

# Office of the Ombudsman

## Issue Report PIO

For the Period: 6/1/10 - 6/30/10 Total Complaints: 715

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Access to Attorney	5	Law Enforcement Contact	17
Access to Ombudsman	7	Legal Matters	24
Arrest of Resident	25	Mail	7
Building & Plant Maintenance	6	Medical	38
Case Follow-Up	29	Mental Health	2
Case Follow-Up & New Issue(s)	13	Other	13
Clothing	11	Parole	2
Commissary	5	Physical Abuse	13
Credit for Detention or Jail Time	2	Placement Concerns	16
Dental	3	Positive Feedback	3
Detention Center/Jail	2	Post Arrest Notification	1
Difficulty Reaching Attorney	1	Private Placement	1
Difficulty Reaching Ombudsman	1	Problem with Prior OCFS Placemen	1
Disciplinary Action	45	Problems with Peers	11
Education	17	Problems with Staff	29
Extension of Placement	3	Programs & Services	18
Family Contact	9	Property Issues	5
Food	16	Quality of Life	20
General Information	3	Recreation	12
Grievance Follow-Up	2	Regulation & Policy Issues	23
Grievance Procedure	1	Release	19

<b>Release Planning</b>	<b>31</b>
<b>Release Waiting Period</b>	<b>3</b>
<b>Religion</b>	<b>6</b>
<b>Restraint Report Follow-Up</b>	<b>2</b>
<b>Restraints</b>	<b>2</b>
<b>Revocation</b>	<b>4</b>
<b>Room Confinement</b>	<b>9</b>
<b>Room Confinement Report Follow-</b>	<b>1</b>
<b>Room Searches</b>	<b>1</b>
<b>Safety Concerns</b>	<b>3</b>
<b>Staff Misconduct</b>	<b>14</b>
<b>Stage Advancement</b>	<b>4</b>
<b>Step 3</b>	<b>1</b>
<b>Stipend Programs</b>	<b>1</b>
<b>Telephone</b>	<b>10</b>
<b>Transfer to Closer to Home</b>	<b>15</b>
<b>Transfer to Secure Facility</b>	<b>2</b>
<b>UIR Follow-Up</b>	<b>38</b>
<b>UIR Follow-Up &amp; New Issue(s)</b>	<b>18</b>
<b>Unfair Sanctions</b>	<b>1</b>
<b>Vocational Programs</b>	<b>1</b>
<b>Voluntary Agency - Not OCFS</b>	<b>2</b>
<b>Wellness Check</b>	<b>63</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>2</b>