

# Office of the Ombudsman

## Issue Report

For the Period: 10/1/12 - 10/31/12 Total Complaints: 610

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Access to Attorney	13	Medical	23
Access to Ombudsman	7	Mental Health	5
Arrest of Resident	11	Other	6
Building & Plant Maintenance	10	Parent/Staff Interaction	1
Case Follow-Up	25	Parole	4
Case Follow-Up & New Issue(s)	7	Physical Abuse	3
Clothing	12	Placement Concerns	3
Commissary	2	Positive Feedback	1
Credit for Detention or Jail Time	3	Post Arrest Notification	2
Disciplinary Action	18	Problems with Peers	1
Education	21	Problems with Staff	14
Extension of Placement	3	Programs & Services	26
Family Contact	9	Property Issues	7
Food	24	Quality of Life	20
General Information	1	Recreation	11
Grievance Follow-Up	1	Regulation & Policy Issues	9
Grievance Procedure	1	Release	13
Interstate Compact	2	Release Planning	30
Law Enforcement Contact	11	Religion	2
Legal Matters	13	Restraint Report Follow-Up	1
Mail	2	Restraints	18

<b>Revocation</b>	<b>1</b>
<b>RIR Follow-Up</b>	<b>31</b>
<b>RIR Follow-Up &amp; New Issue(s)</b>	<b>11</b>
<b>Room Confinement</b>	<b>10</b>
<b>Room Confinement Report Follow-</b>	<b>3</b>
<b>Room Searches</b>	<b>1</b>
<b>Safety Concerns</b>	<b>12</b>
<b>SCR -- Initially Declined Facility Re</b>	<b>1</b>
<b>Staff Complaint</b>	<b>12</b>
<b>Staff Misconduct</b>	<b>3</b>
<b>Stage Advancement</b>	<b>2</b>
<b>Step 3</b>	<b>1</b>
<b>Stipend Programs</b>	<b>2</b>
<b>Telephone</b>	<b>4</b>
<b>Terminating Placement</b>	<b>1</b>
<b>Time Allowance Committee</b>	<b>1</b>
<b>Transfer to Closer to Home</b>	<b>8</b>
<b>Transfer to OCFS</b>	<b>1</b>
<b>Vocational Programs</b>	<b>2</b>
<b>Voluntary Agency - Not OCFS</b>	<b>1</b>
<b>Wellness Check</b>	<b>64</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>42</b>