

Office of the Ombudsman

Issue Report PIO

For the Period: 3/1/10 - 3/31/10 Total Complaints: 764

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|------------------------------------|----|----------------------------|----|
| Access to Attorney | 14 | Interstate Compact | 1 |
| Access to Ombudsman | 9 | Law Enforcement Contact | 20 |
| Arrest of Resident | 17 | Legal Matters | 25 |
| Building & Plant Maintenance | 13 | Mail | 11 |
| Case Follow-Up | 12 | Medical | 19 |
| Case Follow-Up & New Issue(s) | 7 | Mental Health | 5 |
| Clothing | 9 | Other | 8 |
| Commissary | 11 | Parole | 8 |
| Credit for Detention or Jail Time | 3 | Physical Abuse | 6 |
| Credit for Prior Placement | 1 | Placement Concerns | 17 |
| Dental | 3 | Problems with Peers | 12 |
| Detention Center/Jail | 3 | Problems with Staff | 33 |
| Disciplinary Action | 51 | Programs & Services | 24 |
| Education | 18 | Property Issues | 14 |
| Extension of Placement | 13 | Quality of Life | 16 |
| Extension of Placement - Follow Up | 3 | Recreation | 16 |
| Family Contact | 4 | Regulation & Policy Issues | 15 |
| FDP Observation | 7 | Release | 24 |
| Food | 17 | Release Planning | 60 |
| General Information | 6 | Release Waiting Period | 5 |
| Grievance Procedure | 7 | Religion | 1 |

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| Restraint Report Follow-Up | 1 |
| Restraints | 9 |
| Return to Facility | 1 |
| Revocation | 2 |
| Room Confinement | 5 |
| Safety Concerns | 2 |
| Staff Misconduct | 18 |
| Stage Advancement | 4 |
| Step 3 | 1 |
| Stipend Programs | 3 |
| Telephone | 15 |
| Time Allowance Committee | 4 |
| Transfer to Closer to Home | 13 |
| Transfer to DOCS | 3 |
| Transfer to Secure Facility | 1 |
| UIR Follow-Up | 34 |
| UIR Follow-Up & New Issue(s) | 4 |
| Unfair Sanctions | 3 |
| Vocational Programs | 2 |
| Voluntary Agency | 10 |
| Voluntary Agency - Not OCFS | 2 |
| Wellness Check | 49 |
| Wellness Check & New Issue(s) | 10 |