

Office of the Ombudsman

Issue Report

For the Period: 11/1/08 - 11/30/08 Total Complaints 421

Access to Attorney	5	Legal Matters	14
Access to Ombudsman	2	Mail	5
Arrest of Resident	7	Medical	18
Clothing	5	Mental Health	2
Commissary	7	Modified Service Program	8
Credit for Detention or Jail Time	1	Not Related to Placement	1
Dental	3	Other	4
Detention Center	1	Parole	3
Difficulty Reaching Attorney	3	Physical Abuse	6
Difficulty Reaching Ombudsman	2	Placement Concerns	11
Education	9	Positive Feedback	1
Extension of Placement	2	Problems with Peers	9
Facility Director Proceeding	1	Problems with Staff	16
Family Contact	7	Program Services	10
Fenner Hearing Observation	1	Property Issues	4
Food	5	Quality of Life	13
General Information	1	Recreation	4
Grievances	3	Regulation & Policy Issues	15
Hearing Preparation -- EOP	1	Release	35
Interstate Compact	1	Release Planning	22
Law Enforcement Contact	6	Release Waiting Period	14

Religion	3
Restraints	9
Return to Facility	2
Room Confinement	1
Room Confinement Report Follow-	16
Room Searches	4
Rule Violation Hearing	1
Staff Misconduct	9
Stage Advancement	2
Stipend Programs	1
Telephone	4
Time Calculation	3
Transfer to Closer to Home	5
UIR Follow-Up	10
Unfair Sanctions	8
Voluntary Agency	27
Voluntary Agency - Not OCFS	1
Wellness Check -- Issue	8
Wellness Check -- No Issue	19