

PENNSYLVANIA PRISON SOCIETY

To: Mike Resnick, Commissioner
Greg Vrato, Chief of Staff for the Department of Prisons
Adam Theil Managing Director
Tara Mohr, First Deputy Managing Director
Brian Clinton, Chief of Staff for the Managing Director's Office

From: Claire Shubik-Richards, Pennsylvania Prison Society Executive Director
Noah Barth, Pennsylvania Prison Society Prison Monitoring Director

Regarding: PICC Walkthrough, August 12, 2025

Date: October 7, 2025

This memorandum summarizes the Prison Society's walkthrough of the Philadelphia Industrial Correction Center (PICC) on August 12, 2025.

On this walkthrough there were notable improvements in:

- Access to phone calls
- Access to family visits
- Access to showers
- Commissary functioning

That said, as in our previous walkthroughs over the last several years,ⁱ we observed, and/or people reported:

- Inadequate food
- Lack of movement
- Lack of purposeful activity
- Persistent delays in laundry
- Rodents and roaches on the housing units
- Assaults by staff members

Most of these findings are consistent with those of the federally appointed court monitor's reports, published on November 4, 2022, March 3, 2023, October 12, 2023, March 29, 2024, October 1, 2024, March 31, 2025, and September 30, 2025.ⁱⁱ

Background

The Pennsylvania Prison Society serves as Pennsylvania's independent prison monitor. The Prison Society assists people in custody resolving issues related to their health, safety, and dignity.



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On August 12, 2025, Prison Monitoring Director Noah Barth, Regional Manager Dzemila Bilanovic, and three Prison Society volunteersⁱⁱⁱ conducted a walkthrough of PICC. They were escorted by PDP Commissioner Mike Resnick and members of his senior staff.^{iv}

This is the Prison Society’s 16th walkthrough of a Philadelphia Department of Prisons (PDP) facility since June 2021, and our fifth walkthrough of PICC.^v We previously conducted walkthroughs of PICC in November 2021, March 2022, October 2022, January 2024, and May 2024. In instances where we asked the same question on multiple walkthroughs, we have included comparison data.

This walkthrough included a tour of a law library, three general population housing units, and one unit that includes women in restricted housing (RHU), which is segregated housing for people charged with committing infractions while in custody. At the time of our visit there were only three women at PICC in the RHU; we interviewed all three of them. Men at PICC who are placed in the RHU are transferred to another PDP facility.

On this walkthrough we conducted structured interviews with 26 incarcerated women and 31 incarcerated men. All interviews were voluntary, anonymous, and interviewees were randomly selected. The interviews were conducted either one-on-one or in small groups in the housing units’ dayroom space or through their cell doors. Where the difference of experiences reported varied significantly between the men and women we interviewed, we have noted it below.

Unit	Classification	Number of interviewees
D	Women’s general population	15
H	Men’s general population	14
K	Men’s general population	17
E	Women’s general population	8
	Women’s RHU	3
TOTAL		57

A note of caution in interpreting the findings from our interviews with incarcerated people: the small sample size means that answers may be skewed. In addition, any survey conducted in a corrections setting should be viewed with the understanding that people in custody are likely unhappy with their circumstances and that this may lead them to enlarge complaints.

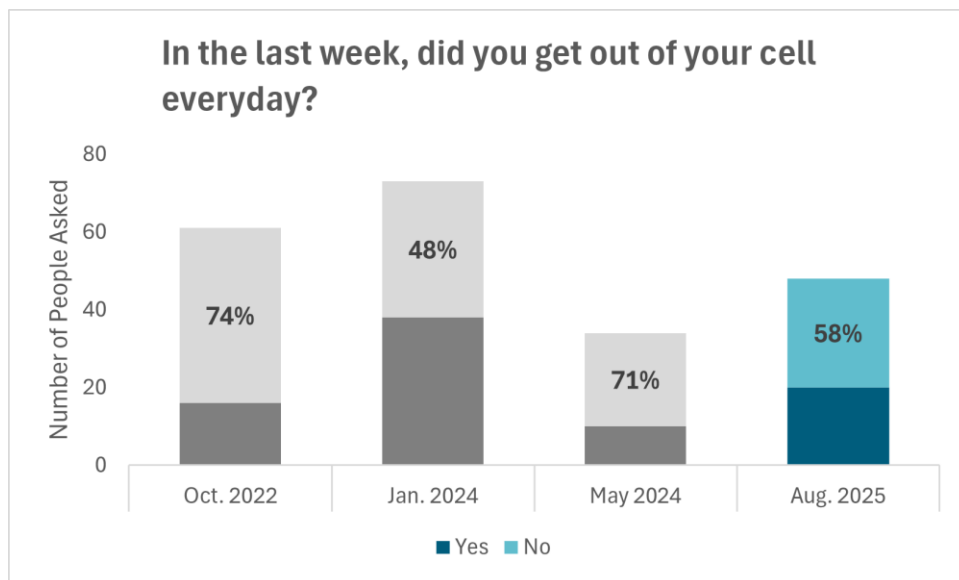
While the survey findings should not be read as a completely accurate depiction of what is happening for the reasons discussed above, they nevertheless indicate there are significant issues. Many of these questions are asked over time, and answers have evolved over time, a strong indication of change in conditions. As the saying goes, where there is smoke, there is fire. Our interviews with incarcerated people indicate there is smoke but are insufficient to determine the precise scope and heat of the fire.

Physical Plant

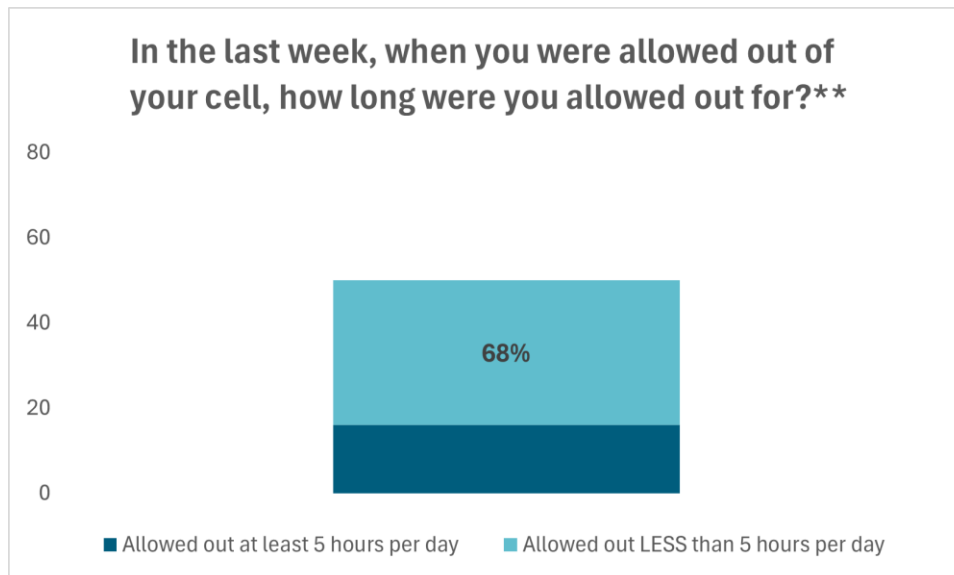
The physical plant appeared to be in good and well-maintained condition. All the housing units we visited were recently painted, with additional painting on-going during our visit. The air conditioning appeared to be working well with a comfortable temperature despite high heat conditions outside. We observed evidence of roof leaks including a team fastening plywood to a housing unit ceiling to repair damage.

Out of cell time

We asked 48 people if they were allowed out of their cell every day in the last week. Of the 48 we asked, 28 (58%) said they were not.



Thirty-four out of the fifty people we asked (68%) reported that when they are allowed out of their cell, it is for less than five hours total per day.



***During previous walkthroughs, we measured interviewees' responses based on the three hour per day minimum set by the Remick v. City of Philadelphia decision.^{vi} In his 3/21/2025 response to our walkthrough memo from Riverside Correctional Facility, Commissioner Resnick stated that all people in general population units receive a minimum of five hours of out of cell time per day^{vii}. We have adjusted our question to reflect the Commissioner's statement.*

Reported time out of cell varied by the gender of the people we interviewed. Seventy-six percent of the men we interviewed (20 out of 25) said they didn't get out of their cells on a daily basis. In contrast, 39% of the women we interviewed (9 out of 23) reported this issue. Eighty-nine percent of the men we interviewed (24 out of 27) said that when they get out it is for less than five hours per day, while only 43% of the women we interviewed (10 out of 27) reported this issue.

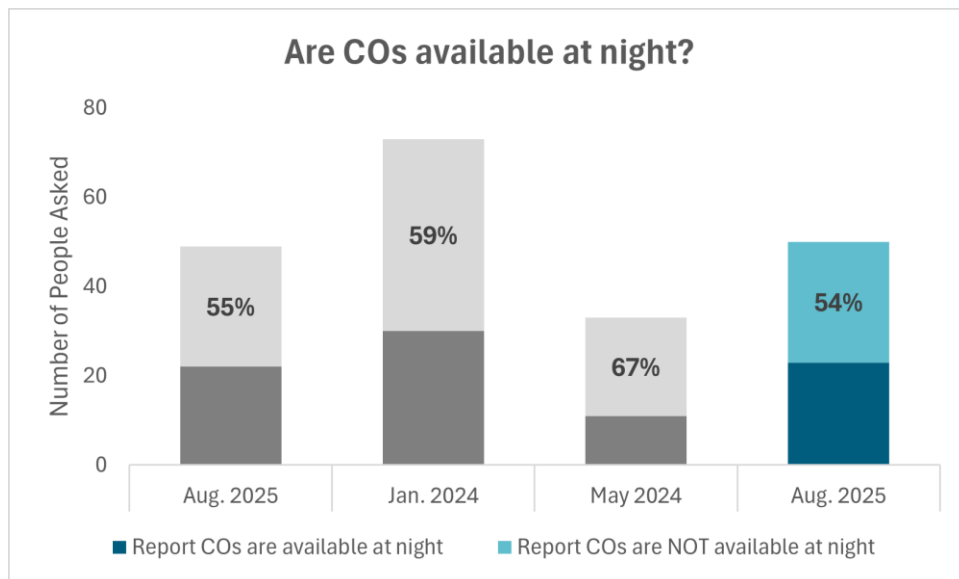
In the last unit we visited, Unit H, a men's general population unit, the entire population was out of their cells for recreation time. This was the first time in the last four years of walkthroughs that we have observed an entire unit receiving recreation time simultaneously. Our staff escort reported that this was the result of increased staffing. When two officers are on duty in one unit, they can let everyone out of their cell. When only one officer is on duty, a maximum of half of the unit's population can be out of cell at one time, limiting any individual's total recreation time. We were delighted to see this development, which was the norm pre-pandemic.

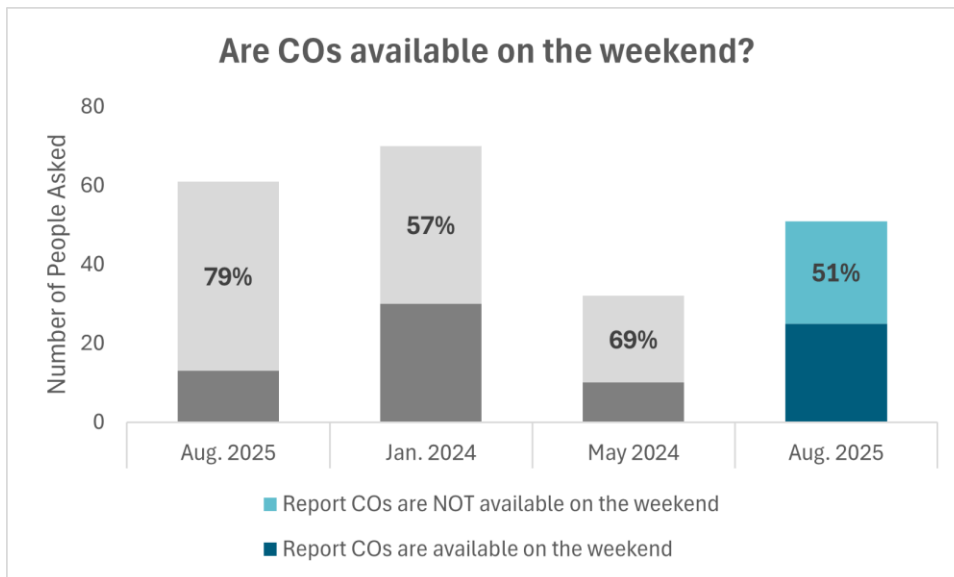
Staff supervision

When asked if staff are available in the evenings, 27 of the 50 people we asked (68%), said they are not. Similarly, 26 of the 51 people we asked (51%), said that staff are not available on weekends. This is particularly problematic if an incarcerated person experiences an emergency during any of these times as there may be no one to respond.

Staff supervision was another area where responses varied by gender. Sixty-seven percent of the men we interviewed (18 out of 27) reported staff were not available at night, whereas 39% of the women we interviewed (9 out of 23) reported this issue. Seventy-one percent of the men we interviewed (17 out of 24) reported that staff are not available on the weekends, whereas 29% of the women we interviewed reported this issue.

No, half the time they're not on the unit.



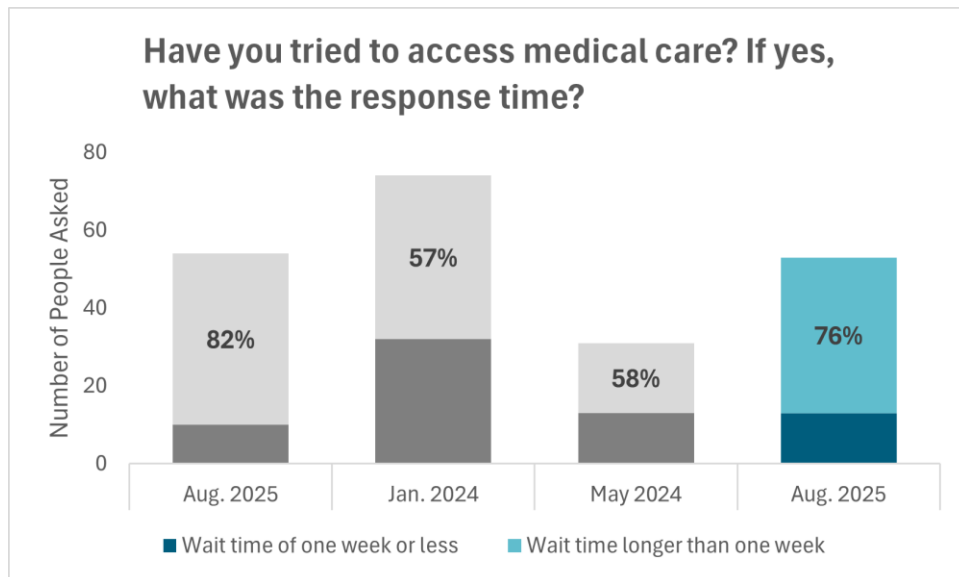


PICC recently replaced all cell door looks with a new electronic system. The people we interviewed told us and staff confirmed that the wiring for the in-cell buzzer system which is integrated into these new locks has not been installed yet.

Access to medical care and counseling services

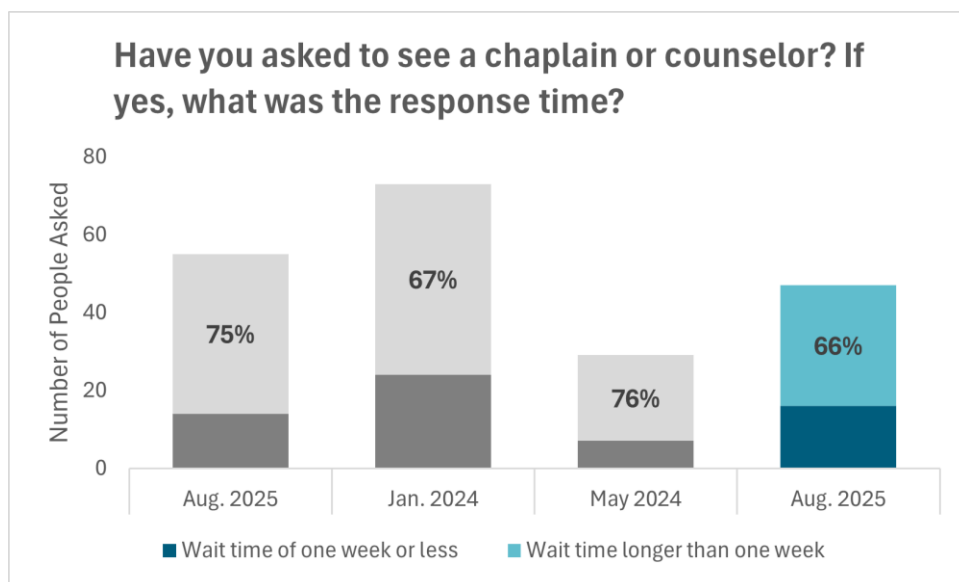
Of the 53 people we interviewed who said they had requested medical care, 40 (76%) reported waiting more than one week for a response to their request. This is up from our previous two walkthroughs of PICC when 58% (May 2024) and 57% (January 2024) reported this issue.

They do respond, in a few weeks.



Of the 47 people we interviewed who said that they had asked to see a chaplain or counselor, 31 (66%) said that they had to wait over a week to be seen, with some reporting wait times of over one month.

Requests to (the) counselor don't get answered, or say they'll make a referral or whatever, but no follow-up.



Inadequate food

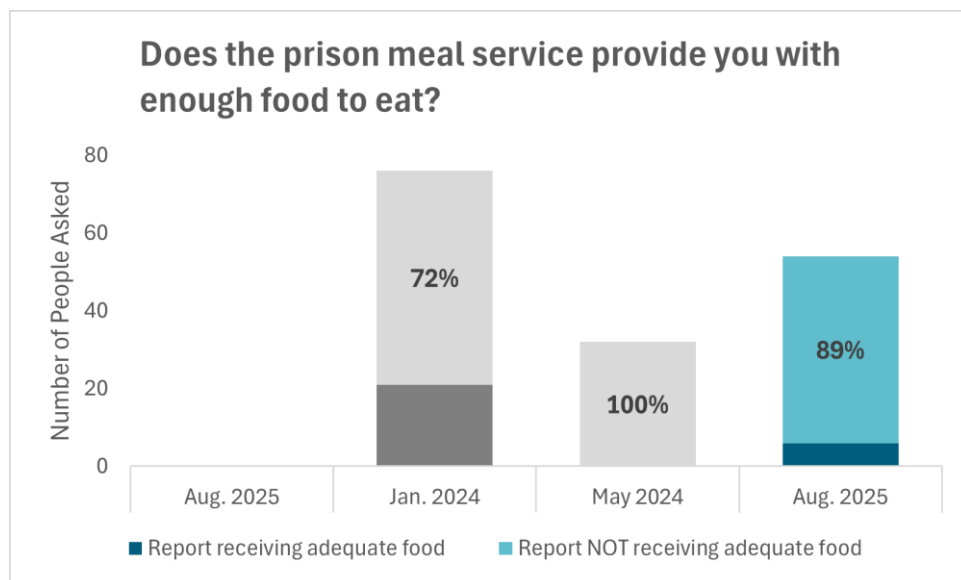
Of the 54 people we asked, 48 (89%) said that they were not provided with enough food to eat.

Forty-six of the 51 people we asked (90%) reported going hungry between meals.

I need an extra serving, that's not enough food!

The trays they giving us as grown men isn't enough. They give us kids' food.

The whole block's hungry. N---as be fightin' over food.

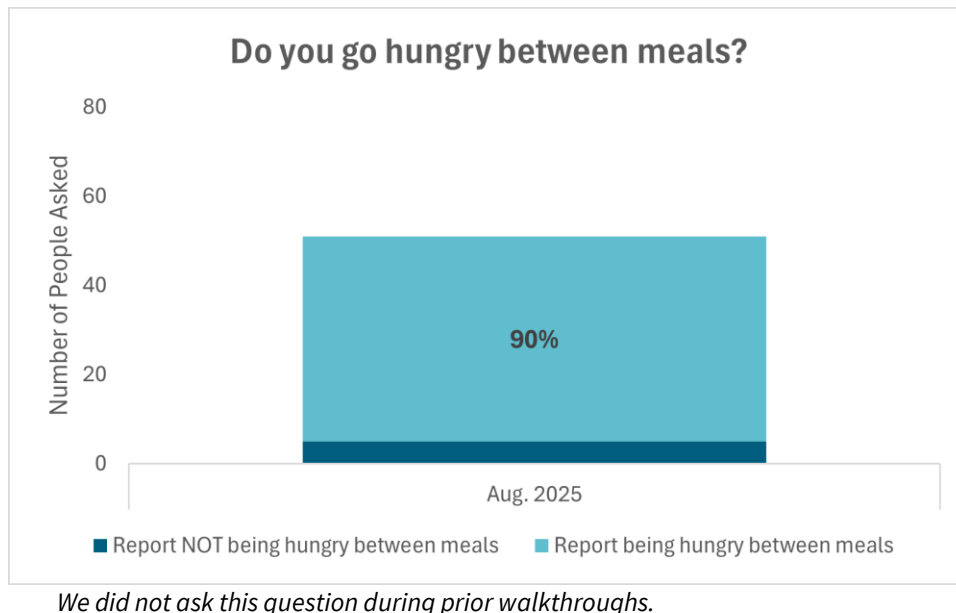


While we did not ask a question about food quality, several of the people we interviewed commented on it:

Curdled milk, all the time.

They give us chicken every Sunday and it's this big (indicates a small portion with his hands).

Burned black. Inedible.



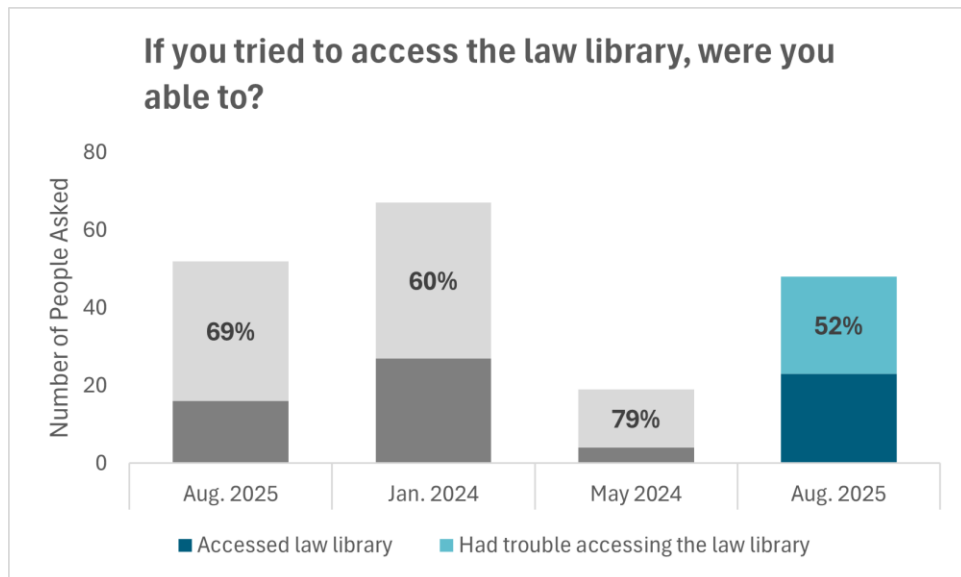
Other prison services

Of the 48 people we interviewed who said they had tried to access the law library, 25 (52%) reported difficulty getting access. This issue was reported by 29% of the men we interviewed who said they had tried to access the law library (7 out of 24), compared to 75% of the women we interviewed who said they had tried to access the law library (18 out of 24).

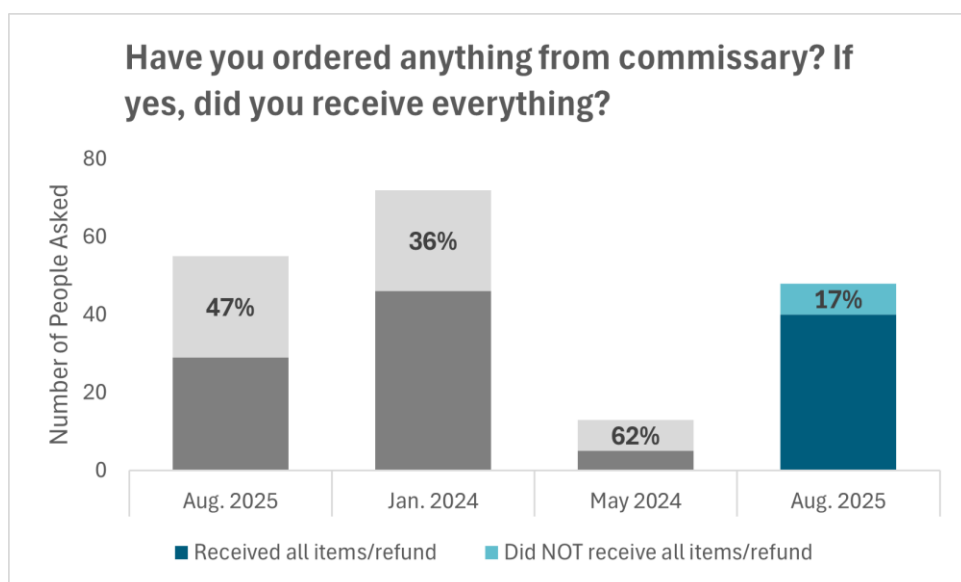
We observed the law library on the men’s side of PICC; staff informed us there is an identical library on the women’s side of the prison. The library was a single room containing three computers, three plastic chairs, a printer, and an unplugged copy machine inside of a closet. Our staff escort informed us that there is one law librarian who is an incarcerated worker, assigned to assist people in the library.

It's like nothing. You go in there and you can't even get your case information.

Being that I don't know how to use the equipment, I wasn't able. (There is) no one to assist.



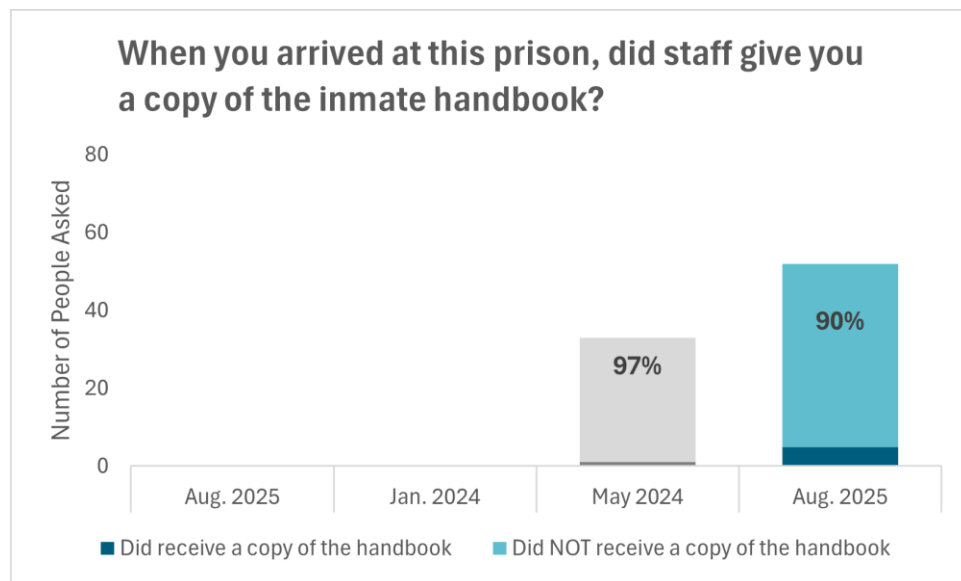
When asked about ordering from commissary, eight of the 38 (17%) people who said they had ordered from commissary reported issues with the system. Issues included items frequently being sold out and delays in items arriving. This is a significant improvement from prior walkthroughs of PICC.



Forty-seven of the 52 people we asked (90%) said they had not received a copy of the inmate handbook on arrival at PDP. Some of the people we asked responded with confusion; at least two asked what an inmate handbook is. We understand that there may be stacks of handbooks at intake, but it appears that incarcerated people are either not getting them, retaining them when they move out of intake, or are not aware they received them. This means that they have no knowledge of or access to the expectations and rules that govern their confinement.

Never got one, I been down (i.e. in jail) 15 months.

No, never seen one. Been locked down seven months, I never seen a handbook.

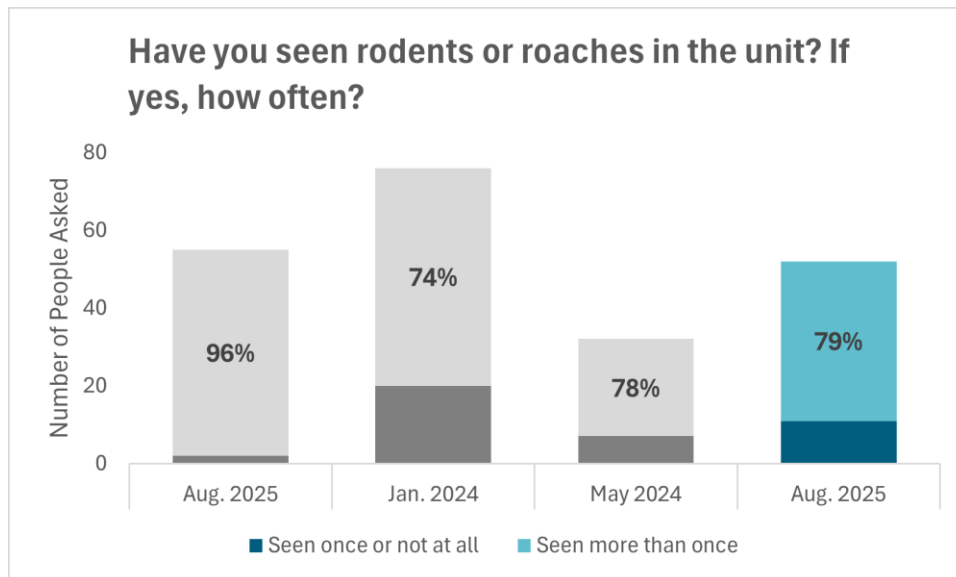


Hygiene

Forty-one of the 52 people we asked (79%) reported seeing rodents or cockroaches multiple times in their housing unit.

What?! Yeah! Big ass mouse, flying cockroaches

I had a roach come out of the toilet, they even had a snake on the block!

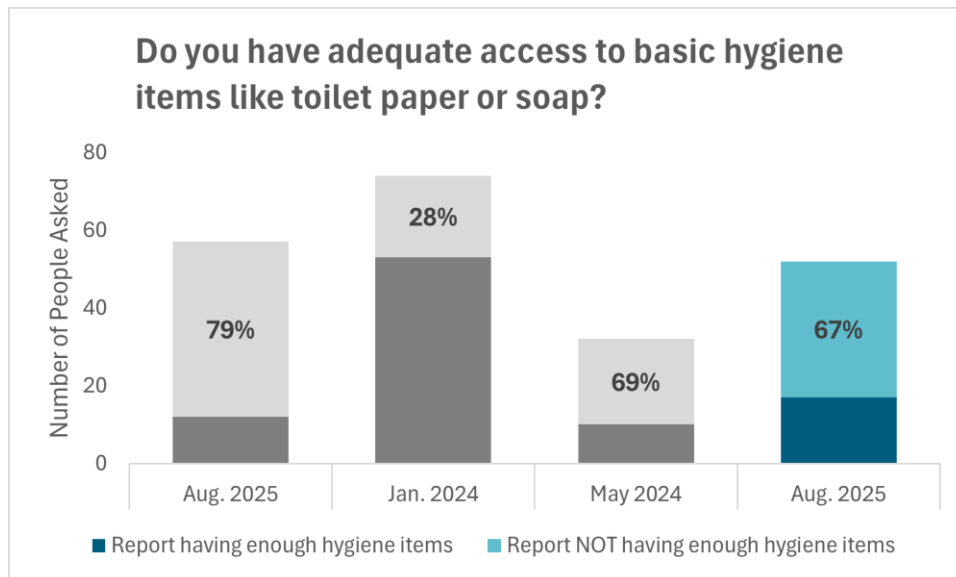


When asked if they have adequate access to basic hygiene products like toilet paper, soap, and feminine hygiene products, 35 of the 52 people we asked (67%) said they did not.

(Menstrual) pads are cheap as shit. They don't stick.

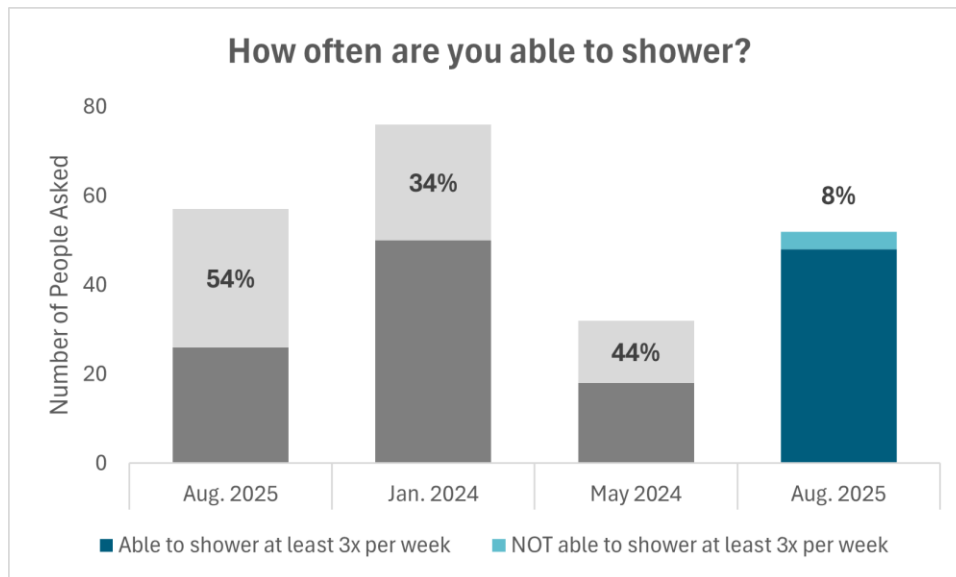
Several men we interviewed explained that soap is available for purchase through commissary, and if you cannot buy it yourself, the prison provided soap is small and very harsh on the skin. We have heard this complaint about the soap quality on previous walkthroughs.

Enough toilet paper and soap are not only a problem for hygiene, but also for facility safety, as in prior walkthroughs men have reported a black market for toilet paper.



In a marked improvement from previous walkthroughs of PICC, when asked how often they can shower, only four of the 52 people we asked (8%) reported getting a shower less than three days per week.

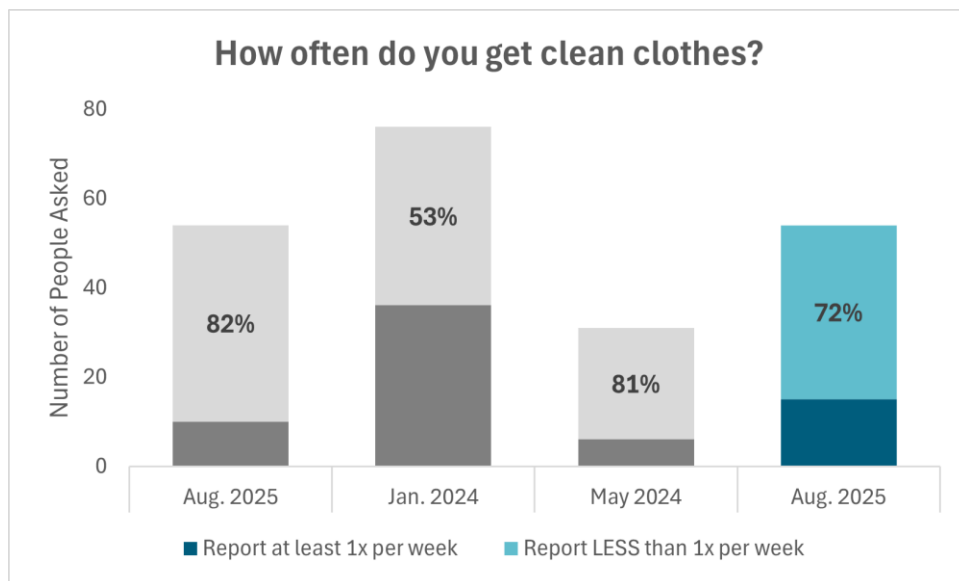
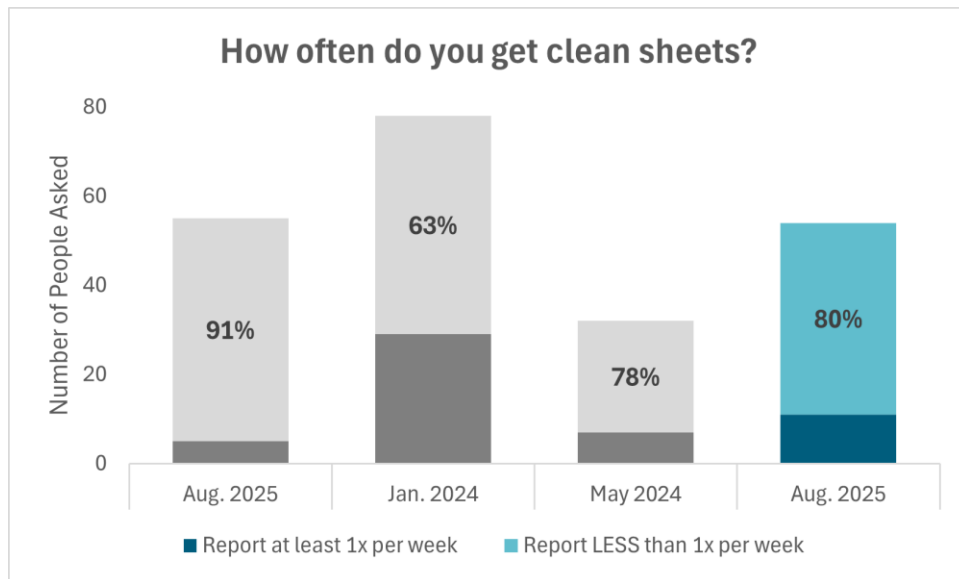
Men we interviewed in both male units repeated a complaint we have heard in prior walkthroughs of PICC, that one of the four showers on the unit is used as a makeshift toilet. Men on this walkthrough explained that when they are out on recreation time, they are not allowed back into their cells unless they want to remain locked in for the rest of the recreation period. As a result, one shower is unofficially designated as “the pee shower” so that people can relieve themselves. They report that this is done with full awareness of staff.



Page 13 of the inmate handbook states “Linens and prison-issue clothing are exchanged on a one-for-one basis each week.”^{viii} When asked how often they are getting clean sheets, 43 out of 54 people we asked (80%) said it was less than once a week. All of the men we interviewed reported this issue (31 out of 31); only 52% of the women we interviewed did (12 out of 23).

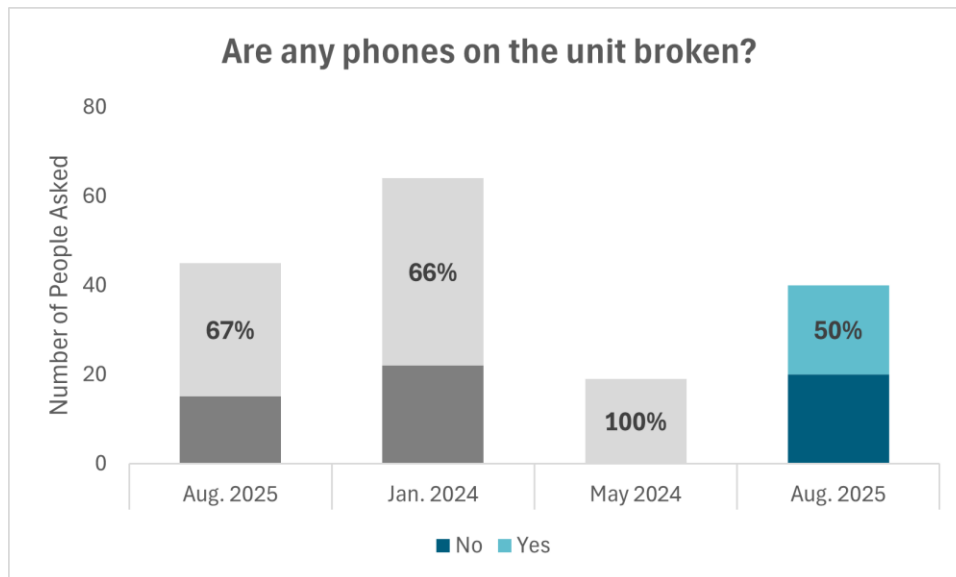
When asked about getting clean clothes, 39 out of 54 people we asked (72%) reported they do not receive clean clothes on a weekly basis. There was not a significant variation in reported experiences between genders.

(laughs) I got a sheet in there that's brown!



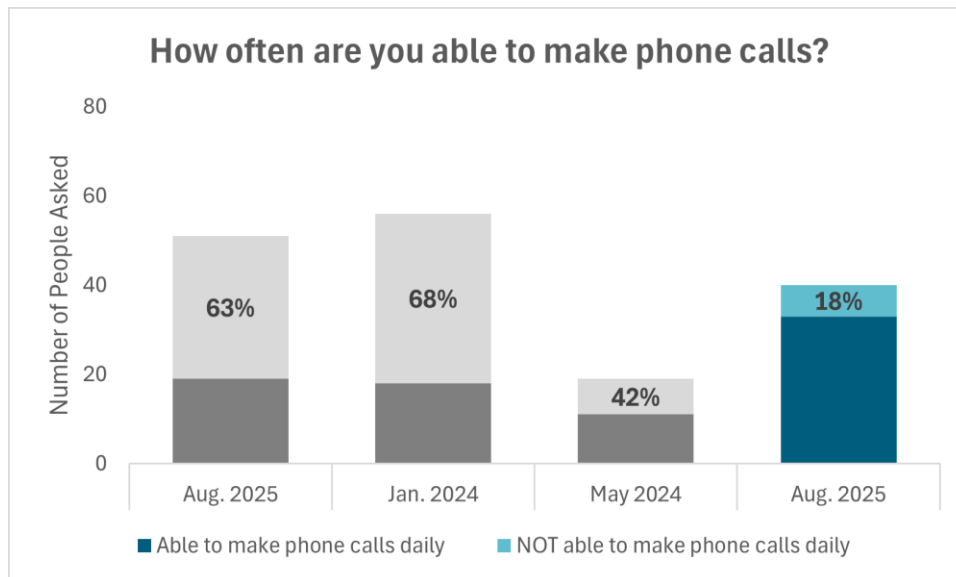
Communications

When asked “are any of the phones on your housing unit broken,” 20 out of the 40 people we asked (50%) reported at least one broken phone. Broken phones were reported in units D and H, but not units E or K.

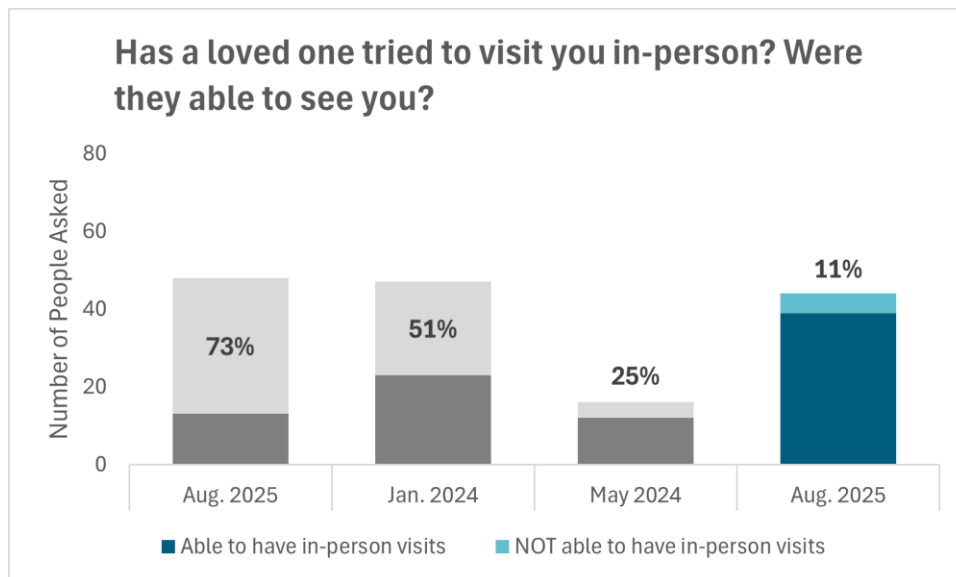


When asked, “how often are you able to make phone calls?” the majority of people we interviewed said they could make a call at least once a day. Only seven out of the 40 people we asked (18%) reported that they could not make a daily phone call. This is a significant improvement over our past walkthroughs of PICC.

People we interviewed in each unit, and our staff escort confirmed that PDP recently instituted a system that moderates how long one person uses the phones. After thirty minutes of cumulative call time, and individual’s ability to place a call is automatically blocked by the phone system for half an hour. Our staff escorts explained that this was put into place to ensure individuals would not monopolize use of the phones, which can be a source of fighting. The people we interviewed had mixed opinions about this new system, with some expressing frustration with the system’s limits and others agreeing with the staff’s logic for implementing it. This new system may have contributed to the increased number of people reporting they can make daily calls.



Of the 44 people we spoke to who said that a family member had attempted to visit them in-person, five (11%) reported that family were not able to conduct the visit.



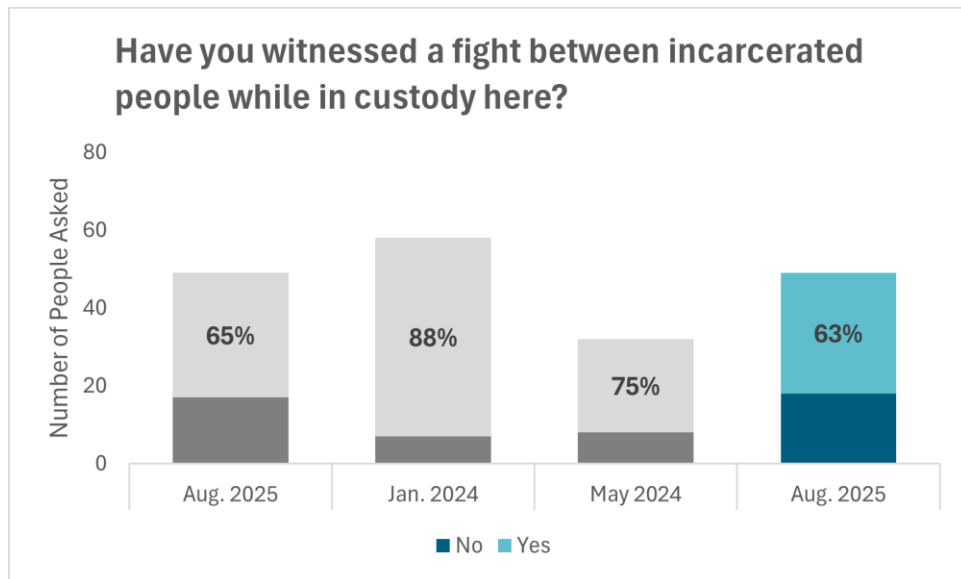
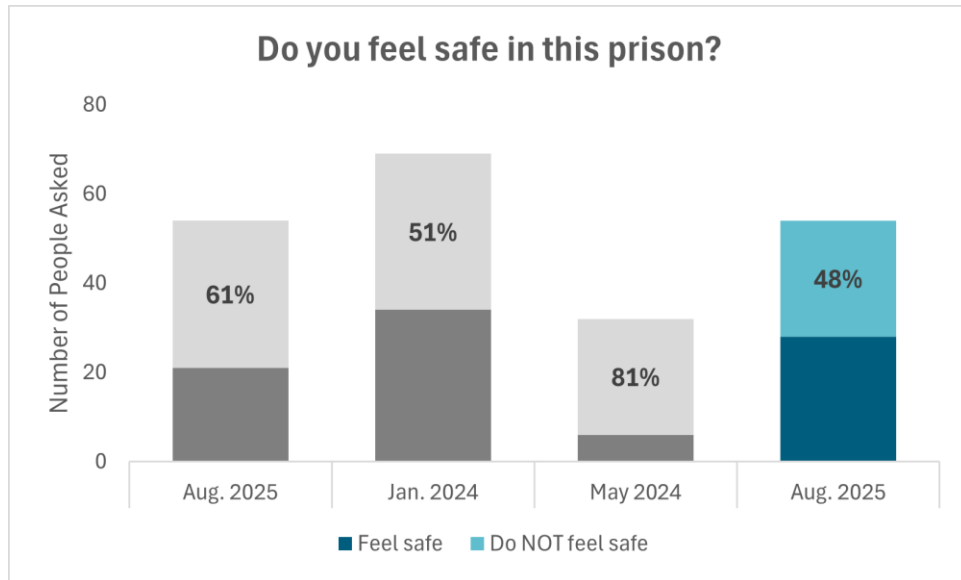
Violence

Twenty-six out of the 54 people we asked (48%) reported not feeling safe in PICC. Thirty-one out of the 49 people we asked (63%) reported witnessing fights between incarcerated people in PICC.

I'm a survivor, but the environment ain't safe.

A lot of the C.O.s treat you like shit. They let fights go on too long before they break them up.

The phones in definitely something we fight about.

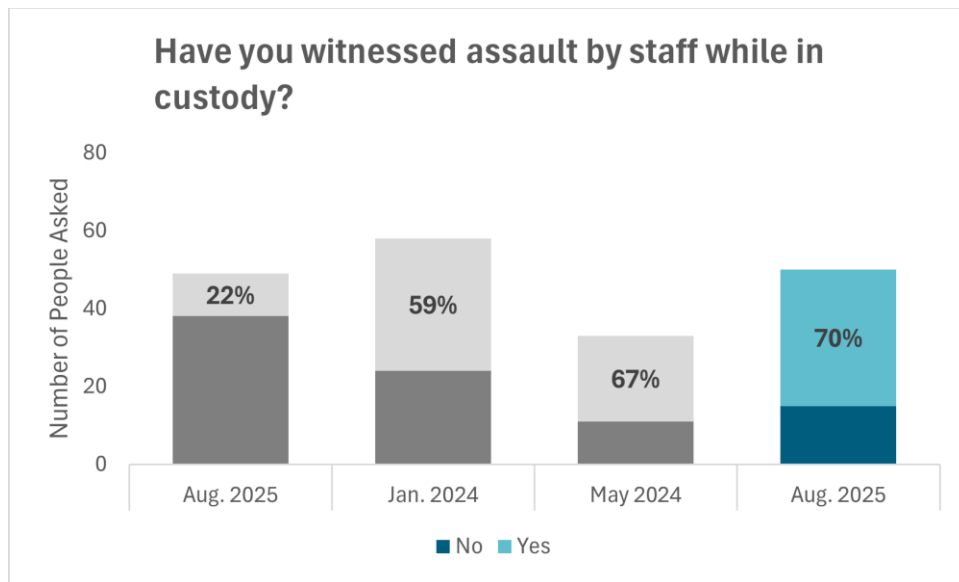


Thirty-five out of the 50 people (70%) we asked reported witnessing assault by staff.

A C.O. choked someone for no reason because they knew each other on the outside.

A C.O. told me she could take my life and get away with it.

The C.O.s be fucking us up. Mean, nasty, racist. They abuse their authority.



Recommendations

This walkthrough showed noticeable improvement. The concerted efforts of the Philadelphia Department of Prisons over the last 24 months are paying off: more people are getting out of their cell, more staff are available at nights and weekends, people can shower and make phone calls, family visits are happening, and commissary is functioning.

Key to this improvement is the historic reduction in the incarcerated population of the city's prisons. Since May of this year, the PDP's average daily population has been approximately 3,500 people, a 33-year low.^{ix} A reduced population allows for increased access to basic needs such as phone calls and showers, as well as critical prison services such as medical care and family visits. This reduction eases the burden on the PDP's beleaguered staff; an improved work atmosphere will in turn make continued staff recruitment and retention easier. A better functioning, more efficiently run prison is better for all parties involved.

While these are impressive improvements that took significant efforts to achieve, PICC is fundamentally inhumane, with men locked in their cells for the majority of the day, without meaningful activity, sufficient food, adequate access to hygiene, and without basic safety.

The City's investment in the Department of Prisons must continue. The Department's work to recruit, train, and improve staff must continue. The criminal justice stakeholders' initiatives to address inefficiencies in the judicial process that led to the historic reduction in the population must continue.

We look forward to seeing improved food service, improved commissary offerings, and increased access to tablets as all these contracts are re-bid. We also anticipate seeing a decrease in time to receive medical care and an increase in out-of-cell-time and programming over the next year as the staff-to-resident ratio continues to improve.

In the interim, there are serious issues at PICC that can be addressed, including rodents, laundry, and distribution of the inmate handbook. These can be addressed quickly and will make a tremendous difference in the lives of people in the custody of the City of Philadelphia.

We look forward to the City's response to this memorandum, and we look forward to scheduling our next walkthrough for December 2025.

ⁱ <https://www.prisonsociety.org/resources/reports>

ⁱⁱ United States District Court for the Eastern District of Pennsylvania, Thomas Remick et al, v. City of Philadelphia, No.:2:20-cv-01959-BMS <https://www.phila.gov/documents/philadelphia-department-of-prisons-monitoring-reports/>

ⁱⁱⁱ Andrea Striepen, Yvonne Newkirk, and John Knapich

^{iv} Chief of Staff Greg Vrato, Deputy Commissioners Beaufort and Jaco

^v Previous PICC walkthrough summaries can be found at <https://www.prisonsociety.org/resources/reports>.

^{vi} United States District Court for the Eastern District of Pennsylvania, Thomas Remick et al, v. City of Philadelphia

^{vii} https://cdn.prod.website-files.com/62957b3831cc3cd13ca36180/67e2b3c357dbc0c4c4c40b45_Monitoring%20Report%26ResponsesRCFDecember2024.pdf

^{viii} https://drive.google.com/file/d/1wLG0X0VOq_MruGzsyhQSumSFW0IX9aYP/view

^{ix} <https://www.phila.gov/2025-05-20-incarcerated-population-drops-to-all-time-low-thanks-to-partners-in-the-justice-system/>

PICC Walkthrough Appendix October 2022 – August 2025

Total Interviewed:		<u>Oct. 2022</u>		<u>Jan. 2024</u>		<u>May 2024</u>		<u>Aug. 2025</u>	
		64		79		35		57	
		#	%	#	%	#	%	#	%
In the last week, did you get out of your cell everyday?									
Yes		16	26%	38	52%	10	29%	20	42%
No		45	74%	35	48%	24	71%	28	58%
In the last week, when you were allowed out of your cell, how long were you allowed out for?									
Allowed out at least 3 hours per day		3	5%	37	53%	21	66%	N/A	N/A
Allowed out LESS than 3 hours per day		64	96%	33	47%	11	34%	N/A	N/A
Allowed out at least 5 hours per day		N/A	N/A	N/A	N/A	N/A	N/A	16	32%
Allowed out LESS than 5 hours per day		N/A	N/A	N/A	N/A	N/A	N/A	34	68%
Are COs available at night?									
Report COs are available at night		22	45%	30	41%	11	33%	23	46%
Report COs are NOT available at night		27	55%	43	59%	22	67%	27	54%

Are COs available on the weekend?

Report COs are available on the weekend	13	21%	30	43%	10	31%	25	49%
Report COs are NOT available on the weekend	48	79%	40	57%	22	69%	26	51%

Are any phones on the unit broken?

No	15	33%	22	34%	0	0%	20	50%
Yes	30	67%	42	66%	19	100%	20	50%

How often are you able to make phone calls?

Able to make phone calls daily	19	37%	18	32%	11	58%	33	83%
NOT able to make phone calls daily	32	63%	38	68%	8	42%	7	18%

**Has a loved one tried to visit you in-person?
Were they able to see you?**

Able to have in-person visits	13	27%	23	49%	12	75%	39	89%
NOT able to have in-person visits	35	73%	24	51%	4	25%	5	11%

When you arrived at this prison, did staff give you a copy of the inmate handbook?

Did receive a copy of the handbook	N/A	N/A	N/A	N/A	1	3%	5	10%
Did NOT receive a copy of the handbook	N/A	N/A	N/A	N/A	32	97%	47	90%

What in-cell activities does the prison provide?

The prison provides in cell activities	10	19%	17	24%	1	3%	2	4%
The prison does NOT provide in cell activities	42	81%	55	76%	32	97%	50	96%

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

Accessed law library	16	31%	27	40%	4	21%	23	48%
Had trouble accessing the law library	36	69%	40	60%	15	79%	25	52%

**Have you ordered anything from commissary?
If yes, did you receive everything?**

Received all items/refund	29	53%	46	64%	5	39%	40	83%
Did NOT receive all items/refund	26	47%	26	36%	8	62%	8	17%

Have you asked to see a chaplain or social worker? If yes, what was the response time?

Wait time of one week or less	14	26%	24	33%	7	24%	16	34%
Wait time longer than one week	41	75%	49	67%	22	76%	31	66%

Have you tried to access medical care? If yes, what was the response time?

Wait time of one week or less	10	19%	32	43%	13	42%	13	25%
Wait time longer than one week	44	82%	42	57%	18	58%	40	76%

Does the prison meal service provide you with enough food to eat?

Report receiving adequate food	N/A	N/A	21	28%	0	0%	6	11%
Report NOT receiving adequate food	N/A	N/A	55	72%	32	100%	48	89%

Do you go hungry between meals?

Report NOT being hungry between meals	N/A	N/A	N/A	N/A	N/A	N/A	5	10%
Report being hungry between meals	N/A	N/A	N/A	N/A	N/A	N/A	46	90%

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

Report having enough hygiene items	12	21%	53	72%	10	31%	17	33%
Report NOT having enough hygiene items	45	79%	21	28%	22	69%	35	67%

How often are you able to shower?

Able to shower at least 3x per week	26	46%	50	66%	18	56%	48	92%
NOT able to shower at least 3x per week	31	54%	26	34%	14	44%	4	8%

Have you seen rodents or roaches in the unit? If yes, how often?

Seen once or not at all	2	4%	20	26%	7	22%	11	21%
Seen more than once	53	96%	56	74%	25	78%	41	79%

How often do you get clean sheets?

Report at least 1x per week	5	9%	29	37%	7	22%	11	20%
Report LESS than 1x per week	50	91%	49	63%	25	78%	43	80%

How often do you get clean clothes?

Report at least 1x per week	10	19%	36	47%	6	19%	15	28%
Report LESS than 1x per week	44	82%	40	53%	25	81%	39	72%

Do you feel safe in this prison?

Feel safe	21	39%	34	49%	6	19%	28	52%
Do NOT feel safe	33	61%	35	51%	26	81%	26	48%

Have you witnessed a fight between incarcerated people while in custody here?

No	17	35%	7	12%	8	25%	18	37%
Yes	32	65%	51	88%	24	75%	31	63%

Have you witnessed assault by staff while in custody?

No	38	78%	24	41%	11	33%	15	30%
Yes	11	22%	34	59%	22	67%	35	70%



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Michael R. Resnick, Esquire
Commissioner

October 21, 2025

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

Dear Ms. Shubik-Richards,

I am writing in response to your October 7, 2025, memorandum concerning the Philadelphia Department of Prisons (PDP), based on the Pennsylvania Prison Society tour of the Philadelphia Industrial Correctional Center (PICC) on August 12, 2025. The tour was conducted by Prison Monitoring Director Noah Barth, Regional Manager Dzemila Bilanovi, and three (3) Pa Prison Society Volunteers. The tour was escorted by PDP senior staff and myself.

First, I appreciate your acknowledgement of notable improvements that you observed at PICC, specifically in:

- Access to phone calls
- Access to family visits
- Access to showers
- Commissary Functioning

As noted in your letter, these “impressive improvements” “took significant efforts to achieve.” I appreciate that acknowledgment and we will continue to make significant efforts to improve conditions within our facilities for our incarcerated population.

I will next provide the concerns you have raised as a result of your tour, with accompanying responses. As noted previously, it is very difficult to provide a proper response to complaints which are based solely on statements made by anonymous inmates, not allowing the PDP to properly verify the individual complaint or provide a proper response. This especially applies to claims regarding time out of cell, laundry and medical care.

As you acknowledge in your letter, the reports you provide are based on anonymous complaints made by individuals incarcerated in our facilities against their will and who may not be motivated to report fair and accurate information. These blanket complaints, made without any supporting evidence, are treated as if they are documented facts. These uncorroborated assertions are then used as the factual basis to negatively report on the conditions in our facilities and the services provided. Reporting in such a manner does not allow for a fair assessment or a fair response. Your current letter includes enhanced usage of data to record the percentages regarding responses made by the incarcerated people you interviewed. However, increased data and charts does not change the basis for that same data—anonymous complaints made by people who are not motivated to compliment the PDP on quality of services.

That being said, whether the specific claims are accurate or not, we are striving to provide the best services we can to our incarcerated population. I will address your concerns in turn.

- **Physical Plant**

I am glad to hear your evaluation that the “physical plant appeared to be in good and well-maintained condition, all the housing units visited were recently painted, with additional painting on-going during our visit and the air conditioning appeared to be working well with a comfortable temperature despite heat conditions outside.” This evaluation is a stark improvement from your visit to PICC in May of 2024, where physical plant conditions were a major complaint. It is good to see that the hard work that has been put into improving physical plant conditions at PICC is readily observed.

- **Time out of Cell**

You report that 58 % of the (48) inmates you interviewed stated that they did not have out of cell time every day in the past week and 68 % of the (48) inmates interviewed stated that it was less than 5 hours in a day when they did have out of cell time. However, you note that when you visited H unit, a general population unit, the entire unit was out of their cells for recreation time and that “you were delighted to see this development.” Indeed, PICC strives to provide over five (5) hours of Time Out of Cell on a daily basis for all general population units. However, Time Out of Cell may still be limited to less than five hours due to unforeseen operational events like shakedowns, major incidents, or investigations. All housing units are provided with routine and scheduled access to the gymnasium and outdoor yard spaces. Beyond regular scheduling, the facility holds recreational tournaments and special events, such as holiday and family visit days, to further promote inmate mobility and family engagement. Time out of cell will continue to improve as we continue to increase staff at all facilities.

As part of increased time out of cell, we have been able to increase the number of active programs at PICC. The following are some of the programs that were running during your tour in August:
Programs for females

- Career Keepers (8 weeks)
- CHILLOUT (8 weeks)
- IMPACT

- Line Dancing Group 1
- Line Dancing Group 2
- FUSE
- Momobile 1 on 1
- Momobile Parenting
- Narcotics Anonymous
- New View Institute
- OPTIONS (Ongoing)
- Women's Empowerment
- Why Not Prosper (10 weeks)
- Why Not Prosper Flagger Certificate (1 day)
- Women's Empowerment (6 weeks)

Programs for males

- Home Health Aide
- IMPACT
- FUSE (8 weeks)
- Mindfulness (8 weeks)
- New View Institute (6 weeks)
- PAN Parenting (DHS) (4 weeks)
- Better Minds Better Men (Ongoing)
- Home Health Aide
- Grief & Loss (Ongoing)
- Intimate Partner Violence (Ongoing)
- OPTIONS
- Pathways Home (Ongoing)
- Sankofa Art Therapy (Ongoing)
- Seeking Safety (4 weeks)
- Veterans Justice Outreach (1 per month)
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- **Staff Supervision**

The report states that 68 % of the (50) inmates interviewed claim that staff are not available in the evenings and slightly over half, 51 % of (51) inmates interviewed stated that staff are not available on weekends. While staffing on weekends is a challenge, we ensure that all housing units at PICC are staffed overnight and on weekends. I'm glad you acknowledge that PICC has recently replaced all cell door locks with a new electronic system.

- **Access to medical care & counseling services**

The next issue raised is delays in receiving medical care. As with all issues raised, it would be much more helpful to provide the names/PP#s of inmates who claim they have not been provided timely medical care so that the specific claim can be looked into and addressed. As such, simply reporting broad unsubstantiated assertions of not receiving timely medical care does not help us to address specific issues for the inmates who are claiming they have not been provided timely services.

In this case, the report states that 76 % of the (53) inmates the Prison Society staff spoke with reported having to wait more than one week for a response to their medical request. Context is key here. What was the request in each case? Was it something requiring immediate medical attention or a clinical issue that needed to be scheduled further out in time? As suggested in our last response, we suggest providing even a sampling of inmates with names and their claim regarding not receiving medical attention. We can then address each claim with proper specifics. As you know, the Prison Society forwards individual names of inmates, with their stated medical concern, to our Chief of Medical Operations on a continuous basis. Each of these cases is addressed swiftly. We urge you to do the same regarding anyone the Prison Society speaks with on your visits who claims they have received a lack of timely medical care.

Speaking of timely medical care, I am pleased to report that, through the diligent efforts of our medical and security staff working together under our Access to Care Coordinator, we have eliminated our on-site medical backlog.

Regarding chaplaincy services, we are continuing to strive to add chaplains and enable greater access to services accordingly. As for addressing requests/concerns related to Restorative & Transitional Services (RTS), since August 1st, the RTS team has addressed and closed 334 of the 337 electronic Requests to Staff, with only three remaining active. In addition, 378 paper RTS forms were addressed during the same period.

- **Meals**

It was reported that 89 % of the (54) inmates interviewed stated that their meals are inadequate. Mealtimes at CFCF are on a consistent schedule and are documented. All meals come sealed and prepackaged. There are documented, weekly inspections of meals by our food monitoring staff, who check the meals for presentation, quality, temperature, cleanliness, and correctness according to the menu and portion size. Our food services are in alignment with the City's Get Healthy Philly guidelines. As stated previously regarding complaints of inadequate portions/quality, our food service provider prepares meals based on the nutrition standards of the 2020-2025 USDA Dietary Guidelines for Americans, which includes recommended daily caloric intakes.

However, in response to previous feedback, a new menu was implemented on July 1, 2025, which increased the daily caloric intake from 2, 239 to 2, 417 calories. The new menu also includes, at the request of the population, chicken thighs twice a week. We will be pursuing further options to enhance our meals, while still adhering to proper health guidelines, with our next contract for food services. Additionally, we are in the midst of pursuing a credible, outside auditor to evaluate our food services and provide recommendations accordingly.

- **Other Prison Services**

The report states that 52 % of the (48) inmates interviewed reported difficulty getting access to the law library. Each PICC housing unit has three designated days per week for general law library use. The law library post is staffed seven days a week. Law library equipment is monitored on an ongoing basis to ensure that it is functioning properly. Additionally, we recently implemented an app on the inmate tablets to allow access to the inmate law library. When we implement 1 to 1

tablets for all inmates in the next few months, every inmate will be able to access the law library via their tablet.

Regarding commissary, only 17 % of the (38) inmates interviewed stated that they had issues with the commissary system. As you acknowledge, this is a significant improvement from prior PICC walkthroughs.

As you know, inmates continue to claim that they have not received an Inmate Handbook despite overwhelming evidence we have provided to show that they are indeed receiving the inmate handbook at intake. As noted in our previous response, every new admission continues to receive an Inmate Handbook and signs acknowledgement of receipt, which is recorded in our ATIMS data system. At the completion of processing in the Receiving Room, each newly committed inmate is issued a package containing socks, underwear, soap, toothpaste, toothbrush and an Inmate Handbook in either Spanish or English. The delivery of this package is recorded in our ATIMS data system.

In any event, we are planning for the Inmate Handbook to be electronically available on each inmate's tablet when we implement 1 to 1 tablets within the next few months.

- **Hygiene**

You report that 79 % of the (52) inmates interviewed stated they have seen cockroaches and/or rodents while being incarcerated. The facility maintains a proactive extermination schedule. Inmates/staff can also submit special requests for service to address specific pest control issues in any housing area. Our provider has been diligent in working to maintain a pest free environment. We also continue to work with the inmate population to maintain the cleanliness of their housing areas as a further preventative measure. You report that 67 % of the (52) female inmates interviewed stated that they have not received basic hygiene products. We have an ample supply of hygiene products readily available for the female population, a request to the housing unit officer is all that is needed.

You do not report a percentage regarding inmates who claimed that they have had trouble obtaining soap and toilet paper. If needed, an inmate only needs to request an additional bar of soap or roll of toilet paper from their housing unit officer.

I'm glad to hear you report a marked improvement regarding answers on shower accessibility. You state that only (4) out of (52) inmates (8 %) interviewed reported getting a shower less than three days per week. Indeed, PICC inmates are given the opportunity to shower on a daily basis.

- **Laundry**

You report that 80 % of 54 inmates interviewed stated that they receive clean sheets less than once a week and 72 % of the (54) inmates interviewed stated that they receive clean clothes less than once a week. Laundry exchange is scheduled and provided weekly, with designated days for all housing units in PICC, and it is documented accordingly. Blues, jumpsuits and sheets are

exchanged on every housing area, every week. Emergency back-up schedules are in place to address any delays.

- **Communications**

You report that 50 % of (40) inmates interviewed stated there is at least one broken phone on D and H housing units, but no broken phones on Units E or K. Upon an inoperable phone being reported to correctional staff, it is reported to the provider for repair and tracked accordingly. Phones are in constant use during out-of-cell time, leading to normal wear and tear. We actively maintain and repair the phones to ensure consistent daily access to communication. I'm also glad to hear that most of the inmates interviewed admitted that they are able to make a phone call on a daily basis, which you acknowledge as a significant improvement from previous tours. You state that out of (44) inmates interviewed, only (5) reported an issue regarding a family member attempting to visit them and not being able to complete the visit. Any issues raised regarding in-person visitation are addressed swiftly upon being reported. Further, the implementation of tablets for every incarcerated person will greatly improve access to communication with loved ones via phone calls and video visitation, while also allowing access to education and entertainment capabilities.

- **Violence**

It was reported that 63 % of the (49) inmates interviewed reported witnessing fights while being incarcerated. Unfortunately, violent incidents do occur in correctional facilities. We have undertaken several measures to increase security, reduce violent incidents and interdict contraband, including homemade weapons. Additionally, we train our staff to respond promptly while ensuring that their response is proper within the confines of the law. We act swiftly on any allegation of staff using unnecessary or excessive force. Upon confirming evidence regarding any improper conduct by staff, action is swiftly taken to address it by way of discipline, and, potentially, referral for criminal charges. Our goal is to ensure that all inmates and staff feel safe at all PDP facilities.

- **Recommendations**

Regarding the Recommendations, I have addressed your concerns raised above. I'm pleased that you acknowledge the many improvements we are making, stating that "the concerted efforts of the [PDP] are paying off: more people are getting out of their cell, more staff are available on nights and weekends, people can shower and make phone calls, family visits are happening and commissary is functioning." I must comment that these statements, along with your acknowledgment that the PICC "physical plant appeared to be in good and well-maintained condition," are in direct conflict with your statement that PICC is "fundamentally inhumane." This inflammatory language, which conflicts with the quoted positive findings you have made, does not serve a constructive purpose for the many concerned parties seeking a fair and impartial review of the PDP's facilities.

Further, this statement conflicts with the current findings of our Remick federal monitors. The current 7th Monitor's Report states, that after six (6) site visits during the reporting period (January

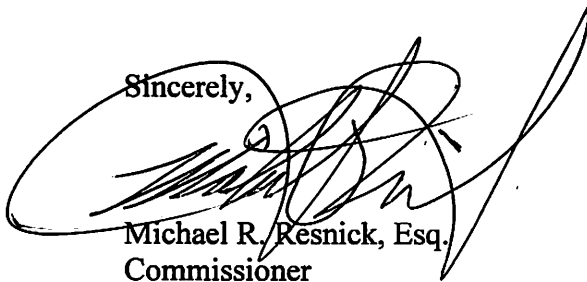
1 through June 30, 2025), interviews with **(440) inmates** and extensive data gathered, the Monitor found that "...this reporting period shows dramatic progress in some of the most challenging areas of the agreement."

In any event, I agree that a key factor to our improvements is our reduced prison population. I will continue to work with our criminal justice partners to ensure swift and efficient processing of those who are arrested. And, of course, the key to our success is twofold—reduced population and increased staffing. On that note, through our recruiting/hiring efforts, our vacancy rate has been reduced from 47 % in April 2024 to 24% as of our October 20 cadet graduation of sixty (60) cadets. We are on a consistent schedule of a new class of approximately 70 cadets every 6-7 weeks. Our next class of approximately 70 cadets is scheduled to begin on October 27.

We continue to work on increasing staffing and making operational improvements.

In closing, I appreciate the concerns raised, and I look forward to an ongoing dialogue with you and the Pennsylvania Prison Society in addressing issues which will improve conditions for our inmate population at PICC and throughout our facilities.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael R. Resnick", is written over the word "Sincerely,". The signature is stylized with a large, sweeping loop on the left and a long, thin stroke extending to the right.

Michael R. Resnick, Esq.
Commissioner

cc: Adam Thiel, Managing Director
Tara Mohr, First Deputy Managing Director
Adam Geer, Public Safety Director
Brian Clinton, Chief of Staff for the Managing Director
Greg Vrato, Esq., Prisons Chief of Staff