

Office of the Ombudsman  
July 2009

	Total
Number of Cases Opened	486
Number of Specific Issues	692
Number of External Contacts	11
Attorney	9
Court	2
Number of Facility Visits	23
23 Visit Days in 21 Facility Reports	
Hotline calls received after business hours	72
Number of Cases Closed	439
Investigations and Report Follow-ups	30
Matters Referred	14
DCWCS	1
SCR	13