

# Office of the Ombudsman

## Issue Report

For the Period: 9/1/12 - 9/30/12 Total Complaints: 483

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Access to Attorney	6	Mental Health	1
Access to Ombudsman	6	Other	3
Arrest of Resident	15	Parent/Staff Interaction	1
Building & Plant Maintenance	7	Parole	3
Case Follow-Up	22	Physical Abuse	3
Case Follow-Up & New Issue(s)	5	Placement Concerns	5
Clothing	10	Post Arrest Notification	1
Commissary	3	Problems with Peers	7
Credit for Detention or Jail Time	2	Problems with Staff	3
Dental	1	Programs & Services	11
Disciplinary Action	18	Property Issues	6
Education	5	Quality of Life	3
Extension of Placement	2	Recreation	9
Family Contact	5	Regulation & Policy Issues	2
Food	13	Release	6
Grievance Follow-Up	1	Release Planning	39
Grievance Procedure	1	Release Waiting Period	2
Law Enforcement Contact	9	Restraint Report Follow-Up	5
Legal Matters	19	Restraints	8
Mail	3	RIR Follow-Up	37
Medical	15	RIR Follow-Up & New Issue(s)	14

<b>Room Confinement</b>	<b>8</b>
<b>Room Confinement Report Follow-</b>	<b>1</b>
<b>Room Searches</b>	<b>1</b>
<b>Safety Concerns</b>	<b>10</b>
<b>Staff Complaint</b>	<b>12</b>
<b>Staff Misconduct</b>	<b>1</b>
<b>Stage Advancement</b>	<b>3</b>
<b>Step 3</b>	<b>2</b>
<b>Telephone</b>	<b>3</b>
<b>Terminating Placement</b>	<b>3</b>
<b>Transfer to Closer to Home</b>	<b>3</b>
<b>Transfer to DOCCS</b>	<b>1</b>
<b>Vocational Programs</b>	<b>1</b>
<b>Wellness Check</b>	<b>67</b>
<b>Wellness Check &amp; New Issue(s)</b>	<b>30</b>