

Office of the Ombudsman
November 2009

	Total
Number of Cases Opened	399
Number of Specific Issues	571
Number of External Contacts	10
Attorney	8
Law Guardian	1
Court	1
Number of Facility Visits	20
Hotline calls received after business hours	69
Number of Cases Closed	366
Investigations and Report Follow-ups	43
Matters Referred	9
DCWCS	3
SCR	6