

# Office of the Ombudsman

## Issue Report

**For the Period: 7/1/12 - 7/31/12 Total Complaints: 564**

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| <b>Access to Attorney</b>                | <b>5</b>  | <b>Legal Matters</b>                  | <b>16</b> |
| <b>Access to Ombudsman</b>               | <b>2</b>  | <b>Mail</b>                           | <b>2</b>  |
| <b>Arrest of Resident</b>                | <b>16</b> | <b>Medical</b>                        | <b>34</b> |
| <b>Building &amp; Plant Maintenance</b>  | <b>5</b>  | <b>Mental Health</b>                  | <b>1</b>  |
| <b>Case Follow-Up</b>                    | <b>12</b> | <b>Other</b>                          | <b>8</b>  |
| <b>Case Follow-Up &amp; New Issue(s)</b> | <b>6</b>  | <b>Parole</b>                         | <b>1</b>  |
| <b>Clothing</b>                          | <b>7</b>  | <b>Physical Abuse</b>                 | <b>5</b>  |
| <b>Commissary</b>                        | <b>1</b>  | <b>Placement Concerns</b>             | <b>4</b>  |
| <b>Credit for Detention or Jail Time</b> | <b>1</b>  | <b>Post Arrest Notification</b>       | <b>1</b>  |
| <b>Dental</b>                            | <b>4</b>  | <b>Problems with Peers</b>            | <b>10</b> |
| <b>Detention Center/Jail</b>             | <b>1</b>  | <b>Problems with Staff</b>            | <b>5</b>  |
| <b>Disciplinary Action</b>               | <b>11</b> | <b>Programs &amp; Services</b>        | <b>22</b> |
| <b>Education</b>                         | <b>9</b>  | <b>Property Issues</b>                | <b>6</b>  |
| <b>Extension of Placement</b>            | <b>3</b>  | <b>Quality of Life</b>                | <b>12</b> |
| <b>Family Contact</b>                    | <b>11</b> | <b>Recreation</b>                     | <b>10</b> |
| <b>Fenner Hearing Observation</b>        | <b>2</b>  | <b>Regulation &amp; Policy Issues</b> | <b>4</b>  |
| <b>Food</b>                              | <b>9</b>  | <b>Release</b>                        | <b>3</b>  |
| <b>General Information</b>               | <b>3</b>  | <b>Release Planning</b>               | <b>23</b> |
| <b>Grievance Follow-Up</b>               | <b>2</b>  | <b>Religion</b>                       | <b>3</b>  |
| <b>Grievance Procedure</b>               | <b>2</b>  | <b>Restraints</b>                     | <b>10</b> |
| <b>Law Enforcement Contact</b>           | <b>12</b> | <b>RIR Follow-Up</b>                  | <b>47</b> |

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|--|-----------|
| <b>RIR Follow-Up &amp; New Issue(s)</b>  | <b>14</b> |
| <b>Room Confinement</b>                  | <b>6</b>  |
| <b>Room Searches</b>                     | <b>3</b>  |
| <b>Safety Concerns</b>                   | <b>8</b>  |
| <b>Staff Complaint</b>                   | <b>15</b> |
| <b>Staff Misconduct</b>                  | <b>4</b>  |
| <b>Stage Advancement</b>                 | <b>1</b>  |
| <b>Step 3</b>                            | <b>1</b>  |
| <b>Stipend Programs</b>                  | <b>1</b>  |
| <b>Telephone</b>                         | <b>4</b>  |
| <b>Time Allowance Committee</b>          | <b>1</b>  |
| <b>Transfer to Closer to Home</b>        | <b>8</b>  |
| <b>Transfer to DOCCS</b>                 | <b>1</b>  |
| <b>Transfer to Secure Facility</b>       | <b>1</b>  |
| <b>Voter Rights</b>                      | <b>30</b> |
| <b>Wellness Check</b>                    | <b>82</b> |
| <b>Wellness Check &amp; New Issue(s)</b> | <b>33</b> |