

Office of the Ombudsman

Issue Report

For the Period: 12/1/11 - 12/31/11 Total Complaints: 453

Access to Attorney	8	Legal Matters	7
Access to Ombudsman	5	Mail	2
Arrest of Resident	19	Medical	13
Building & Plant Maintenance	13	Mental Health	1
Case Follow-Up	7	Modified Service Program	1
Case Follow-Up & New Issue(s)	6	Other	7
Clothing	6	Parent/Staff Interaction	3
Commissary	1	Parole	3
Credit for Detention or Jail Time	1	Physical Abuse	2
Dental	3	Placement Concerns	6
Disciplinary Action	20	Positive Feedback	1
Education	7	Problems with Peers	4
Extension of Placement	3	Problems with Staff	16
Facility Director Proceeding	1	Programs & Services	17
Family Contact	10	Property Issues	3
Food	12	Quality of Life	12
General Information	4	Recreation	6
Grievance Follow-Up	1	Regulation & Policy Issues	3
Grievance Procedure	1	Release	15
Interstate Compact	2	Release Planning	19
Law Enforcement Contact	10	Release Waiting Period	1

Religion	3
Restraints	3
Revocation	2
RIR Follow-Up	19
RIR Follow-Up & New Issue(s)	7
Room Confinement	6
Room Searches	2
Safety Concerns	5
SCR -- Initially Declined Facility Re	1
Staff Misconduct	4
Stage Advancement	2
Step 3	3
Stipend Programs	2
Telephone	7
Transfer to Closer to Home	8
Transfer to DOCCS	3
Transfer to Secure Facility	2
Vocational Programs	1
Wellness Check	55
Wellness Check & New Issue(s)	36