

# Office of the Ombudsman

## Number of Cases Opened

For the Period: 10/1/11 - 10/31/11 Total Cases: 406

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Ombudsman</b>			<b>202</b>
	In Person	144	
	Telephone	58	
<b>Resident</b>			<b>161</b>
	Telephone	115	
	In Person	46	
<b>Staff - Field</b>			<b>26</b>
	Telephone	25	
	Correspondence	1	
<b>Parent or Guardian</b>			<b>9</b>
	Telephone	9	
<b>Staff - Asst. Director</b>			<b>5</b>
	Telephone	5	
<b>Staff - Director</b>			<b>2</b>
	Telephone	2	
<b>Clinician/Therapist</b>			<b>1</b>
	Telephone	1	
<b>Total Cases:</b>			<b>406</b>