

Office of the Ombudsman
October 2009

	Total
Number of Cases Opened	355
Number of Specific Issues	482
Number of External Contacts	6
Attorney	4
Law Guardian	1
Court	1
Number of Facility Visits	4
Hotline calls received after business hours	80
Number of Cases Closed	463
Investigations and Report Follow-ups	42
Matters Referred	11
DCWCS	2
SCR	0