I. Training
1. Did you receive the training that you need to function in your role as a consumer advocate?

II. Challenges and rewards
2. What are you most proud of in your volunteer experience?

3. What is the most difficult/challenging part of your role?

III. Interactions with RP staff
4. What ongoing training, consultation, and support do you need?

5. Do you receive the level of ongoing training, consultation, and support that you need?

IV. Input on statewide systemic advocacy agenda
6. Based on your experience, what do you think are the biggest problems in nursing homes today?

V. Satisfaction and quality improvement
7. What motivates you to volunteer with the Ombudsman program and stick with it?

8. How can we make volunteering with the Ombudsman program a more fulfilling experience?

9. How can we make reporting easier while still meeting requirements?