

# Office of the Ombudsman

## Number of Cases Opened

For the Period: 1/1/12 - 1/31/12 Total Cases: 377

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Resident</b>			<b>174</b>
	Telephone	111	
	In Person	58	
	Overflow of In-Per	5	
<b>Ombudsman</b>			<b>159</b>
	In Person	130	
	Telephone	29	
<b>Staff - Field</b>			<b>26</b>
	Telephone	25	
	E-Mail	1	
<b>Staff - Asst. Director</b>			<b>4</b>
	Telephone	4	
<b>Staff - Director</b>			<b>4</b>
	Telephone	2	
	In Person	2	
<b>Parent or Guardian</b>			<b>3</b>
	Telephone	3	
<b>Outside Service Provider</b>			<b>1</b>
	Telephone	1	
<b>Staff - Central Office</b>			<b>1</b>
	Telephone	1	

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
			<b>5</b>
	In Person	3	
	Telephone	2	
<b>Total Cases:</b>			<b>377</b>