

# Office of the Ombudsman

## Issue Report

**For the Period: 8/1/08 - 8/30/08 Total Complaints 545**

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<b>Access to Attorney</b>	<b>4</b>	<b>Parent/Staff Interaction</b>	<b>1</b>
<b>Access to Ombudsman</b>	<b>3</b>	<b>Parole</b>	<b>3</b>
<b>Arrest of Resident</b>	<b>9</b>	<b>Physical Abuse</b>	<b>11</b>
<b>Clothing</b>	<b>8</b>	<b>Placement Concerns</b>	<b>14</b>
<b>Credit for Detention or Jail Time</b>	<b>2</b>	<b>Positive Feedback</b>	<b>1</b>
<b>Dental</b>	<b>2</b>	<b>Problems with Peers</b>	<b>9</b>
<b>Difficulty Reaching Attorney</b>	<b>4</b>	<b>Problems with Staff</b>	<b>1</b>
<b>Difficulty Reaching Ombudsman</b>	<b>2</b>	<b>Program Services</b>	<b>19</b>
<b>Education</b>	<b>13</b>	<b>Property Issues</b>	<b>5</b>
<b>Extension of Placement</b>	<b>3</b>	<b>Quality of Life</b>	<b>41</b>
<b>Facility Director Proceeding</b>	<b>3</b>	<b>Recreation</b>	<b>2</b>
<b>Family Contact</b>	<b>5</b>	<b>Regulation &amp; Policy Issues</b>	<b>31</b>
<b>Food</b>	<b>14</b>	<b>Release</b>	<b>39</b>
<b>Institutional Abuse</b>	<b>1</b>	<b>Release Planning</b>	<b>13</b>
<b>Law Enforcement Contact</b>	<b>6</b>	<b>Religion</b>	<b>3</b>
<b>Legal Matters</b>	<b>20</b>	<b>Restraint Report Follow-Up</b>	<b>4</b>
<b>Mail</b>	<b>1</b>	<b>Restraints</b>	<b>14</b>
<b>Medical</b>	<b>25</b>	<b>Room Confinement</b>	<b>4</b>
<b>Mental Health</b>	<b>4</b>	<b>Room Confinement Report Follow-</b>	<b>1</b>
<b>Modified Service Program</b>	<b>2</b>	<b>Rule Violation Hearing</b>	<b>15</b>
<b>Other</b>	<b>5</b>	<b>Safety Concerns</b>	<b>2</b>

<b>Staff Misconduct</b>	<b>27</b>
<b>Stage Advancement</b>	<b>4</b>
<b>Telephone</b>	<b>9</b>
<b>Terminating Placement</b>	<b>1</b>
<b>Transfer to Closer to Home</b>	<b>9</b>
<b>Transfer to OCFS</b>	<b>1</b>
<b>Transfer to Secure Facility</b>	<b>1</b>
<b>UIR Follow-Up</b>	<b>73</b>
<b>Unfair Sanctions</b>	<b>11</b>
<b>Vocational Programs</b>	<b>1</b>
<b>Voluntary Agency</b>	<b>2</b>
<b>Wellness Check -- Issue</b>	<b>10</b>
<b>Wellness Check -- No Issue</b>	<b>27</b>