

# Office of the Ombudsman

## Number of Cases Opened

For the Period: 8/1/11 - 8/31/11 Total Cases: 20036

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Resident</b>			<b>#####</b>
	Telephone	7181	
	In Person	3663	
	Correspondence	69	
	Overflow of In-Per	30	
	E-Mail	7	
<b>Ombudsman</b>			<b>7121</b>
	In Person	4318	
	Telephone	2726	
	E-Mail	58	
	Overflow of In-Per	14	
	Correspondence	5	
<b>Staff - Field</b>			<b>951</b>
	Telephone	879	
	E-Mail	42	
	In Person	27	
	Correspondence	3	
<b>Parent or Guardian</b>			<b>402</b>
	Telephone	377	
	E-Mail	11	
	In Person	9	
	Correspondence	5	

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Staff - Asst. Director</b>			<b>167</b>
	Telephone	149	
	E-Mail	10	
	In Person	7	
	Correspondence	1	
<b>Staff - Director</b>			<b>134</b>
	Telephone	106	
	E-Mail	14	
	In Person	10	
	Correspondence	3	
	Overflow of In-Per	1	
<b>Private Citizen</b>			<b>71</b>
	Telephone	48	
	E-Mail	16	
	Correspondence	7	
<b>Clinician/Therapist</b>			<b>59</b>
	Telephone	56	
	In Person	2	
	E-Mail	1	
<b>Attorney</b>			<b>55</b>
	Telephone	46	
	E-Mail	9	
<b>Relative</b>			<b>49</b>
	Telephone	40	
	In Person	6	
	Correspondence	2	
	E-Mail	1	

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Staff - Central Office</b>			<b>34</b>
	E-Mail	14	
	Telephone	14	
	Correspondence	4	
	In Person	2	
<b>Law Enforcement</b>			<b>20</b>
	Telephone	17	
	In Person	1	
	E-Mail	1	
	Correspondence	1	
<b>Former Resident</b>			<b>9</b>
	Telephone	8	
	Correspondence	1	
<b>Advocate</b>			<b>5</b>
	Telephone	5	
<b>Outside Service Provider</b>			<b>3</b>
	Telephone	3	
<b>Inmate</b>			<b>2</b>
	Correspondence	2	
<b>Judge</b>			<b>1</b>
	Telephone	1	
<b>Legislative Representative</b>			<b>1</b>
	Telephone	1	
			<b>2</b>
	E-Mail	1	
	In Person	1	
<b>Total Cases:</b>			<b>20036</b>