

# Office of the Ombudsman

## Issue Report

For the Period: 1/1/11 - 1/31/11 Total Complaints: 561

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Access to Attorney	7	Legal Matters	21
Access to Ombudsman	3	Medical	18
Arrest of Resident	18	Mental Health	9
Building & Plant Maintenance	14	Not Related to Placement	2
Case Follow-Up	25	Other	4
Case Follow-Up & New Issue(s)	15	Parent/Staff Interaction	1
Clothing	6	Parole	3
Commissary	13	Physical Abuse	3
Credit for Detention or Jail Time	1	Placement Concerns	12
Credit for Prior Placement	1	Positive Feedback	1
Dental	7	Post Arrest Notification	5
Detention Center/Jail	1	Problems with Peers	11
Disciplinary Action	19	Problems with Staff	14
Education	12	Programs & Services	20
Extension of Placement	4	Property Issues	8
Family Contact	10	Quality of Life	22
Fenner Hearing Observation	1	Recreation	7
Food	21	Regulation & Policy Issues	5
Grievance Procedure	2	Release	27
Interstate Compact	1	Release Planning	14
Law Enforcement Contact	15	Release Waiting Period	4

<b>Restraints</b>	<b>6</b>
<b>Revocation</b>	<b>1</b>
<b>Room Confinement</b>	<b>3</b>
<b>Room Confinement Report Follow-</b>	<b>1</b>
<b>Room Searches</b>	<b>2</b>
<b>Safety Concerns</b>	<b>2</b>
<b>Staff Misconduct</b>	<b>12</b>
<b>Stage Advancement</b>	<b>3</b>
<b>Stipend Programs</b>	<b>4</b>
<b>Telephone</b>	<b>9</b>
<b>Time Allowance Committee</b>	<b>5</b>
<b>Transfer to Closer to Home</b>	<b>12</b>
<b>Transfer to DOCCS</b>	<b>3</b>
<b>UIR Follow-Up</b>	<b>45</b>
<b>UIR Follow-Up &amp; New Issue(s)</b>	<b>8</b>
<b>Wellness Check</b>	<b>29</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>9</b>