

Office of the Ombudsman  
December 2009

	Total
Number of Cases Opened	485
Number of Specific Issues	705
Number of External Contacts	6
Attorney	4
Parole	1
Probation	1
Number of Facility Visits	15
Hotline calls received after business hours	101
Number of Cases Closed	480
Investigations and Report Follow-ups	52
Matters Referred	17
DCWCS	2
SCR	15