§ 523-h. Duties of the director. The director shall:

1. provide administrative supervision and oversight to the ombudsmen;

2. establish procedures to ensure that the office of the ombudsman services are made available to every youth residing in facilities operated by the office;

3. coordinate meetings of the independent review board and the activities of its members;

4. coordinate activities of the ombudsmen with the independent review board and other units within the office;

5. fully participate in the policy development process of the office;

6. report to the independent review board, the commissioner, the executive deputy of the office, other appropriate directors of the office, the general counsel to the office and other appropriate office staff, concerning the grievances and complaints of youth residing in facilities operated by the office and the status of such grievances and complaints on a periodic basis, but not less than once per quarter. The report shall indicate whether a reported issue, complaint or grievance has been resolved and the manner in which it was resolved, and the status of implementation of recommendations or directives made by the commissioner with regard to previously reported issues, grievances or complaints; and

7. prepare a monthly report for the commissioner on the activities of the office of the ombudsman. Such monthly report shall contain statistical data and information indicating: the number of youth served by the office of the ombudsman; the number and types of complaints, grievances or issues brought to the attention of the office of the ombudsman; the number of office facilities visited by the ombudsmen; the number of investigations conducted by the ombudsmen; and the number and nature of contacts made by the ombudsmen to persons or agencies external to the office on behalf of youth residing in facilities operated by the

office.