

Office of the Ombudsman

Case Initiation Report

For the Period: 3/1/09 - 3/31/09 Total Cases: 412

| INITIATED BY | METHOD | NO. SERVED | TOTAL |
|-------------------------------|--------------------|-------------------|--------------|
| Ombudsman | | | 127 |
| | In Person | 100 | |
| | Telephone | 27 | |
| Parent or Guardian | | | 8 |
| | Telephone | 8 | |
| Private Citizen | | | 3 |
| | Correspondence | 1 | |
| | E-Mail | 1 | |
| | Telephone | 1 | |
| Relative | | | 1 |
| | Telephone | 1 | |
| Resident | | | 238 |
| | Correspondence | 2 | |
| | In Person | 98 | |
| | Overflow of In-Per | 4 | |
| | Telephone | 134 | |
| Staff - Asst. Director | | | 2 |
| | Telephone | 2 | |
| Staff - Central Office | | | 2 |
| | Correspondence | 1 | |
| | Telephone | 1 | |

| INITIATED BY | METHOD | NO. SERVED | TOTAL |
|-------------------------|----------------|-------------------|--------------|
| Staff - Director | | | 4 |
| | In Person | 1 | |
| | Telephone | 3 | |
| Staff - Field | | | 27 |
| | Correspondence | 1 | |
| | E-Mail | 3 | |
| | Telephone | 23 | |
| Total Cases: | | | 412 |