

# Office of the Ombudsman

## Summary Report

April 01, 2012 - April 30, 2012

### Report Summary

Number of Cases Opened	351
Number of Specific Issues	492
Number of Investigations	42

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Number of Matters Referred	11
SCR	10
SIU	1

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Number of Cases Closed	356
Number of Facility Visits	14
Hotline calls received after business hours	64

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Number of External Contacts	7
Attorney	7

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