

Office of the Ombudsman

Number of Cases Opened

For the Period: 5/1/12 - 5/31/12 Total Cases: 453

| <u>INITIATED BY</u> | <u>METHOD</u> | <u>NO. SERVED</u> | <u>TOTAL</u> |
|---------------------------------|---------------|-------------------|--------------|
| Ombudsman | | | 216 |
| | In Person | 164 | |
| | Telephone | 50 | |
| | E-Mail | 2 | |
| Resident | | | 174 |
| | Telephone | 98 | |
| | In Person | 76 | |
| Staff - Field | | | 41 |
| | Telephone | 41 | |
| Staff - Director | | | 8 |
| | Telephone | 8 | |
| Parent or Guardian | | | 7 |
| | Telephone | 7 | |
| Clinician/Therapist | | | 3 |
| | Telephone | 3 | |
| Former Resident | | | 1 |
| | Telephone | 1 | |
| Law Enforcement | | | 1 |
| | In Person | 1 | |
| Outside Service Provider | | | 1 |
| | In Person | 1 | |

| INITIATED BY | METHOD | NO. SERVED | TOTAL |
|---------------------|---------------|-------------------|--------------|
| | Telephone | 1 | 1 |
| Total Cases: | | | 453 |