

Office of the Ombudsman

Issue Report

For the Period: 4/1/11 - 4/30/11 Total Complaints: 478

| | | | |
|-----------------------------------|----|------------------------------|----|
| Access to Attorney | 12 | Other | 3 |
| Access to Ombudsman | 5 | Parent/Staff Interaction | 2 |
| Arrest of Resident | 20 | Parole | 1 |
| Building & Plant Maintenance | 5 | Physical Abuse | 2 |
| Case Follow-Up | 11 | Placement Concerns | 7 |
| Case Follow-Up & New Issue(s) | 11 | Positive Feedback | 1 |
| Clothing | 1 | Post Arrest Notification | 3 |
| Commissary | 8 | Problems with Peers | 7 |
| Credit for Detention or Jail Time | 2 | Problems with Staff | 19 |
| Credit for Prior Placement | 1 | Programs & Services | 11 |
| Disciplinary Action | 30 | Property Issues | 3 |
| Education | 11 | Quality of Life | 2 |
| Extension of Placement | 4 | Recreation | 10 |
| Family Contact | 2 | Regulation & Policy Issues | 5 |
| Food | 13 | Release | 28 |
| Grievance Procedure | 1 | Release Planning | 9 |
| Law Enforcement Contact | 10 | Release Waiting Period | 2 |
| Legal Matters | 16 | Restraint Report Follow-Up | 1 |
| Mail | 1 | Restraints | 7 |
| Medical | 15 | RIR Follow-Up | 14 |
| Mental Health | 2 | RIR Follow-Up & New Issue(s) | 7 |

| | |
|--|-----------|
| Room Confinement | 2 |
| Room Confinement Report Follow- | 4 |
| Room Searches | 1 |
| Safety Concerns | 6 |
| Staff Misconduct | 11 |
| Stage Advancement | 1 |
| Step 3 | 4 |
| Stipend Programs | 4 |
| Strip Search | 1 |
| Telephone | 4 |
| Time Allowance Committee | 4 |
| Transfer to Closer to Home | 11 |
| Transfer to DOCCS | 2 |
| Voluntary Agency - Not OCFS | 1 |
| Wellness Check | 78 |
| Wellness Check & New Issue(s) | 19 |