

**LL174 of 2018 - Fiscal Year 19 Report Summary**

<b>Total Direct and Transferred Calls to Youth Connect:</b>	
RHY Calls Direct to Youth Connect	<b>289</b>
RHY Calls Transferred by 311	<b>95</b>
<b>Total RHY Calls for FY19</b>	<b>384</b>

<b>Nature of Questions/Comments/Complaints</b>	
General Information about RHY Services	<b>368</b>
Comments/Complaints	<b>16</b>
<b>Total</b>	<b>384</b>

<b>Summary of Comments/Complaints</b>	
Facility Conditions	<b>2</b>
Treatment by Staff	<b>9</b>
Treatment by other Youth	<b>0</b>
Lack of Resources	<b>0</b>
Failure to provide info required by law	<b>0</b>
Other	<b>2</b>
Issue related to non-DYCD Funded program	<b>3</b>
<b>Total</b>	<b>16</b>