

# Office of the Ombudsman

## Issue Report

For the Period: 2/1/11 - 2/28/11 Total Complaints: 539

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Access to Attorney	10	Medical	31
Access to Ombudsman	6	Mental Health	3
Arrest of Resident	8	Other	5
Building & Plant Maintenance	7	Parent/Staff Interaction	1
Case Follow-Up	9	Parole	2
Case Follow-Up & New Issue(s)	10	Physical Abuse	4
Clothing	6	Placement Concerns	6
Commissary	8	Positive Feedback	2
Credit for Detention or Jail Time	2	Post Arrest Notification	3
Dental	3	Problems with Peers	1
Detention Center/Jail	2	Problems with Staff	19
Disciplinary Action	22	Programs & Services	12
Education	9	Property Issues	7
Extension of Placement	7	Quality of Life	13
Family Contact	5	Recreation	20
Fenner Hearing Observation	1	Regulation & Policy Issues	5
Food	8	Release	17
General Information	1	Release Planning	21
Law Enforcement Contact	11	Release Waiting Period	4
Legal Matters	9	Restraint Report Follow-Up	2
Mail	2	Restraints	5

<b>Revocation</b>	<b>1</b>
<b>Room Confinement</b>	<b>6</b>
<b>Room Searches</b>	<b>2</b>
<b>Safety Concerns</b>	<b>3</b>
<b>Staff Misconduct</b>	<b>13</b>
<b>Stage Advancement</b>	<b>8</b>
<b>Step 3</b>	<b>3</b>
<b>Telephone</b>	<b>3</b>
<b>Time Allowance Committee</b>	<b>2</b>
<b>Transfer to Closer to Home</b>	<b>11</b>
<b>Transfer to DOCCS</b>	<b>5</b>
<b>UIR Follow-Up</b>	<b>38</b>
<b>UIR Follow-Up &amp; New Issue(s)</b>	<b>19</b>
<b>Voluntary Agency - Not OCFS</b>	<b>1</b>
<b>Wellness Check</b>	<b>79</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>16</b>