



PENNSYLVANIA
PRISON SOCIETY
justice & compassion

To: Commissioner Blanche Carney
From: Claire Shubik-Richards, Pennsylvania Prison Society Executive Director
Noah Barth, Pennsylvania Prison Society Prison Monitoring Director
Regarding: PICC Walkthrough, October 28, 2022
Date: January 9th, 2023
Copied: Philadelphia County Government Officialsⁱ
Pennsylvania State Department of Corrections
Prison Society Board of Directors

This memorandum summarizes the Prison Society's walkthrough of the Philadelphia Industrial Correctional Center (PICC) on October 28, 2022.

The walkthrough re-enforced findings that have been repeatedly brought to your attention following walkthroughs of facilities within the Philadelphia Department of Prisons (PDP) since June, 2021ⁱⁱ. These findings are also consistent with those of the court appointed monitor's first report that was published on November 4, 2022.ⁱⁱⁱ

In particular, more than two years since the start of the pandemic, people in Philadelphia custody continue to report:

- Being locked in cells for extended periods without staff supervision
- Delays in access to counseling and medical services
- Limited access to the law library
- Allegations of staff assault
- Lack of access to general and personal hygienic supplies
- Lack of access to clean sheets and clothing
- Lack of access to video visits and phone calls

The Department has spent hundreds of thousands of dollars on an outside consultant to help resolve these issues. The consultant's findings have yet to be shared publicly and there are no obvious improvements.

Background

The Pennsylvania Prison Society serves as Pennsylvania's independent prison monitor. The Society assists people in custody with resolving issues related to their

health, safety, and dignity. Our helpline receives approximately 100 calls and 100 letters a week from people in jails and prisons throughout Pennsylvania requesting assistance.

On October 28, 2022, Prison Monitoring Director Noah Barth, three Prison Society volunteers and two staff members from City Council Member Thomas's office conducted a walkthrough of PICC.^{iv} We were escorted by members of the Philadelphia Department of Prisons (PDP) senior staff.^v The walkthrough included a tour of four housing areas, and structured interviews with 35 incarcerated women and 29 incarcerated men. All interviews were voluntary, anonymous, and interviewees were randomly selected. We interviewed 54 people in three general population housing units either one-on-one or in small groups, and 10 men at one Restricted Housing Unit, "RHU" or "segregation" or "solitary" through one-on-one conversations at their cell doors.^{vi}

Unit	Classification	Number of interviewees
B	Medium Security Women	11
A	Transition Unit Women	10
D	Restricted Housing Women	14
E	Restricted Housing Men	10
H1	Maximum Security men	19

In addition to interviews conducted, the Prison Society received a written "petition for change" dated on October 22 and signed by 35 women incarcerated at PICC. This petition identified many of the same issues reported during our walkthrough. Between March and October 2022, the Prison Society met with 35 people from PICC and ASD / Mod-3 who had contacted our office requesting assistance. The content of those meetings provided additional contextual data.

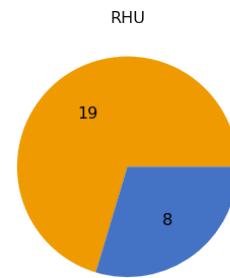
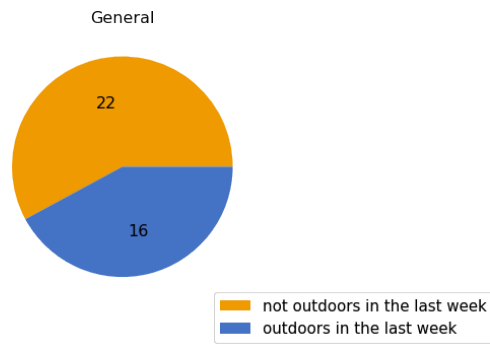
The Prison Society previously conducted a walkthrough of PICC on March 18, 2022. Additionally, we conducted a walkthrough of ASD, Mod-3, and Unit G of DC on August 16, 2022, where many of the women now confined to PICC were housed prior to their transfer to PICC on September 21, 2022.

Locked in cells for extended periods without staff supervision

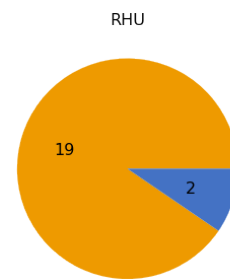
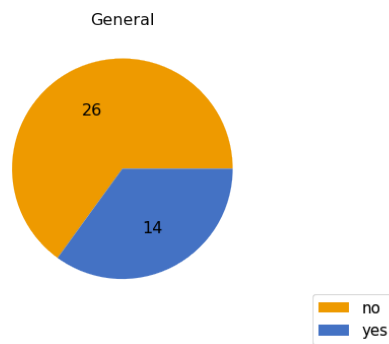
Despite being several years out from the height of the pandemic, incarcerated people we interviewed consistently reported being confined to their cells for days at a time, being allowed out only infrequently and irregularly. Most reported that the time allowed out of their cells was short and access to the outside infrequent.



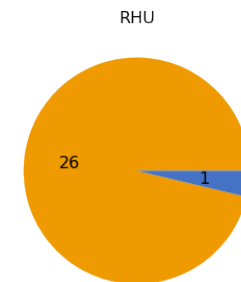
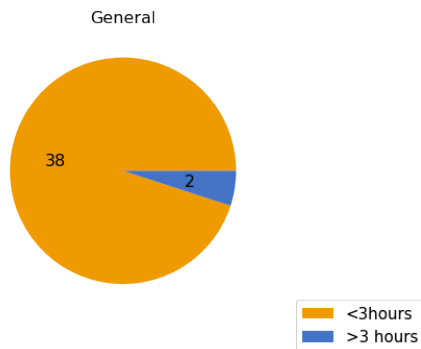
How many times in the last month were you allowed outdoors?



In the last week, did you get out of your cell every day?



This last week, when you were allowed out of your cell, how long were you allowed out?



One incarcerated man and one woman alleged that staff levels were significantly reduced on Sundays during sporting events. The same trend was identified within the petition for change submitted to the Prison Society. Lack of staffing on weekends, holidays, and Eagles games was reported in our prior walkthroughs as well.

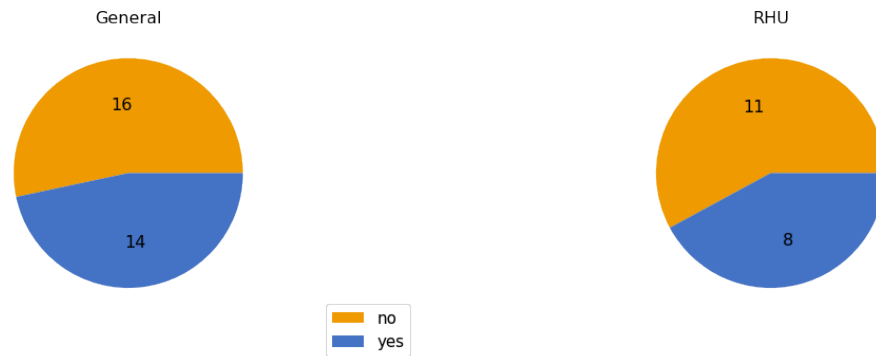


Another woman we interviewed explained that individual staff on duty decide whether outdoor access occurs during a particular shift, saying “I was out this morning, but they do that shit when y’all coming?” Another man we interviewed described staff as “lazy” when speaking about out of cell and outdoor time.

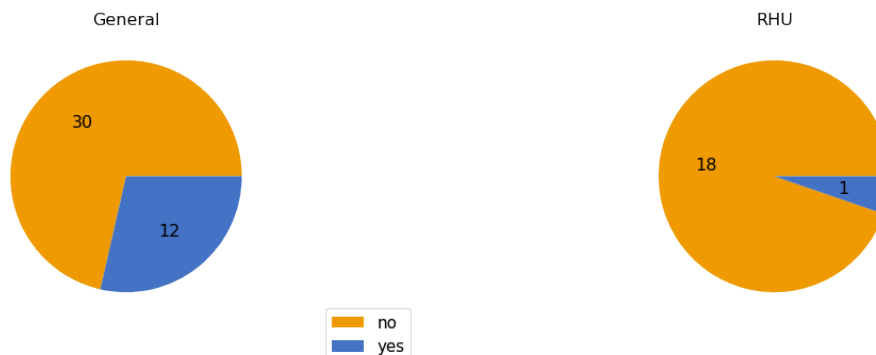
One man we interviewed described a link between lack of out of cell time and violence, reporting “staff are lazy and don’t let people out. It causes arguments.” One man, citing the tension between incarcerated people said, “I think it’s because we’re locked in so much.”

One woman stated that severe limitations on time outdoors resulted from unit staff only allowing four cells out at a time.

Are COs available at night?



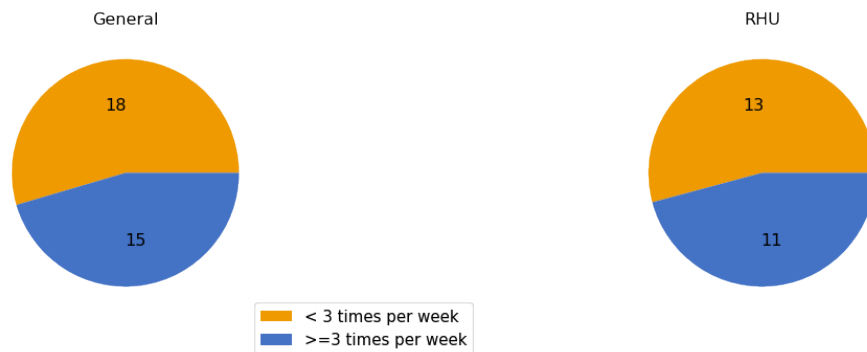
Are COs available on the weekend?



Lack of staff presence was reported consistently across the units we visited. One woman stated “one day there was one CO covering three blocks.” Another said “they’re very short-staffed. Every few days they have to shut down the jail and not let us out for rec.”



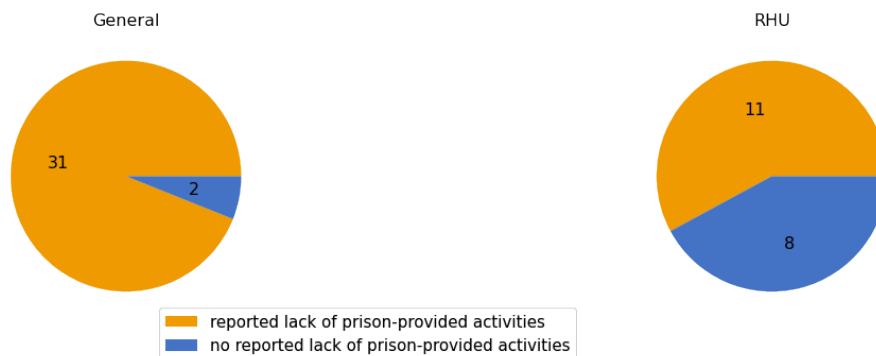
How often are you able to shower?



While almost half of people indicated that they received a shower three times a week, there were a wide range of responses. Significantly worse results were received in RHU than in general population. One man in RHU said that he had gone as long as nine days without being able to shower, another man said he hadn't showered in 11 days.

One woman said "the showers are often faulty. Either it is cold or scalding hot so we can't shower or the drain will block up and flood every couple of days." The petition for change cited above states that "the showers are rarely hot and there no hot water in any sinks"

What in-cell activities does the prison provide?



Regarding in-cell activities, one woman in restricted housing said "There's nothing. There's no movement, there is no library, no program, no activities... I have been trying to go to art therapy for four weeks"



Lack of response to sick call requests

The failure to respond to sick call requests in a timely manner is another issue that came up repeatedly during the walkthrough, consistent with reports shared in prior walkthrough memos.

Have you tried to access medical care?



Three separate women in general population explained that they faced difficulty accessing medical care, even after making multiple requests and having serious needs. One woman said that she had “recently miscarried and I’m still waiting a month to see MD.”

One woman in restricted housing said that she had submitted “over 20 sick call slips and just saw the MD yesterday.” Another said “I sent slips a month ago and still haven’t heard back.”

Another woman said “they are horrible. I was waiting for at least a month and a half” Another said woman who suffers from endometriosis sad that she had put in a request to see healthcare staff two weeks ago and has still not been seen.

In addition to difficulties accessing care, people we interviewed stated that there were issues accessing the correct medication in a timely manner and in correcting errors in care. One woman in restricted housing said “It is extremely inconsistent when we receive our meds in here. One day we got morning meds at 10am and then night meds at 5pm.” Another woman in unit said that they were missing medication, submitted a slip to address the issue on September 26, and then had to wait “weeks” for the error to be corrected.

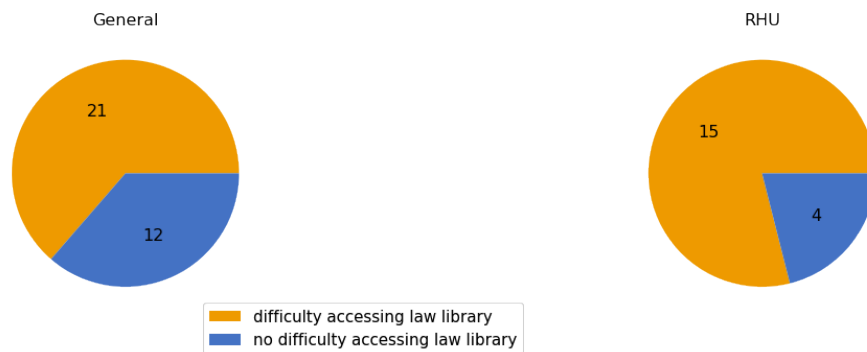
These reports are consistent with recent correspondence between incarcerated people and the Prison Society. Between March and October 2022 ten out of 35 requests for assistance we received from people incarcerated at PICC and at ASD-Mod 3 (where the incarcerated women were previously housed) focused on healthcare, in particular lack of access to treatment and medication.



Limited access to the law library

Lack of access to the law library was another consistently reported issue.

Have you tried to access the law library? If yes, were you able to?



Thirty-six out of 52 people we asked stated that they were unable or severely limited from utilizing the law library. This is consistent with multiple recent walkthroughs of PICC and other PDP facilities. This lack of access conflicts with Inmate Handbook which on page 13 states that ‘a law library is available where you may do legal research.’

One man in RHU said “I haven’t been to the law library in seven months.” Another man said “I’ve been here since August 1st but I have not seen the library.” Another man in general population said “There is not access to the law library because of staffing”

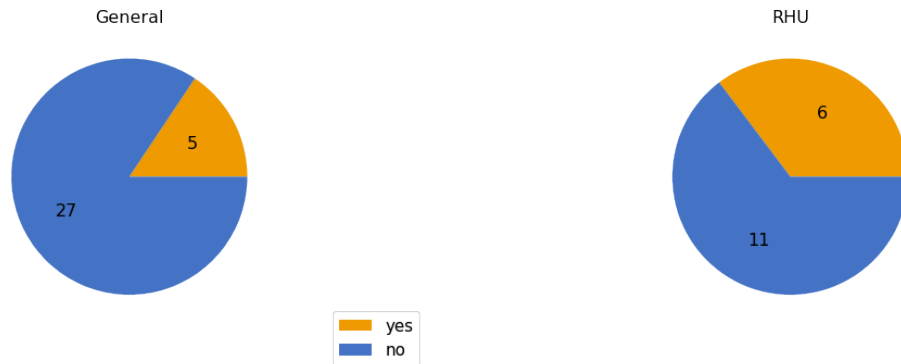
Incarcerated people also cited an absence of working equipment and guidance in how to use the law library once accessed. One woman in restricted housing said “They did let us go there once. There were only four of us. There was one computer. The printers didn’t work. There was no one to help us. They just left us for three hours with nothing to do”

Allegations of staff assault

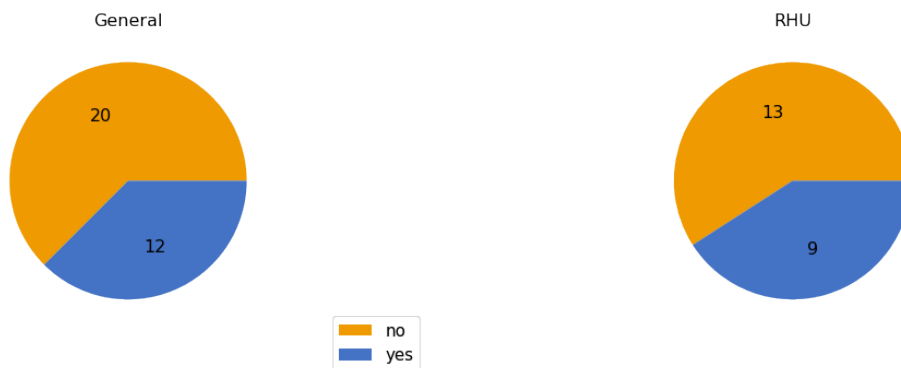
Incidents of staff assault were reported by a significant minority of interviewees.



Have you witnessed staff assault while in custody here?



Do you feel safe in this prison?



One third of people we asked reported not feeling safe in PICC, with one fifth reporting witnessing staff assault while in custody there.

One woman said that she had been assaulted by a male staff member who had beaten her on her head. One man and one woman reported unnecessary staff use of mace. "They disrespect us, call us all kinds of homophobic slurs. If you say anything back they'll chase you down and spray you and put you in the hole." Another man in said, "All the time people are being maced."

In September 2022, we received two official visit requests from individuals at PICC reporting staff assault. One came from a man who alleged that a staff member had hit him in the head so hard that he was left feeling light headed. Another came from a woman alleging that she had been slammed into a door by COs.

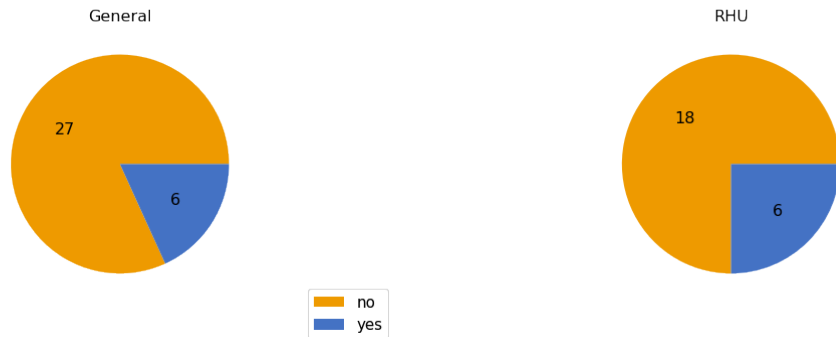
One woman reported that violence and assault varies between staff members: "Some who care as long as you respect them back. They got some hot heads too" One man we interviewed who did not report witnessing violence stated "the cameras are doing their job" in preventing violent behavior.



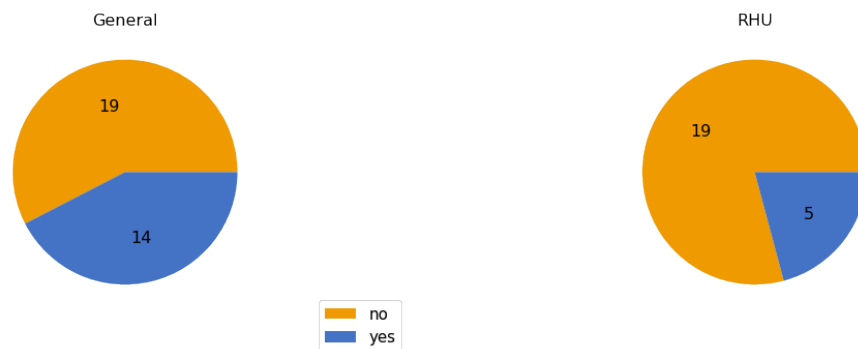
Lack of access to general and personal hygienic supplies

Interview responses from this walkthrough reinforced previous concerns regarding access to personal hygiene and general cleaning supplies.

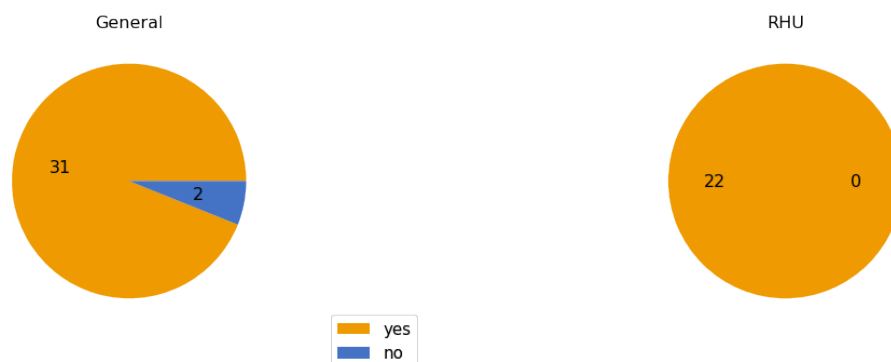
Do you have adequate access to basic hygiene items like toilet paper or soap?



Are you able to access cleaning supplies to clean your cell?



Have you ever seen rodents in the unit?



Five of the women interviewed commented specifically on insufficient access to female hygienic products. One said that they were given three pads for five days.



Another woman said “sometimes we have none. They have to go to the other units to find them for us.” One woman said “we’ve got to beg them for it. Then they give us attitude.”

When asked about access to cleaning supplies, one woman in restricted housing said “Saturdays they come and spray. You are not allowed to have them in between.” Another said “You have got to cut a sheet up and get on your hands and knees” to clean their cells.

Across all units, people interviewed reported seeing rodents “every day” and “all the time.” One man in said that “roaches are in empty food trays” another woman said, “There are mice all over.” A woman in restricted housing said that they had complained about the rodents and were told that it was an old building and there was “nothing they could do.”

In addition, incarcerated people reported serious issues with access to clean clothes and sheets as we have previously reported.

How often to you get clean sheets?



How often to you get clean clothes?



One woman said that they hadn’t had clean sheets for two and a half months. Another woman said “I just got them after two months.” Another woman in restricted housing said “I don’t even know what day laundry day is”.

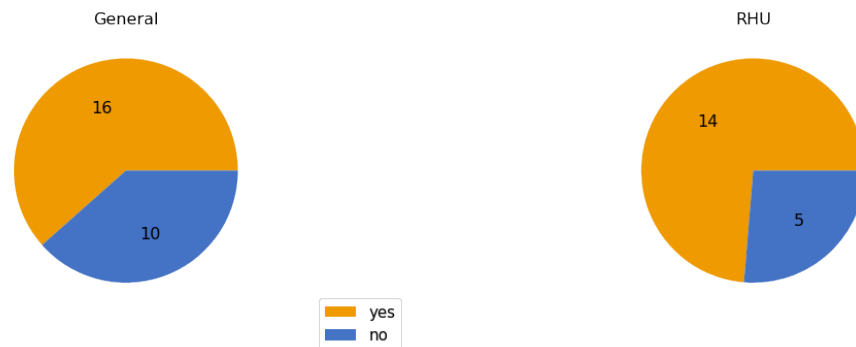


One man in restricted housing reported that they “can’t wash clothes” at all and had no way of getting clean sheets. Another man said that they wash their clothes in “in the toilet and sink”

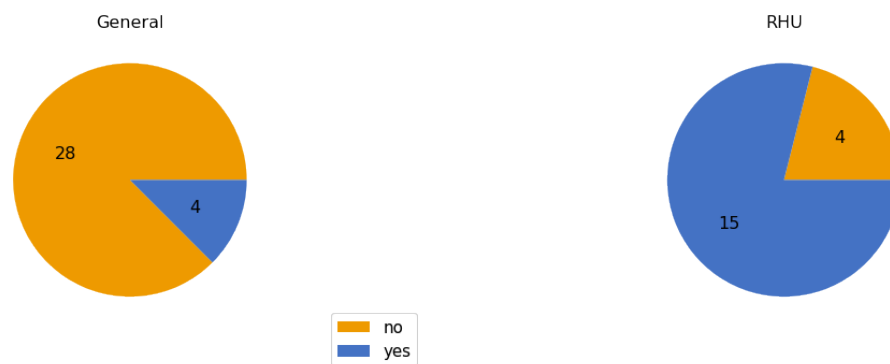
Limited Access to Phones and Video Calls

Limited access to phone calls and video visits is another issue consistently reported during this and our prior walkthroughs.

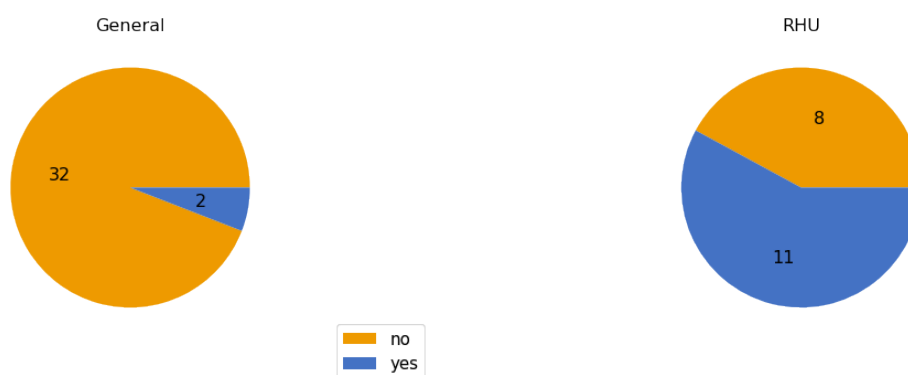
Are phones on the unit broken?



Do you have sufficient access to phone calls?



Do you have sufficient access to video visits? How is the Quality?



People described multiple issues with the phones in their housing units and the pin number system. “Most of the wires are messed up. You have got to stand certain way or they can’t hear you.” The “petition for change” received by the Prison Society cited the failure to meet identified standards; “in the handbook it is said that all inmates are entitled to a free 15-minute phone call daily but some of us are unable.”^{vii}

In addition to the problems with the phones themselves people identified issues with the pin access system. The petition for change stated that “Multiple people’s phone pins are not working,” preventing them from making phone calls.

One woman reported that when they are allowed out of their cells, their recreation time is limited to the extent where they have to choose between making a phone call or taking a shower. Others said there were too many people wanting to use the phones and as a result, access wasn’t always possible. One man stated that the lack of working phones “causes fights.”

These are phenomena that we have consistently reported across our walkthroughs.

Commenting on the difficulties of video visits, one woman said “there’s only one CO that really does it. She makes a list. If she is not on staff, then we’re stuck.” Others said that the number of tablets available was inconsistent “There are supposed to be four tablets, but they only put out two.”

Unsafe physical conditions

Although the Prison Society did not ask specifically about the safety of electrical wiring, the issue was raised separately by three people who said that there were multiple examples of exposed wiring and improper maintenance of electrical systems. We directly observed exposed wires in the wall of one shower stall. Whether or not these wires are creating a safety risk, they are impacting incarcerated people’s sense of safety.



Recommendations

This walkthrough reinforced findings from previous visits to PICC and other PDP facilities. Many of these recommendations are repeated from previous walkthrough memoranda.

For close to two years the Prison Society has documented the dangerous and degrading conditions in the Philadelphia prisons.

At a time when the City is facing a gun-violence crisis, ending government-generated abuse and neglect at the Philadelphia jails should be a paramount concern. Abused people abuse, and experiencing abuse at government hands degrades trust in government and the rule of law.

In March 2022, the City hired former Corrections Secretary John Wetzel to advise the City on how to end the jail crisis. It was our understanding that Secretary Wetzel would provide initial recommendations over the summer. Seven months later, we respectfully request that the City immediately make public Secretary Wetzel's findings and recommendations.

The majority of the recommendations that follow we have written before, and given the City's refusal or inability to act, we fear we will write all of this again.

The ongoing crisis at the City's correctional facilities is the confluence of too few correctional staff, administrative inefficiencies resulting in people staying in jail longer than is needed, and serious physical plant and management problems. After a year and a half of this crisis, and coming on the tail of the pandemic, it is easy to become numb to this tragedy. Yet, until decisive action is taken, more people will die, be injured, be emotionally degraded, and violence in Philadelphia will continue to rise. We continue to urge the city to consider:

- Utilizing national guard and/or contracted temporary staff to address critical staffing shortages and specifically medical staffing shortages.
- Temporarily leasing space in other, nearby facilities with excess capacity.
- Working with the criminal legal stakeholders to address the administrative inefficiencies that keep the jail population excessively high, such as the time to Gagnon One hearings, the time to Early Bail Review (EBR), the time for transportation to state facilities, court continuances, and the delays associated with the court process for individuals who are arrested while under community supervision. While some of these items have improved somewhat, specifically EBR timing, there is more that could be done if efficiency was prioritized.

The Prison Society does not call on the city to undertake any one of these solutions, but rather to thoughtfully consider them all. Each one may have important



drawbacks, but at the same time, each one may lead to safer facilities, and a safer Philadelphia.

While these are the type of big initiatives needed to end the crisis, there are other measures immediately available that will help ameliorate the degrading and dangerous conditions that persist.

Locked in cells for extended periods without staff supervision

- Individuals in general housing should be permitted out of their cells at least twice a day and for longer periods of time. The availability of outdoor recreation should be increased.
- Procedures should be put in place to create consistency in how many people are being let out of their cells, and which people are let out when. The Department of Prisons can address the current inconsistency, which leads some people to go days with being let out, while it continues to hire more officers and works to provide three hours a daily out of cell time for non-quarantined units.
- Staff should be assigned and present inside each housing unit 24 hours a day.
- Senior staff should periodically make unannounced housing unit tours during all shifts to monitor if recreation time and programming is being provided.

Sick call requests

- Identify and address hurdles for getting requests for medical care processed and responded to in a reasonable time.

Access to the law library

- Immediately resume library and law library access for all incarcerated individuals. The inmate handbook states that “the law library is available to you” but as we document, it is not available in any practical way to the people we spoke with.

Lack of in-cell activities

The City of Philadelphia should provide daily activities that can be conducted while in a cell while units are in isolation or quarantine, such as books, puzzles, or ebooks. Approaches to consider include:

- Providing ebooks, games, and other programming on the GTL prison tablets, similar to what Allegheny County, Berks County, and the PA DOC have done. To do this equitably, Philadelphia would need to purchase enough tablets to enable every resident to have a few hours with a tablet each day. These tablets will be



used well beyond the pandemic. If possible, Philadelphia may wish to consider an alternative tablet provider that has more extensive educational programming at less cost to the incarcerated patron.

- Weekly distribution of hard-copy activity books or magazines, similar to the puzzle books the Prison Society donated to the Department of Prisons at the Prison Society's expense in 2021.

Lack of access to general and personal hygienic supplies and clean sheets and clothes

- Provide incarcerated women with a choice of tampons as alternative to pads, similar to what Allegheny County and Delaware County have done. In both locations, administration has reported no security or other issues after the introduction of tampons.
- Immediately increase distribution and access to cleaning supplies.
- Ensure that linen and other laundry are being washed on a weekly basis as required by the inmate handbook, Section II, page 13.

Lack of access to video visits and phone calls

- Prison administration should have the phone service provider conduct weekly tests of all housing unit phones and confirm, to the prison, which phones are working.
- Implement and supervise a system for equitable tablet and phone access in each unit. This can be a simple sign-up sheet with time limits, which seems to be working in Mod-3 D Block.
- Increase access to video visits by purchasing more tablets.
- Change the video call provider to a more reliable service like Zoom which is used by the PA DOC.

Issues with the physical plant

To rectify the safety risks and fear created by exposed wiring, PDP management should conduct an immediate and comprehensive screening of all areas of the PICC and identify areas of concern.

Thank you, once again, for facilitating this walkthrough. The Prison Society is a partner in ensuring the health, safety, and dignity of Philadelphians in prison custody.

We would appreciate a written response to this memorandum within two weeks of receipt. Thank you for this opportunity to be of service.



We look forward to our scheduled walkthrough of the Detention Center on January 18, 2022.

ⁱ Greg Vrato, Philadelphia Department of Prisons, Chief of Staff
 John Wetzel, Philadelphia Department of Prisons, Consultant
 Christina Pastrana Hernandez, Chief of Staff
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 Members of City Council
 Controller's Office
 Diana Cortes, City Solicitor
 Larry Krasner, District Attorney
 Keisha Hudson, Chief Defender
 Alexander DeSantis, Inspector General
 Idee Fox, President Judge, Court of Common Pleas
 Lisette Shirdan-Harris, Administrative Judge, Court of Common Pleas
 Joffie Pittman, Supervising Judge, Municipal Court
 Lucretia Clemons, Supervising Judge of Criminal Trials
 Patrick Dugan President Judge, Municipal Court
 Philadelphia Prison Advisory Board
 Philadelphia members of the Pennsylvania Legislature
 Ilana Eisenstein DLA Piper
 Thomas Greishaw, PA DOC

ⁱⁱ <https://www.prisonsociety.org/news-and-resources>

ⁱⁱⁱ United States District Court for the Eastern District of Pennsylvania, Thomas Remick et al, v City of Philadelphia, No.:2:20-cv-01959-BMS 'Monitor's First Report' November 4th 2022, [Monitors-First-Report.pdf \(phila.gov\)](#)

^{iv} Prison Society volunteers Andrea Striepen, Yvonne Newkirk, and John Knapich and Councilmember Thomas' Legislative Director Daniel Lodise and Communications Director Max Weisman

^v Chief of Staff Vrato, Deputy-Commissioner Beaufort, Deputy-Warden Vetter, Shift Commander Anderson

^{vii} The referenced passage in the Inmate Handbook supplied to incarcerated people on the arrival at PICC: The Philadelphia Department of Prisons, Inmate Handbook, June 2, 2016, p.18





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Blanche Carney, MSS, CCM
Commissioner

January 30, 2023

Claire Shubik-Richards
Executive Director
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230 S. Broad St., Suite 605
Philadelphia, PA 19102

Dear Ms. Shubik-Richards,

I am writing in response to your January 9, 2023 memorandum concerning the Philadelphia Department of Prisons (PDP). Your letter is based on the October 28, 2022 tour of the Philadelphia Industrial Correctional Center (PICC) conducted by Prison Monitoring Director Noah Barth, three (3) Pa Prison Society Volunteers, and three (3) members of Councilmember Isaiah Thomas' office.

Before addressing your specific issues raised, I reiterate our commitment to continue to improve the physical plant of all our facilities to optimize clean, healthy and safe conditions for our incarcerated population while ensuring that they receive proper time out of their cells with access to services and activities.

At the time of this inspection, October 28, 2022, the Philadelphia Industrial Correctional Center (PICC) was going through a transitional period with the female incarcerated persons who arrived to PICC on September 21, 2022. Since this report, many significant changes and practices have been implemented.

- Designation of a quarantine housing unit
- Designation of a behavioral health unit
- A continuation of programs and the addition of new programs
- Reclassification of employment opportunities for Incarcerated People to earn pay for their work.

The new programs for the incarcerated female population mentioned above are "C.H.I.L.L. O.U.T.," a spiritually based program for dealing with trauma, "Food Trust," a food nutrition education course which teaches nutritional facts and healthy dietary choices, and "RECLAIM

U,” a Home Health Care Aide Certification Course which provides potential job placement opportunities.

I will now address the issues you raised in turn.

Locked in cells for extended periods without staff supervision:

Protocols have been established to allow between (5) and (6) hours of daily out of cell time for incarcerated people on all general population housing units, while maintaining established security protocols. We reviewed the staff assignments for the PICC facility and it does not reflect any extended periods without staff supervision. Further, we are continuing our intensive job recruiting/hiring efforts, which included billboard advertising during our last open Job Announcement for Correctional Officer. We are also exploring incentives that can be used to motivate staff to report during sporting events. The PICC housing areas have direct access to an outside yard. Access to showers is available to incarcerated people at PICC during time out of cell.

In-cell Activities

All individuals in detention at PICC have reading and writing materials in their cells. These materials may be used to occupy their time or communicate outside the institution. Incarcerated people on restricted housing units are in a punitive or administrative segregation status. Due to this status, they are permitted to have abbreviated time out of cell, but may not participate in the same out of cell activities as general population unless/until their housing status changes. Just like the incarcerated people in general population, incarcerated people in restricted housing units have reading and writing materials to occupy their time and communicate outside the institution. Further, commencing in August of 2022, incarcerated people in restricted housing units at PICC have had access to education tablets.

Lack of response to sick call requests:

Due to the anonymity of the incarcerated people who commented on this issue, our contracted medical provider cannot investigate the accuracy of their issues raised. Sick Call slips are picked up every evening by medical records staff, from a locked box clearly identified “Sick Call.”

Sick call slips are triaged by the registered nurse, all emergent requests are seen immediately, and other requests have a face-to-face encounter with a nurse within 24 hours. Appointments are then scheduled for each patient ranging from immediate to routine. If routine, the patient is scheduled to be seen within (5) days. Depending on the incarcerated person’s needs upon being seen by the RN for sick call, the IP may be scheduled to see the provider as a follow up.

Incarcerated persons needing specialized treatments are seen, triaged by a nurse or doctor, and then set up for an appointment either within the facility or at an off-site location. Due to the challenges in scheduling specialized appointments, it may take several weeks before an individual is seen at an off-site location.

Medication

Medication is distributed three times a day, 9am, 5pm and 9pm. A "red flag" process is enacted if an incarcerated person does not receive their medication.. The incarcerated person is seen and counseled by medical staff, and this is documented in their medical charts. Incarcerated persons who are on the Behavioral Health treatment list, as well as incarcerated persons who are not currently on the Behavioral Health treatment list, can also submit sick call slips to be seen by the Behavioral Health staff. Lastly, every incarcerated person can submit a grievance at any time regarding any alleged lack of medical care. Our medical provider must respond to the grievance within (14) days.

Limited access to the law library:

PICC has implemented new procedures to allow for increased law library access. Every housing unit follows a sign-up procedure for accessing the law library. Supervisory staff provide monitoring. Further, for restricted housing units, the law library is located on the housing unit itself. Incarcerated persons can ask to use the law library during out of cell time. If more time is needed, the restricted housing unit incarcerated persons can request additional time to the unit manager via a request to staff.

Regarding law library equipment breakdowns, when the correctional staff are made aware of any problems, such as the need for paper, equipment malfunctions, etc., steps are taken to remedy these problems. Copy paper is replaced. Connectivity problems and equipment malfunctions are reported to our IT department. Further, our law libraries are consistently monitored and the most recent check on the PICC law libraries, conducted the week of January 17, 2023, showed that all PICC law library equipment was in good order.

Allegations of staff assault:

Allegations of assault by correctional staff are taken very seriously. When allegations are brought to our attention, an investigation is initiated and completed. There are various means of reporting any alleged assault by staff. A Request to Staff may be made for the incarcerated person's Social Worker, the Unit Manager, Chaplaincy Services, or the Medical Department. Further, any incarcerated person may file an allegation of staff assault through the grievance process, reviewed by the Deputy Warden of Administration for the facility. All uses of force on an incarcerated person are investigated accordingly.

Lack of access to general and personal hygienic supplies:

All incarcerated people at PICC are provided basic hygiene items. Toilet paper is given out on a weekly basis to all incarcerated people. If an additional supply is needed, they only need to ask the correctional staff on their housing unit. Soap is distributed every Wednesday to all incarcerated people at PICC.

The supply of feminine hygiene products has not been an issue since PICC put a system in place allowing for direct order of these supplies. Upon request, sanitary napkins/tampons are given out by housing unit correctional staff. Different brands of soap and sanitary products beyond what we provide are also available for purchase through commissary. Regarding cleaning supplies, when incarcerated people come out for their time out of cell, cleaning supplies are readily available for them to use on both the 7-3 & 3-11 shifts.

PICC has contracted with exterminators to come into the institution on a weekly basis to eradicate/control vermin. After each meal, an effort by the correctional staff is made to collect the food trays out of the cells to limit the spreading of vermin.

Regarding G.I. Cleaning, Saturdays are designated for the intensive cleaning of the entire housing unit. The cells are part of this cleaning process. Regarding linen/clothing blues, all incarcerated people are given a clean set of laundry sheets and county issued blues (clothing-pants & shirts) weekly. A schedule is posted on all of housing units showing the scheduled linen/blues exchange day for each housing unit.

Access to a washer and dryer is provided for all incarcerated people at PICC. Incarcerated people can submit their personal clothing items (in a mesh bag) to classified incarcerated person laundry workers, who launder the clothes and return it accordingly. This same process applies to incarcerated people housed in restricted housing units.

Limited Access to Phones and Video Calls:

All housing units have seven (7) operating telephones. During time out of their cell, incarcerated people have access to the telephones. Telephone cards are available to purchase through commissary. This allows an incarcerated person to talk longer than the free fifteen (15) minute daily telephone call. Any needed physical telephone repairs are reported to the Warden's administrative assistant, who makes the necessary arrangements to have them repaired.

Regarding an incarcerated person's Personal Identification Number (PIN) number, the PIN number is determined for each incarcerated person upon admission to the PDP. Two reasons why a PIN may not work are: 1) that the IP is mistakenly using a different number from the PIN given to them at intake or 2) the PIN number has been given to another IP for use, which is not permitted. PIN numbers can be changed through a request to staff to a correctional supervisor.

Video Calls:

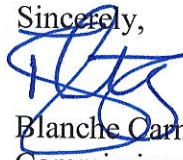
All incarcerated people get two (2) free weekly video visits, totaling up to one (1) free hour a week. Additional time may be purchased as well. At PICC, there are currently three (3) tablets for use on all housing areas. Lastly, there are ample slots for in-person visits with family/friends.

Unsafe physical conditions:

Regarding exposed electrical wiring, unfortunately, this is the result of damage carried out directly by the incarcerated population. A private electrical contractor has been hired and is currently making the necessary repairs to remedy the damage done. Unfortunately, several incarcerated people are tampering with and taking off the electrical cover plates which shield the exposed wiring, hampering the efforts of the contractors. Safety adjustments are being made accordingly.

As summarized above, staff continues to work on improving operations and conditions throughout the PICC facility. I will ensure that all aspects of our operations and services which are the basis for your recommendations are continuously reviewed and monitored. Regarding Mr. Wetzel's report, the City will release that to you upon completion.

Sincerely,



Blanche Carney, MSS
Commissioner

cc: Tumar Alexander, Managing Director
Christina Hernandez, Mayor's Chief of Staff
Members of City Council
Diana Cortez, City Solicitor
Keisha Hudson, Chief Defender
Larry Krasner, District Attorney
Alexander DeSantis, Inspector General
Idee Fox, President Judge, Court of Common Pleas
Lisette Shirdan-Harris, Administrative Judge, Court of Common Pleas
Joffie Pittman, Supervising Judge, Municipal Court
Lucretia Clemons, Supervising Judge of Criminal Trials
Patrick Dugan, President Judge, Municipal Court
Philadelphia Prison Advisory Board
Office of Governor Josh Shapiro
Philadelphia Members of the Pennsylvania Legislature
Thomas Greishaw, PA DOC
John Wetzel, Consultant