

# Office of the Ombudsman

## Issue Report

For the Period: 9/1/11 - 9/30/11 Total Complaints: 612

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Access to Attorney	11	Legal Matters	19
Access to Ombudsman	7	Mail	2
Arrest of Resident	25	Medical	22
Building & Plant Maintenance	17	Mental Health	5
Case Follow-Up	14	Other	9
Case Follow-Up & New Issue(s)	7	Parole	3
Clothing	10	Physical Abuse	8
Commissary	2	Placement Concerns	7
Credit for Community Program	1	Post Arrest Notification	3
Credit for Detention or Jail Time	2	Problems with Peers	8
Dental	3	Problems with Staff	14
Disciplinary Action	24	Programs & Services	12
Education	8	Property Issues	11
Extension of Placement	6	Quality of Life	30
Facility Director Proceeding	1	Recreation	12
Family Contact	7	Regulation & Policy Issues	10
Fenner Hearing Observation	1	Release	16
Food	13	Release Planning	20
Grievance Procedure	4	Release Waiting Period	2
Interstate Compact	1	Restraint Report Follow-Up	3
Law Enforcement Contact	6	Restraints	10

<b>Revocation</b>	<b>2</b>
<b>RIR Follow-Up</b>	<b>45</b>
<b>RIR Follow-Up &amp; New Issue(s)</b>	<b>16</b>
<b>Room Confinement</b>	<b>11</b>
<b>Room Searches</b>	<b>1</b>
<b>Safety Concerns</b>	<b>4</b>
<b>Staff Misconduct</b>	<b>6</b>
<b>Stage Advancement</b>	<b>7</b>
<b>Stipend Programs</b>	<b>4</b>
<b>Telephone</b>	<b>13</b>
<b>Transfer to Closer to Home</b>	<b>11</b>
<b>Transfer to DOCCS</b>	<b>7</b>
<b>Transfer to OCFS</b>	<b>1</b>
<b>Transfer to Secure Facility</b>	<b>2</b>
<b>Vocational Programs</b>	<b>2</b>
<b>Wellness Check</b>	<b>59</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>25</b>