

Office of the Ombudsman  
August 2009

	Total
Number of Cases Opened	390
Number of Specific Issues	556
Number of External Contacts	3
Attorney	3
Number of Facility Visits	11
11 Visit Days in 10 Facility Reports	
Hotline calls received after business hours	95
Number of Cases Closed	342
Investigations and Report Follow-ups	30
Matters Referred	14
DCWCS	3
SCR	11