

# Office of the Ombudsman

## Issue Report

For the Period: 10/1/11 - 10/31/11 Total Complaints: 606

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Access to Attorney	10	Medical	25
Access to Ombudsman	7	Mental Health	6
Arrest of Resident	29	Not Related to Placement	1
Building & Plant Maintenance	20	Other	6
Case Follow-Up	17	Parent/Staff Interaction	2
Case Follow-Up & New Issue(s)	6	Parole	4
Clothing	14	Physical Abuse	1
Commissary	7	Placement Concerns	6
Credit for Detention or Jail Time	1	Post Arrest Notification	2
Dental	6	Problems with Peers	8
Detention Center/Jail	2	Problems with Staff	17
Disciplinary Action	22	Programs & Services	26
Education	15	Property Issues	10
Extension of Placement	3	Quality of Life	16
Family Contact	10	Recreation	11
Fenner Hearing Observation	1	Regulation & Policy Issues	2
Food	31	Release	18
Grievance Procedure	1	Release Planning	11
Law Enforcement Contact	5	Release Waiting Period	3
Legal Matters	11	Religion	4
Mail	3	Restraint Report Follow-Up	1

<b>Restraints</b>	<b>2</b>
<b>Revocation</b>	<b>2</b>
<b>RIR Follow-Up</b>	<b>35</b>
<b>RIR Follow-Up &amp; New Issue(s)</b>	<b>7</b>
<b>Room Confinement</b>	<b>7</b>
<b>Room Searches</b>	<b>2</b>
<b>Safety Concerns</b>	<b>4</b>
<b>SCR -- Initially Declined Facility Re</b>	<b>1</b>
<b>Staff Misconduct</b>	<b>5</b>
<b>Stage Advancement</b>	<b>3</b>
<b>Stipend Programs</b>	<b>2</b>
<b>Telephone</b>	<b>17</b>
<b>Time Allowance Committee</b>	<b>2</b>
<b>Transfer to Closer to Home</b>	<b>10</b>
<b>Transfer to DOCCS</b>	<b>3</b>
<b>Transfer to Secure Facility</b>	<b>2</b>
<b>Voluntary Agency - Not OCFS</b>	<b>1</b>
<b>Wellness Check</b>	<b>64</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>36</b>