

Dear Representative Underwood,

The Office of the Long-Term Care Ombudsman is pleased to announce the appointment of Ms. X, a resident of your district, as a Certified Ombudsman volunteer.

As a Certified Ombudsman volunteer, Ms. X will investigate complaints and monitor the rights of residents at Green Acres Care Center and several adult foster care homes in the Sutherlin area. In Douglas County, there are over 1,100 residents in nursing homes, residential care facilities, assisted living, and adult foster care homes. Because of Ms. X's volunteer efforts, the quality of care will improve for those facilities that she monitors. As an agency that utilizes volunteers to enhance the work of paid staff, our agency can extend their reach to meet the needs of over 43,000 residents in Long-Term Care facilities across Oregon.

Last Federal fiscal year, the efforts of our highly-trained volunteers contributed over 19,000 hours, which translates to over \$650,000 in volunteer time donated to the Office of the Long-Term Care Ombudsman (as valued by the Independent Sector). Currently, our six Deputy Ombudsmen work with over 180 Certified Ombudsman volunteers, which makes our agency very cost-effective. We are actively recruiting more to protect the rights and dignity of those residents who are vulnerable, frail, and deserve quality care.

Please join me in welcoming and congratulating Ms. X in her service to some of Oregon's most vulnerable citizens. If you have any questions, please do not hesitate to contact [Mary Jaeger](#), State Ombudsman. More information about our program, including our Performance Report, can be found on our [website](#).

Warmest regards,