

# Office of the Ombudsman

## Number of Cases Opened

For the Period: 4/1/11 - 4/30/11 Total Cases: 373

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Resident</b>			<b>193</b>
	Telephone	152	
	In Person	41	
<b>Ombudsman</b>			<b>153</b>
	In Person	115	
	Telephone	38	
<b>Staff - Field</b>			<b>22</b>
	Telephone	22	
<b>Staff - Asst. Director</b>			<b>2</b>
	Telephone	2	
<b>Former Resident</b>			<b>1</b>
	Telephone	1	
<b>Parent or Guardian</b>			<b>1</b>
	Telephone	1	
<b>Staff - Central Office</b>			<b>1</b>
	E-Mail	1	
<b>Total Cases:</b>			<b>373</b>