

*What do I do if I can't receive calls from my loved one?*

Phone calls from ICSolutions can sometimes be flagged as robo calls and therefore inadvertently blocked by some carriers. If you think this is happening, you can resolve the issue by simply adding the ICSolutions phone number associated with the facility to your contacts on your cell phone.

Please find the ICSolutions number associated with your loved one's facility below and add it to your contacts on your cell phone.

FACILITY	ICSOLUITONS #
Big Muddy River Correctional Center	1-618-812-0069
Centralia Correctional Center	1-618-952-2622
Clayton Work Camp	1-217-906-6018
Crossroads Adult Transition Center	1-312-798-9907
Danville Correctional Center	1-217-906-6012
Decatur Correctional Center	1-447-202-8313
Dixon Correctional Center	1-815-296-8963
Dixon Springs Structured Impact Program	1-618-668-0132
DuQuoin Structured Impact Program	1-618-687-6079
East Moline Correctional Center	1-309-260-9399
Fox Valley Adult Transition Center	1-630-230-7707
Graham Correctional Center	1-217-906-6438
Greene County Work Camp	1-217-405-5956
Hill Correctional Center	1-309-741-2154
Illinois River Correctional Center	1-309-260-9396
Jacksonville Correctional Center	1-217-364-2083
Joliet Inpatient Treatment Center	1-779-214-6923
Joliet Treatment Center	1-779-214-6923
Kewanee Life Skills Re-Entry Center	1-309-580-4104
Lawrence Correctional Center	1-618-352-3508
Lincoln Correctional Center	1-217-512-7467
Logan Correctional Center	1-217-906-6442
Menard Correctional Center	1-217-512-7443
Menard Medium Security Unit	1-217-512-7443
Murphysboro Life Skills Re-Entry Center	1-618-812-0076
North Lawndale ATC	1-773-280-9452
Northern Reception and Classification Center	1-815-296-8997
Peoria Adult Transition Center	1-309-260-9414
Pinckneyville Correctional Center	1-618-500-0424
Pittsfield Work Camp	1-217-888-2093
Pontiac Correctional Center	1-815-452-8889
Robinson Correctional Center	1-618-500-0441
Shawnee Correctional Center	1-730-207-0230
Sheridan Correctional Center	1-779-214-6761
Southwestern Illinois Correctional Center	1-618-323-5453
Stateville Correctional Center	1-815-296-8981
Stateville Medium Security Unit	1-815-296-8981
Taylorville Correctional Center	1-447-202-8279
Vandalia Correctional Center	1-618-352-3536
Vandalia Work Camp	1-618-352-3536
Vienna Correctional Center	1-730-207-0244
Western Illinois Correctional Center	1-217-888-2113

If this does not resolve the issue you may need to add our customer service number **888-506-8407** to your contact list and contact your carrier to have them unblock calls from the ICSolutions phone numbers associated with the facility.