

# Office of the Ombudsman

## Number of Cases Opened

For the Period: 1/1/11 - 1/31/11 Total Cases: 410

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Resident</b>			<b>203</b>
	Telephone	174	
	In Person	29	
<b>Ombudsman</b>			<b>166</b>
	In Person	108	
	Telephone	57	
	Overflow of In-Per	1	
<b>Staff - Field</b>			<b>31</b>
	Telephone	31	
<b>Parent or Guardian</b>			<b>3</b>
	Telephone	3	
<b>Attorney</b>			<b>2</b>
	Telephone	2	
<b>Clinician/Therapist</b>			<b>1</b>
	Telephone	1	
<b>Law Enforcement</b>			<b>1</b>
	Telephone	1	
<b>Relative</b>			<b>1</b>
	Telephone	1	
<b>Staff - Asst. Director</b>			<b>1</b>
	Telephone	1	

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Staff - Director</b>	Telephone	1	1
<b>Total Cases:</b>			<b>410</b>