

# Office of the Ombudsman

## Issue Report

For the Period: 2/1/12 - 2/29/12 Total Complaints: 513

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Access to Attorney	9	Mental Health	4
Access to Ombudsman	6	Other	1
Arrest of Resident	22	Parent/Staff Interaction	2
Building & Plant Maintenance	12	Parole	1
Case Follow-Up	24	Physical Abuse	6
Case Follow-Up & New Issue(s)	10	Placement Concerns	5
Clothing	10	Problems with Peers	10
Commissary	11	Problems with Staff	19
Credit for Detention or Jail Time	2	Programs & Services	21
Dental	6	Property Issues	12
Detention Center/Jail	1	Quality of Life	18
Disciplinary Action	14	Recreation	10
Education	12	Regulation & Policy Issues	10
Family Contact	6	Release	14
Food	12	Release Planning	15
General Information	1	Release Waiting Period	2
Interstate Compact	1	Religion	2
Law Enforcement Contact	6	Restraints	3
Legal Matters	20	RIR Follow-Up	37
Mail	2	RIR Follow-Up & New Issue(s)	14
Medical	18	Safety Concerns	7

<b>Staff Misconduct</b>	<b>6</b>
<b>Stage Advancement</b>	<b>7</b>
<b>Stipend Programs</b>	<b>1</b>
<b>Telephone</b>	<b>9</b>
<b>Terminating Placement</b>	<b>1</b>
<b>Time Allowance Committee</b>	<b>4</b>
<b>Transfer to Closer to Home</b>	<b>4</b>
<b>Transfer to DOCCS</b>	<b>2</b>
<b>Transfer to Secure Facility</b>	<b>3</b>
<b>Voluntary Agency - Not OCFS</b>	<b>2</b>
<b>Wellness Check</b>	<b>37</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>19</b>