

Office of the Ombudsman

Issue Report

For the Period: 7/1/11 - 7/31/11 Total Complaints: 533

Access to Attorney	8	Other	3
Access to Ombudsman	2	Parent/Staff Interaction	1
Arrest of Resident	15	Parole	5
Building & Plant Maintenance	10	Physical Abuse	3
Case Follow-Up	11	Placement Concerns	6
Case Follow-Up & New Issue(s)	7	Positive Feedback	2
Clothing	7	Post Arrest Notification	3
Commissary	4	Problems with Peers	11
Dental	3	Problems with Staff	4
Detention Center/Jail	1	Programs & Services	16
Disciplinary Action	17	Property Issues	5
Education	13	Quality of Life	16
Extension of Placement	1	Recreation	18
Family Contact	6	Regulation & Policy Issues	1
Food	12	Release	24
Grievance Procedure	4	Release Planning	18
Law Enforcement Contact	16	Release Waiting Period	1
Legal Matters	11	Religion	1
Mail	4	Restraint Report Follow-Up	1
Medical	18	Restraint Report Follow-Up & New I	1
Mental Health	3	Restraints	8

RIR Follow-Up	38
RIR Follow-Up & New Issue(s)	13
Room Confinement	7
Room Confinement Report Follow-	1
Safety Concerns	7
SCR -- Initially Declined Facility Re	1
Staff Misconduct	10
Stage Advancement	3
Step 3	1
Stipend Programs	5
Telephone	2
Time Allowance Committee	1
Transfer to Closer to Home	9
Transfer to DOCCS	2
Transfer to Secure Facility	2
Vocational Programs	1
Voluntary Agency - Not OCFS	1
Wellness Check	88
Wellness Check & New Issue(s)	20