

# Office of the Ombudsman

## Issue Report

**For the Period: 6/1/11 - 6/30/11 Total Complaints: 552**

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<b>Access to Attorney</b>	<b>10</b>	<b>Mail</b>	<b>2</b>
<b>Access to Ombudsman</b>	<b>3</b>	<b>Medical</b>	<b>21</b>
<b>Arrest of Resident</b>	<b>29</b>	<b>Other</b>	<b>2</b>
<b>Building &amp; Plant Maintenance</b>	<b>8</b>	<b>Physical Abuse</b>	<b>5</b>
<b>Case Follow-Up</b>	<b>7</b>	<b>Placement Concerns</b>	<b>11</b>
<b>Case Follow-Up &amp; New Issue(s)</b>	<b>9</b>	<b>Post Arrest Notification</b>	<b>2</b>
<b>Clothing</b>	<b>13</b>	<b>Problems with Peers</b>	<b>9</b>
<b>Commissary</b>	<b>3</b>	<b>Problems with Staff</b>	<b>16</b>
<b>Credit for Detention or Jail Time</b>	<b>2</b>	<b>Programs &amp; Services</b>	<b>8</b>
<b>Dental</b>	<b>3</b>	<b>Property Issues</b>	<b>8</b>
<b>Disciplinary Action</b>	<b>14</b>	<b>Quality of Life</b>	<b>5</b>
<b>Education</b>	<b>7</b>	<b>Recreation</b>	<b>7</b>
<b>Extension of Placement</b>	<b>3</b>	<b>Regulation &amp; Policy Issues</b>	<b>6</b>
<b>Family Contact</b>	<b>5</b>	<b>Release</b>	<b>38</b>
<b>Fenner Hearing Observation</b>	<b>1</b>	<b>Release Planning</b>	<b>29</b>
<b>Food</b>	<b>17</b>	<b>Release Waiting Period</b>	<b>3</b>
<b>General Information</b>	<b>2</b>	<b>Religion</b>	<b>2</b>
<b>Grievance Procedure</b>	<b>3</b>	<b>Restraint Report Follow-Up</b>	<b>10</b>
<b>Interstate Compact</b>	<b>2</b>	<b>Restraint Report Follow-Up &amp; New I</b>	<b>2</b>
<b>Law Enforcement Contact</b>	<b>10</b>	<b>Restraints</b>	<b>6</b>
<b>Legal Matters</b>	<b>12</b>	<b>RIR Follow-Up</b>	<b>43</b>

<b>RIR Follow-Up &amp; New Issue(s)</b>	<b>10</b>
<b>Room Confinement</b>	<b>3</b>
<b>Room Confinement Report Follow-</b>	<b>1</b>
<b>Room Searches</b>	<b>2</b>
<b>Safety Concerns</b>	<b>1</b>
<b>SCR -- Initially Declined Facility Re</b>	<b>1</b>
<b>Staff Misconduct</b>	<b>6</b>
<b>Stage Advancement</b>	<b>6</b>
<b>Step 3</b>	<b>1</b>
<b>Stipend Programs</b>	<b>7</b>
<b>Telephone</b>	<b>3</b>
<b>Time Allowance Committee</b>	<b>1</b>
<b>Transfer to Closer to Home</b>	<b>7</b>
<b>Transfer to DOCCS</b>	<b>3</b>
<b>Transfer to Secure Facility</b>	<b>1</b>
<b>Voluntary Agency - Not OCFS</b>	<b>1</b>
<b>Wellness Check</b>	<b>66</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>34</b>