

# Office of the Ombudsman

## Summary Report

May 01, 2012 - May 31, 2012

### Report Summary

Number of Cases Opened	453
Number of Specific Issues	640
Number of Investigations	54

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Number of Matters Referred	13
DCWCS	2
SCR	11

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Number of Cases Closed	398
Number of Facility Visits	20
Hotline calls received after business hours	122

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Number of External Contacts	7
Attorney	7

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