

# Office of the Ombudsman

## Number of Cases Opened

For the Period: 8/1/12 - 8/31/12 Total Cases: 349

| <b>INITIATED BY</b>           | <b>METHOD</b> | <b>NO. SERVED</b> | <b>TOTAL</b> |
|-------------------------------|---------------|-------------------|--------------|
| <b>Ombudsman</b>              |               |                   | <b>155</b>   |
|                               | In Person     | 117               |              |
|                               | Telephone     | 38                |              |
| <b>Resident</b>               |               |                   | <b>152</b>   |
|                               | Telephone     | 111               |              |
|                               | In Person     | 41                |              |
| <b>Staff - Field</b>          |               |                   | <b>27</b>    |
|                               | Telephone     | 26                |              |
|                               | E-Mail        | 1                 |              |
| <b>Staff - Central Office</b> |               |                   | <b>4</b>     |
|                               | E-Mail        | 3                 |              |
|                               | Telephone     | 1                 |              |
| <b>Parent or Guardian</b>     |               |                   | <b>3</b>     |
|                               | Telephone     | 3                 |              |
| <b>Clinician/Therapist</b>    |               |                   | <b>2</b>     |
|                               | Telephone     | 2                 |              |
| <b>Relative</b>               |               |                   | <b>2</b>     |
|                               | Telephone     | 2                 |              |
| <b>Attorney</b>               |               |                   | <b>1</b>     |
|                               | Telephone     | 1                 |              |
| <b>Former Resident</b>        |               |                   | <b>1</b>     |
|                               | E-Mail        | 1                 |              |

| <b>INITIATED BY</b>           | <b>METHOD</b> | <b>NO. SERVED</b> | <b>TOTAL</b> |
|-------------------------------|---------------|-------------------|--------------|
| <b>Staff - Asst. Director</b> |               |                   | <b>1</b>     |
|                               | Telephone     | 1                 |              |
| <b>Staff - Director</b>       |               |                   | <b>1</b>     |
|                               | Telephone     | 1                 |              |
| <b>Total Cases:</b>           |               |                   | <b>349</b>   |