because the food is served so bad. More is thrown away than eaten.
62. 85% should be able to work and program and get good time
63. Other prisons have added phones to day room. One more here would alleviate a lot of issues. 3 phones for 50 individuals is just not enough! also outreach from wardens, there's nobody to voice our issues too.
64. New leadership, starting at the top (warden's) Warden's with "min" security exp. needed
65. Everything needs improved at Vienna CC... or shut down
66. Springfield needs to establish a lot more about down here. And pop up a lot more down here some C/O's and higher up [illegible] that we behave b/c springfield isn't here or consequences will be issued. They shouldn't know when you guys come.
67. more good time for work
68. Give laundry soap. Better healthcare.
69. Need faster responses from staff. Add digital kiosk to make info faster. Call passes need to be handed out faster
70. Close this prison.
71. Health and sanitation
72. Get a medical doctor who will do his job. I.A. to treat PREA Report as real and STOP ignoring them
73. Good conduct to be recognized, encouraged.
74. more School time, more washing machines
75. Incentives for early release for all.
76. Better outreach from counselors. More help from them to prepare us for release. Some actively try to insure our failure.
77. Counselors giving prisoners what it takes & or have coming
78. I believe that a very high percentage of the inmates are here for alcohol and drugs. If not directly - indirectly. If prisons are truly trying to correct us, we need counseling and treatment.
79. My suggestion do I have for improvement is going to program other people giving me advise on how to do anything.
80. Fix water - install air conditioning more programs.
81. The water, food, and staff
82. 1. A lot more programs 2. Programs for ppl that's been incarcerated for some time 3. Better LTS. Still the best prison I've ever been in and I've been to menard, lawrence, danville, [**ADDITIONAL PRISON REDACTED**].
83. Fix the track, better showers, newer clothes
84. Fix the water and the other buildings the place just needs fixed up
85. Better food like real beef and pizza could be better haha! more programs like on the web site it said it has a barber school and culinary school witch it does not!
86. Get rid of [**STAFF NAME REDACTED**]
87. The situation is bigger than just this prison. I think that embedded in government minds is that prisoners are not deserving of humane treatment.
88. Better training for the officer about respect for us.
89. Get college courses. Take glass off tables.
90. Giver more jobs to people who can use it not just to people who are 85%.
91. More programs whether educational, life skills, jobs, etc, open more doors, therefor one can really be rehabilitated that's only if that's a real goal.

92. Not a damn thing
93. Give everybody a chance to earn good time
94. Commissary, Dentist, Jobs, healthcare, school, housing, staff
95. Nothing is ever going to change. I have filled out 3 other surveys from you all in the past 7 yrs, and nothing has changed. It just makes y'all feel good about yourselves and that helps no one!!!
96. In the food takeout everything meat with soy because serving meat mix with soy, because fake the mind, but not my stomach. Because the soy produced me pain and diarrhea to fast when eat.
97. Administration (for ex: directors, wardens, etc) needs to openly communicate with the population to assess pros & cons -end segregation among staff members for equality to exist -change the coal plant to a safer energy source -hire doctors who care about human beings -investigate prison officials who have multiple grievances or law suits against them
98. A drastic shift from the idea of 13indfulness13 through punishment (inquisition) which causes resentment. To rehabilitative system through higher learning and mindfulness excersizes.
99. Have counselor that actually assist with issues who are available
100. Better staff teaching more programs and better means to prepare to reenter the outside world.
101. Shut it down
102. HEALTH CARE, old man section only, No top bunks for older persons to climb up to sleep
103. you're Judged on an Individual Basis. Open the prison to all Good Time--(No fights is Goodtime, No tickets, No seg, school, trades, No discipline reports, Jobs, Volunteer Work, No trouble in 10 years or 5 years, Receive certificates, GED, Degrees & etc.) When you do this it's going to help Individuals become better people in their state of mind and Decision making. Not wanting to ever get in trouble to receive Goodtime is also helping them change their thought behavior.

Q15. Please write any other comments or feedback on this survey below.

1. This prison needs to be shut down....
2. If you're not gonna do anything stop having surveys—no changes have been made to make us know this matters. The people who work here (wardens, counselors, nurses) think they are insulated and protected from any reprisals-so they carry on with same attitudes and behaviors. **[COUNSELOR NAME REDACTED]** is the most raunchiest, rude, and disrespectful woman in the human service field I have ever met! She needs to go!
3. Listen to what I've said, change all staff. Also get real counsels and not t/A as they are referred to.
4. I've been in several prisons over the last 25 years and this is by far the worst camp I've been in. It's like "Hotel California", you have no way of finding a place to stay to get out and they do as little as possible to help. I absolutely hate it here.

5. They do not care about certain people in vienna Thank you and yall need to do this more often.
6. Water quality is terrible + sanitation also. We should be given more sanitation supplies.
7. Please help us really please
8. Put in more phones or restrict a 2 hour limit on phones
9. For men who will work reliably - easier to get work release would help
10. None of the CO's is concerned with what the last or the next CO says nor do they know whats going on most of the time, and dont care to help.
11. Need to check all housing units for mold + structure damage, busted winches
12. This is a good survey, Vienna remains a good place to do time.
13. Thank you, and yeah need to do more often
14. N/A
15. If this prison is not closed IDOC needs to replace all the administration here 92% of the staff are on the take here. Even though there are cameras in the cell houses officers do not make rounds and look in cells every 10 minutes like they are suppose to. Inmates are allowed to yell and scream and play homosexual games and there is nobody to report it to or anything done about it. I know firsthand, I reported stuff I seen. I did not sign it there was a full investigation of who wrote the kite and not what the person did.
16. I am **[50+ years old]**. Lost my house and belongings after arrest I was out of work largely due to views of outbreak. I am seriously lost now and considering suicide.
17. Health care is bad. No special diets for medically impaired. Renal liver, ulcer problems, diabetics. They provide no medical diets! They lie about it. They overcharge for commissary items. No legal help in library.
18. This prison is the most broken down, unorganized, filthy, lost, unfair, non-caring, desperate prison I've been in and I've been incarcerated now for **[15+ years]**. Segregation and bias characteristics circle around obvious racism i this lack of a correctional facility I absolutely hate it here!
19. Certain inmates get to do whatever they want, threaten to kill other inmates, assault these inmates the cheating of staff that goes on here, the entire staff needs to be replaced.
20. A lot of stuff need to be changed in this place.
21. People who arrived here from other facility should be placed in some kind of programs or be placed to have a job if your time is short to help you get home to your love one's!
22. Cover-up of staff putting hits out by other inmates I have 2 grievances out on a LT. Nothing done. That why we had an inmate brutally stabbed and subsequent cover up Nothing Done.
23. The water here is Dangerous. The showers are always cold. only white people have the best jobs here they dont want to help me get my ADA hearing impaired equipment.
24. I fill it really depends who you are in this prison in order to get a job or recieve programing
25. N/A
26. N/A
27. To have a more updated program list and classes available. Commissary is terrible. People spend a lot of \$ and commissary workers treat people like shit.
28. Thank you for this survey. It shows someone out there do care about us in here.

29. We are constantly fighting with clinical service for fair treatment. They all lie to us and treat us like shit. They don't help us at all. [REDACTED] and [REDACTED] mostly. Don't test out water, it needs to be investigated by the EPA!
30. Need more mental help here.
31. Vienna C.C. Should get closed down due to the lack of quality drinking water, and the burning of coal (fossil fuel)
32. In all this institution should be shut down
33. I just think the prison system should do better as far as rehabilitation.
34. There's no black maintenance inmate workers, you have to sell your soul or be a trick for any officer get you a job, and the few cool officers that's here, is stuck in the middle with no backbone. But I will maintain. Truly Yours, [NAME REDACTED]
35. This Prison (Vienna C.C) Needs to be under investigation. As for with the counselors not doing their job. And making Fake paperwork to deny individual in custody work release and EDSC by saying Springfield Denied people for everything to keep them here in Vienna to keep the population over the amount they need to stay open.
36. Need more Day for Day opportunities. Drug program. Hear more from Springfield-not just counselors. Everything is concrete-need better living conditions (such as carpet & A/c) at Vienna
37. This prison is very racist a lot of favoritism not good staff or law library water is bad no AC in the summer the health care is very bad as well we still have rights
38. The staff supposedly put in policy to help us out or get us closer to our family but don't enforce the. Y'all should come to the prison and actually talk to us in front of wardens and directors (etc) to see what can make this a better safer situation.
39. this place is falling apart and needs a lot of money to fix all the problems.
40. Prison done nothing for me.
41. There is no quality of life in Vienna. It is merely a place to exist. Many here are gleeful of yard and gym time. School is 1 hr 15 min per day, in custody complain about not learning and therefore inconvenient to have to "go sit for a hour!" work is (example) 8A-10A, lunch 12P - 130PM. There is no opportunity for creative flow.
42. The plumbing systems is inhumane need updated work immediately
43. The prison needs to start giving the right people good time that deserve it
44. Great job on the survey of inmates
45. More action Less talk about change or help we need help!
46. Stop cheating people about they good time saying denied do to criminal history
47. Need to be much quicker about rehabilitating and correcting individuals with getting them into education programs and services of that nature
48. I just got to this prison but I'm hearing the water is bad hope I don't get sick
49. People from southern Illinois are treated better than people from Chicago, and some officers even know those individuals
50. Don't quarantine whole unit for 10 days while taking the sick person out after 2 days
51. I am enrolled at school. The teacher is frequently absent, no substitute is provided. She averages 2-3 days on the job out of 5. This makes it impossible to get anything done educationally or for credit.
52. We have only the most basic cheap hygiene items available. How much success can we have outside after years in here without being able to treat our skin and oral hygiene the way the rest of humanity is able. I work 5 days a week for 17/month. Before I came here I made 50/month for the past 10 years. Also, this prison is not at all what it claims to be. They don't care about reintegration at all. Visiting room glass dividers. Vaccinated visitors are still forced to see us through glass even though unvaccinated staff members speak to us every day without even a mask! Hypocritical

- and unfair! Please get us to have quality time with out families again! They are dying off while we spend years in here unable to hold their hand. There's no room for this. Staff will tell us they want to catch covid for time off so they don't even wear masks or quarantined areas. Meanwhile it's been years since we could visit with quality.
53. This is a min prison not a med or a max. I earn my way here but it's ran like a (med, max) in everyway!
54. Programs/work as well as education should be offered to EVERYONE. A person should never be told they're overqualified.
55. I'm 19 I came down here at 18. This didn't help me at all. It traumatized me in a way. This is no way humans should be treated at all. Thanks for wanting my opinion b/c they never care about it. Oh and Lt. **[NAME REDCATED]**, she shouldn't be the person who gives you a job AND work in the assignment office. B/C you'll never see a job if you make the smallest mistakes. The assignment office is who gives you your consequences.
56. Day for day work would be good and the food could be better
57. My Cellie has a rare thing and no one will help
58. First time in prison with only four months locked up in prison (215 jail days) also went to college and thought prison should be more rehabilitation and not just doing the time and being released. Serving a **[<5 year]** 50% sentence. Please add more admin staff. The CO's here are fine
59. Close this prison.
60. I wrote IA 3 times of a PREA Ishu and not even an investigation. I wrote you JHA with the same PREA Ishu and nothing is done. PREA IS A JOKE
61. They do things their way here. They are lazy, and treat you according to your offense. Who cares if you do your time as you're supposed to. I believe in reform!! Thank you for this survey. God Bless
62. Better toothpaste, better toothbrushes. We need better commissary items.
63. Will this survey truly help prisoners??
64. Better water quality. I'm experiencing medical difficulties due to the water
65. How are (we) Vienna & Shawnee prisoner part of the Censor that they get paid for us to keep the facility open. The water here is brown, beige at times (often). Help care unit is have condemned - same building as SEG - vent are covered to prevent asbestos - bird shit - how can you have a half condemned building? Go to & check the vent ask them to allow you to go on the second & third floor. My name is **[NAME REDACTED]** **[IDENTIFICATION NUMBER REDACTED]**. Come get me, I will speak out, come at the end & first of the month & see the brown water we are asked to consume the C/Os don't drink the water here.
66. For every inmate that wants to better his life and not come back, we need more trade schools, educational programs career skills, job training. And alcohol and drug treatment for everyone who wants to better their lives.
67. None.
68. Sell cigarettes or chew
69. This prison needs a lot of changing. They don't care about us.
70. My name is **[NAME REDACTED]** **[IDENTIFICATION NUMBER REDACTED]**. Y'all already know that inmate lives don't matter but I do appreciate the thought. Why was prisons like Kewanee built?? There is nothing just for inmates that's been gone over 15 years, why? I go home this year and I been programming my whole bid but I didn't get a chance to go to Kewanee or work release. Why is all the prisons in these SAFE towns, but 2 of the 3 work release centers in Chicago, right in the hood!!! Right Than you very much! Respectfully, **[NAME REDACTED]**

71. So nurses at the place like **[NAME REDACTED]** should not work here cause they are unhappy people that act like we lower than dog shit and they don't know how to talk to individual in custody like human just treat us like shit everyday if you going to do something right get her out of here that's good feedback
72. Thank you
73. All and all its not a bad place a lot of the people (inmate) down talk bad about this place. How many other prison is wat better then here. Vienna my first time in prison and it's a nice place or prison the C/O are dicent people humans just like I am there just doing there jobs really. Thank you for the survey hope my answer help out.
74. **[Staff member]** does nothing to help but everything to keep from helping. **[NAME AND IDENTIFICATION NUMBER REDACTED]**
75. Thank you for giving the survey, I hope some good can come out of it, with better understanding and mental health on all sides
76. We need more rehabilitative programs. Reentry programs, education classes, vocational classes, trade school
77. Why won't y'all advocate for our phones to be on tablets. 97% of all drama is centered around the phones.
78. This suppose to be a Min yet dixon has way more programs than Vienna ever could have why? Most of the program they give to men who are either short in time or just come in institution instead of everyone, especially individuals who have been incarcerated, so they outdate can arrive earlier as well not only those who are short with 6-12 months left on their sentence
79. Everytime the people come down they get everything right. So the big guys won't see it. Or they show other houses
80. They need 2 help us prepare for housing for when we go home most of incarcerated people are homeless
81. We had laws that went into effect July 1, 2021 that allowed us to earn good time, they have found a way to manipulate that! Also there is a "ORAS" score that they use that determines wheather you can get into self-help classes and obtain "good time", so the only ones the score high to re-offend these classes, so in my case I'm first time offender and scored "low" so I'm screwed getting any extra "good time"
82. I need make more better the area of clothing, because not haven sufficiency clothing for all inmates, and in the store state blankets in a cost of \$11.10 each. This blankets is free I can't understand why sale state thing? When is a post to be free for all inmates.
83. Many people have lost faith in entites such as UPLC & JHA. I hope you will open your hearts up more so than ever before, and investigate this prison, and truely listen to the needs of the people. Thank you for your service.
84. The opportunity to create community has been overlooked by the idea of institutionalization accusationism. Those who focus on blame and retaliation. Pattern thinking (institutionalization) causes those who live in a mental box to constantly focus on the standard rather than rising above it. Most often forcing the standard on others while failing miserably at living up to it.
85. Have a better path at release for low level non violent drug offenders.
86. Hopefully there will be some changes made that honestly will make a impact for the betterment of the inmates and staff as a whole.
87. help
88. been going to school for 3 months only got 28 days of good time so far. because other people have tested positive for covid.

89. it's always about your color of skin, America was founded by all build by all. And I know race is race issue's is everywhere here Blame Game. Better health care, Peal people need, A lot of fakeness, etc.
90. they need to have an Entrepreneur Life changing class. Whatever your Individual strength is, you receive help in that particular field. If you make T-shirts, can Draw, make Gymshoes, want to get your own beauty salon, or you are a Inventor or creator, They have someone to help you because if you doing what you Love to do its not consider Work but fun. you wont be back in jail. But if they only have Auto mechanic but thats not your passion youll be back in jail because it was the only available skill to take and what you love to do is not in the prison system. Therefore the prison system needs to grade on... an Individual basis. What you have available may not be suitable for everyone. Therefore if the prison had a system to help an Individual with their special skill, The 85% recidivism rate will decrease. Because now what you have is... people loving working on what their good at rather than what they learn along the way Just to get by. P.S. I been locked up since Nov 2001 and I've created 32 businesses for myself and since I been in Jail they dont have not 1 Individual class to help assist me with my Entrepreneur skills.

Other Marginalia Comments

Q1. Age (Under 26, 26-30, 31-40, 41-50, 51 and over)

1. [NAME REDACTED] and [IDENTIFICATION NUMBER REDACTED] , #Been gone [15+ years] for a case that happened when I was [>18 years old] Im [30+ years old] now and still have [5+ years] left

Q2. Race or ethnicity (White, Black, Hispanic or Latino, or Other)

2. [Other] Moorish
3. [Other] Moorish

Q8. Mark response that best describes how you feel (Strongly Agree = SA, Agree = A, Neutral = N, Disagree = D, Strongly Disagree = SD)

Relationships between staff and incarcerated people are good.

1. [N] It depends on the inmate

Staff here treat incarcerated people fairly when applying the rules.

1. [D] Staff sometimes break rules to cover their lies

I trust the officers

1. [A] SOME
2. [N] You can trust a few

The best way to get things done is to go through the official channels.

1. [N] It depends on the staff and inmate relationship

I have been helped significantly by a staff member with a particular problem.

1. [N] This one

Overall, I am treated fairly by staff.

1. [A] Only because I don't get into trouble

I am treated as a person of value.

1. [D] You treat people How you want to be treated (show respect... get respect)

Q9. Mark response that best describes how you feel (Strongly Agree = SA, Agree = A, Neutral = N, Disagree = D, Strongly Disagree = SD)

I feel safe from being injured, bullied, or threatened by other incarcerated people.

1. [N] I stay out the way

Staff have enough experience and expertise to deal with issues that matter to me.

2. [N] But Not Humanity

If you do something wrong, staff only use punishments if they have tried other options first.

1. [D] Some

Staff are argumentative towards incarcerated people.

1. [A] Certain Staff

To get things done, you have to ask and ask and ask.

1. [N] Depends on the officer

The environment encourages me to think about and plan for my release.

1. [SD] Not the environment, you want more for yourself & kids

Positive things only happen for a certain type of people.

1. [SA] White

I can't improve my situation through good behavior.

1. [SD] Help

My experience of imprisonment in this particular prison has been stressful.

1. [SD] Yes
2. [N] Sometimes you can be stressing and Don't Know it

I have to be careful about everything I do, or it can be used against me.

1. [SD] yes

This prison is controlled by incarcerated people rather than staff.

1. [SA] As far as jobs-yes

This prison is well organized.

1. [N] You have your good and you have your Bad points

I feel that I am treated with respect by staff.

1. [N] Some

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

1. [N] Some
2. [N] Depends on what you need

You never know the rules.

1. [SD] A 3 year old baby knows when shes doing wrong

My experience in this prison is painful.

1. [N] Stressful

I have to buy and sell things in order to get by.

1. [SD] I have family

Decisions are dominated by concerns about security.

1. [A] (Or that is the Excuse)

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

2. [SA] I'm a business minded Entrepreneur, who's doing a lot of positive, productive & constructive things

Q10. Mark response that best describes how you feel (Strongly Agree = SA, Agree = A, Neutral = N, Disagree = D, Strongly Disagree = SD)

I am not being treated as a human being in here.

1. [N] How you treat staff will determine how you will be treated

When important decisions are made about me, I am treated as an individual, not a number.

1. [SD] Biases

Drugs cause a lot of problems between incarcerated people.

2. [SA] Never ever been High But I see what it Does to others

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

1. [N] They make Look at ones History

This prison is safe for incarcerated people.

1. [D] Water

This prison is better now than it was last year.

1. [N] if you're better now the prison is better, if you're always in trouble the prison is worst

Q11. Overall, on a scale of 1 to 10, mark the box this prison deserves in terms of quality of life/general treatment of the people incarcerated here.

1. [6] The Water supply's brown and overly charge for water on commissary
2. [5] 5½ overall, 3 quality of life, 8 general treatment

Miscellaneous Comments

1. been going to school for 3 months only got 28 days of good time so far. because other people have tested positive for covid.



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 concerns and 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 www.thejha.org 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 agreed to be interviewed for this report and who graciously shared their experiences and insights with us.

