

# Office of the Ombudsman

## Summary Report

January 01, 2012 - January 31, 2012

### Report Summary

Number of Cases Opened	377
Number of Specific Issues	591
Number of Investigations	17

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Number of Matters Referred	9
SCR	7
SIU	2

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Number of Cases Closed	394
Number of Facility Visits	19
Hotline calls received after business hours	91

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Number of External Contacts	7
Attorney	7

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