

# Office of the Ombudsman

## Issue Report PIO

For the Period: 8/1/10 - 8/31/10 Total Complaints: 672

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|                                   |    |                                  |    |
|-----------------------------------|----|----------------------------------|----|
| Access to Attorney                | 14 | Mental Health                    | 8  |
| Access to Ombudsman               | 6  | Other                            | 21 |
| Arrest of Resident                | 32 | Parent/Staff Interaction         | 1  |
| Building & Plant Maintenance      | 17 | Parole                           | 2  |
| Case Follow-Up                    | 18 | Physical Abuse                   | 9  |
| Case Follow-Up & New Issue(s)     | 1  | Placement Concerns               | 15 |
| Clothing                          | 12 | Post Arrest Notification         | 7  |
| Commissary                        | 3  | Private Placement                | 1  |
| Credit for Detention or Jail Time | 3  | Problem with Prior OCFS Placemen | 1  |
| Credit for Prior Placement        | 1  | Problems with Peers              | 6  |
| Detention Center/Jail             | 1  | Problems with Staff              | 30 |
| Disciplinary Action               | 24 | Programs & Services              | 19 |
| Education                         | 11 | Property Issues                  | 6  |
| Extension of Placement            | 5  | Quality of Life                  | 5  |
| Family Contact                    | 12 | Recreation                       | 15 |
| Food                              | 25 | Regulation & Policy Issues       | 13 |
| General Information               | 4  | Release                          | 21 |
| Law Enforcement Contact           | 22 | Release Planning                 | 24 |
| Legal Matters                     | 25 | Religion                         | 2  |
| Mail                              | 3  | Restraint Report Follow-Up       | 2  |
| Medical                           | 20 | Restraints                       | 1  |

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|--|-----------|
| <b>Revocation</b>                          | <b>2</b>  |
| <b>Room Confinement</b>                    | <b>3</b>  |
| <b>Room Searches</b>                       | <b>2</b>  |
| <b>Safety Concerns</b>                     | <b>9</b>  |
| <b>SCR -- Additional Information Provi</b> | <b>1</b>  |
| <b>Staff Misconduct</b>                    | <b>9</b>  |
| <b>Stage Advancement</b>                   | <b>10</b> |
| <b>Stipend Programs</b>                    | <b>1</b>  |
| <b>Telephone</b>                           | <b>6</b>  |
| <b>Transfer to Closer to Home</b>          | <b>16</b> |
| <b>Transfer to DOCS</b>                    | <b>4</b>  |
| <b>UIR Follow-Up</b>                       | <b>49</b> |
| <b>UIR Follow-Up &amp; New Issue(s)</b>    | <b>20</b> |
| <b>Voluntary Agency - Not OCFS</b>         | <b>1</b>  |
| <b>Voter Rights</b>                        | <b>14</b> |
| <b>Wellness Check</b>                      | <b>50</b> |
| <b>Wellness Check &amp; New Issue(s)</b>   | <b>7</b>  |