

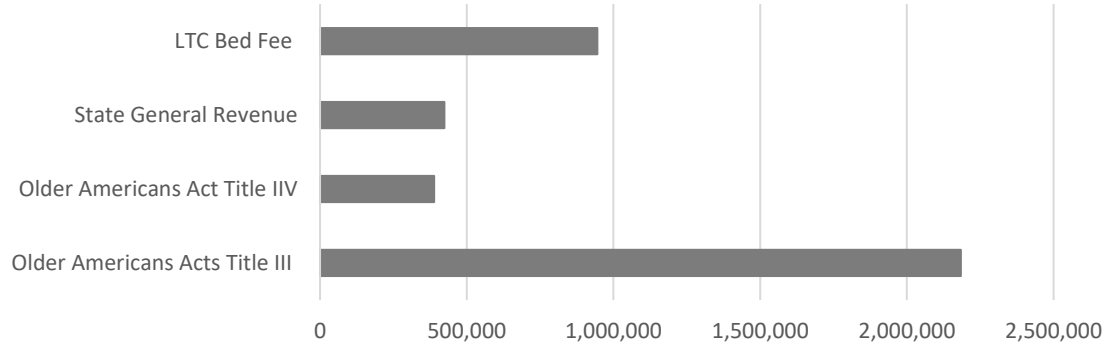


73 Staff



196 Volunteers

State and Federal Program Funds, CY 2018



84% Complaint Resolution Rate

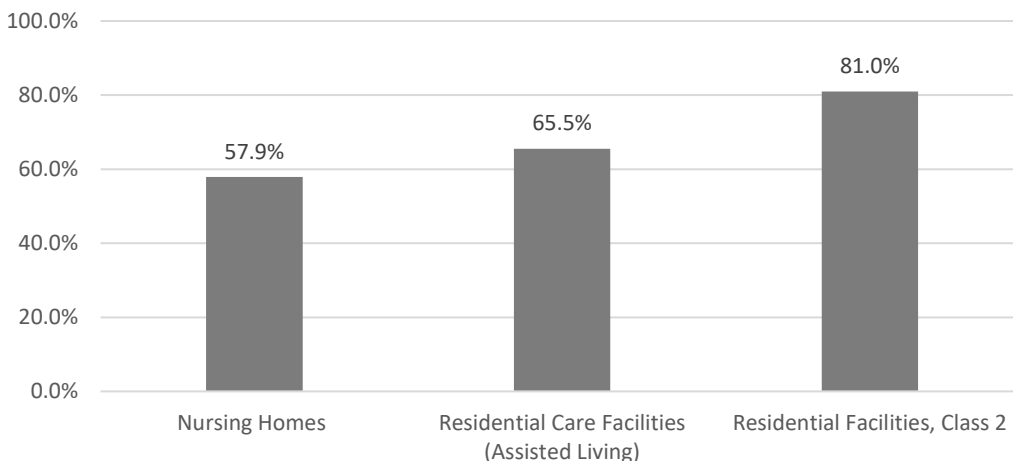
- Ombudsmen work hard to resolve complaints to our client's satisfaction, as reflected in our resolution rate.



OMBUDSMEN IN ACTION

Involuntary discharge is consistently among our top five frequently made complaints. In a recent situation, a resident of a nursing home was facing a discharge to a **homeless shelter** due to financial and behavioral concerns from the facility. The resident had limited mobility, was unable to walk and was mostly confined to a wheelchair. Additionally, the resident had no source of income. Once the Ombudsman became involved, she convinced the facility to schedule a meeting with the resident and facility staff, and to pause their discharge efforts. The Ombudsman successfully advocated to the social worker for assistance in helping this resident obtain Social Security Income, something that is critical for finding safe community housing. Once the resident secured a monthly income, the facility was able to find appropriate, permanent, and safe housing for this resident.

Percentage of Long-Term Care Facilities without Ombudsman Quarterly Visitation, CY 2018



2,644

Long-Term Care Facilities



1,000+

Home Care Providers