

# Office of the Ombudsman

## Summary Report

November 01, 2010 - November 30, 2010

### Report Summary

Number of Cases Opened	493
Number of Specific Issues	743
Number of Investigations	58

Number of Matters Referred	15
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DCWCS	1
SCR	14

Number of Cases Closed	453
Number of Facility Visits	12
Hotline calls received after business	117

Number of External	6
Attorney	5
Court	1