

# Office of the Ombudsman

## Number of Cases Opened

For the Period: 9/1/12 - 9/30/12 Total Cases: 337

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Resident</b>			<b>166</b>
	Telephone	104	
	In Person	62	
<b>Ombudsman</b>			<b>143</b>
	In Person	96	
	Telephone	47	
<b>Staff - Field</b>			<b>21</b>
	Telephone	20	
	E-Mail	1	
<b>Parent or Guardian</b>			<b>3</b>
	Telephone	3	
<b>Staff - Asst. Director</b>			<b>2</b>
	Telephone	2	
<b>Attorney</b>			<b>1</b>
	Telephone	1	
<b>Staff - Director</b>			<b>1</b>
	In Person	1	
<b>Total Cases:</b>			<b>337</b>