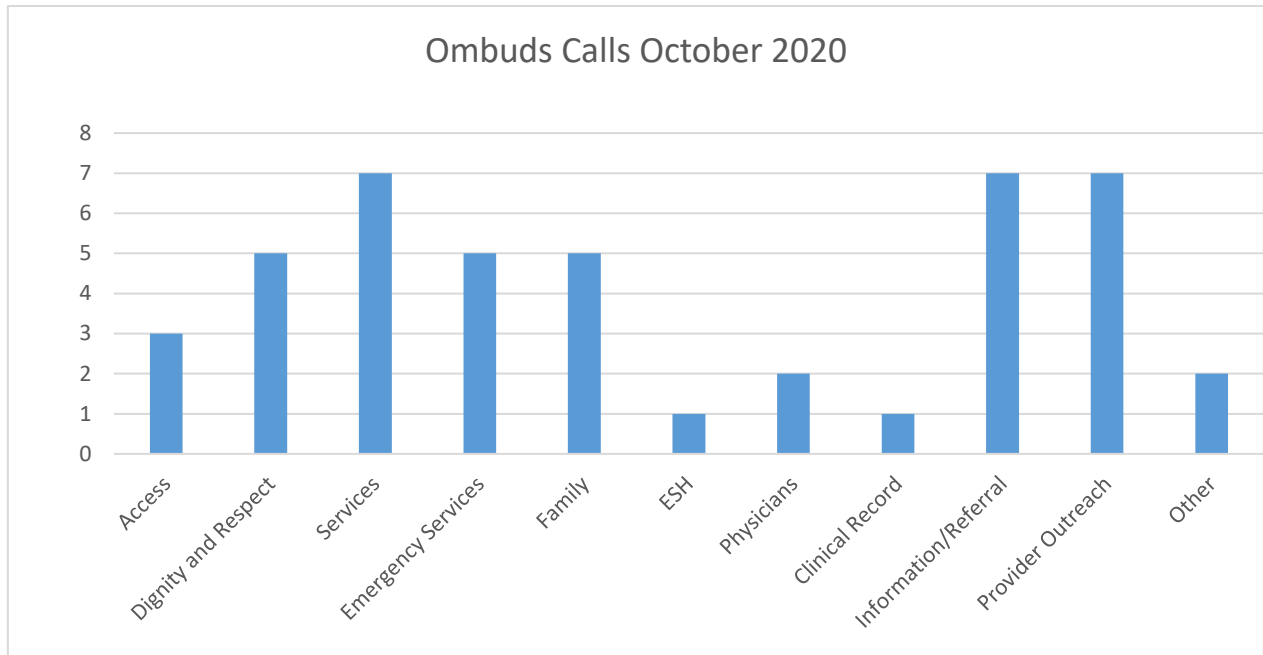




COMMUNITY SERVICES, HOUSING, AND COMMUNITY DEVELOPMENT DEPARTMENT
 Kathleen Torella, Director



Access	3
Dignity and Respect	5
Services	7
Emergency Services	5
Family	5
ESH	1
Physicians	2
Clinical Record	1
Information/Referral	7
Provider Outreach	7
Other	2
Total	45

Not every call the Ombuds receives becomes a grievance. Of 45 calls this month, we had 6 individuals move forward with grievances.

Many information/referral calls involve someone inquiring about a specific service or with a specific need. We can refer them to the appropriate provider. For example, a caller with Medicaid looking for med management can be referred to FBH or CHAS.

We cannot assist an individual if they do not initiate services on their own. This presents a challenge for family members who call us. We can reach out to providers to ask questions and provide further information for the family while maintaining confidentiality of the Individual seeking services.

This chart does not track returned calls, voicemails, or emails.

