

# Office of the Ombudsman

## Issue Report PIO

For the Period: 1/1/10 - 1/31/10 Total Complaints: 718

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Access to Attorney	19	Grievance Procedure	2
Access to Ombudsman	4	Interstate Compact	1
Arrest of Resident	9	Law Enforcement Contact	3
Building & Plant Maintenance	13	Legal Matters	16
Case Follow-Up	12	Mail	3
Case Follow-Up & New Issue(s)	10	Medical	29
Clothing	10	Mental Health	5
Commissary	7	Other	14
Credit for Detention or Jail Time	1	Parent/Staff Interaction	1
Credit for Prior Placement	1	Parole	4
Dental	2	Physical Abuse	7
Difficulty Reaching Attorney	3	Placement Concerns	24
Difficulty Reaching Ombudsman	1	Positive Feedback	1
Disciplinary Action	20	Problems with Peers	18
Education	12	Problems with Staff	38
Extension of Placement	2	Programs & Services	17
Facility Director Proceeding	1	Property Issues	14
Family Contact	3	Quality of Life	21
FDP Observation	1	Recreation	28
Food	18	Regulation & Policy Issues	7
General Information	3	Release	23

<b>Release Planning</b>	<b>30</b>	<b>Wellness Check</b>	<b>86</b>
<b>Release Waiting Period</b>	<b>8</b>	<b>Wellness Check &amp; New Issue(s)</b>	<b>15</b>
<b>Religion</b>	<b>1</b>		
<b>Restraint Report Follow-Up</b>	<b>1</b>		
<b>Restraints</b>	<b>4</b>		
<b>Revocation</b>	<b>1</b>		
<b>Room Confinement</b>	<b>3</b>		
<b>Safety Concerns</b>	<b>1</b>		
<b>SCR -- Additional Information Provi</b>	<b>1</b>		
<b>SCR -- Initially Declined Facility Re</b>	<b>1</b>		
<b>Staff Misconduct</b>	<b>19</b>		
<b>Stage Advancement</b>	<b>12</b>		
<b>Step 3</b>	<b>1</b>		
<b>Stipend Programs</b>	<b>4</b>		
<b>Telephone</b>	<b>9</b>		
<b>Time Allowance Committee</b>	<b>1</b>		
<b>Transfer to Closer to Home</b>	<b>4</b>		
<b>Transfer to DOCS</b>	<b>3</b>		
<b>Transfer to OCFS</b>	<b>1</b>		
<b>UIR Follow-Up</b>	<b>26</b>		
<b>UIR Follow-Up &amp; New Issue(s)</b>	<b>4</b>		
<b>Unfair Sanctions</b>	<b>5</b>		
<b>Vocational Programs</b>	<b>1</b>		
<b>Voluntary Agency</b>	<b>48</b>		