

Office of the Ombudsman

Number of Cases Opened

For the Period: 12/1/12 - 12/31/12 Total Cases: 245

| INITIATED BY | METHOD | NO. SERVED | TOTAL |
|-------------------------------|--------------------|-------------------|--------------|
| Resident | | | 136 |
| | Telephone | 88 | |
| | In Person | 47 | |
| | Overflow of In-Per | 1 | |
| Ombudsman | | | 70 |
| | In Person | 64 | |
| | Telephone | 6 | |
| Staff - Field | | | 22 |
| | Telephone | 22 | |
| Advocate | | | 4 |
| | Telephone | 3 | |
| | E-Mail | 1 | |
| Parent or Guardian | | | 3 |
| | Telephone | 3 | |
| Staff - Asst. Director | | | 2 |
| | Telephone | 2 | |
| Law Enforcement | | | 1 |
| | Telephone | 1 | |
| Private Citizen | | | 1 |
| | Telephone | 1 | |
| Staff - Central Office | | | 1 |
| | Telephone | 1 | |

| INITIATED BY | METHOD | NO. SERVED | TOTAL |
|-------------------------|---------------|-------------------|--------------|
| Staff - Director | | | 1 |
| | In Person | 1 | |
| | | | 4 |
| | In Person | 3 | |
| | Telephone | 1 | |
| Total Cases: | | | 245 |