



**Office of the State  
Long Term Care  
Ombudsman**

**2019**

**ANNUAL REPORT**

**Submitted By:**  
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# ***The Long-Term Care Ombudsman Program 2019 Annual Report***

*Educating, Empowering, Advocating*

## **Report Summary:**

This report provides an overview of the Office of the State Long Term Care Ombudsman program operations, effects of regionalization, the enactment of changes outlined in new federal regulations, advocacy efforts, and the focus of the program for the upcoming year.

## **Program Overview:**

The mission of the Long Term Care Ombudsman Program (LTCOP) is to serve as an advocate and resource for older adults and persons with disabilities who live in long-term care facilities such as nursing homes, adult homes, assisted living facilities and family type homes. Ombudsmen help residents and their loved ones understand and exercise their rights in order to effectively address concerns that impact their health, safety, and quality of life. The program advocates for residents at both the individual and systems levels by receiving, investigating, and resolving complaints made by or on behalf of residents, promoting the development of resident and family councils, and informing governmental agencies, providers, and the general public about issues and concerns impacting residents of long-term care facilities.

The Older Americans Act, administered by the Administration for Community Living (ACL), requires each state to establish an independent Office of the State Long Term Care Ombudsman, as defined in federal regulations. In New York State, the Office of the State Long Term Care Ombudsman is administratively housed within the New York State Office for the Aging (NYSOFA) and provides advocacy services statewide to approximately 160,000 long-term care residents in almost 1,500 facilities.

To enhance efficiency, LTCOP in recent years established a regional approach to administering the program. The goal of this effort was to provide residents of long-term care facilities across the state with improved access to certified ombudsmen. The initiative has proven effective in enhancing access to program services and providing community outreach and awareness.

New York State LTCOP is administered through 15 regional programs consisting of 14 not-for-profit agencies, and one Area Agency on Aging (map attached). Throughout the state, there are approximately 50 paid staff (full and part-time) and 435 certified volunteer ombudsmen providing advocacy services to long-term care residents. Paid program staff provide facility coverage, information and assistance to residents and families, technical assistance to the certified volunteers, and they assist with advocacy efforts at the facility, regional and state levels. Paid program staff are also responsible for the management of all volunteers, ensuring LTCOP policies and procedures are being followed and volunteers are provided with ongoing education as it relates to long-term care residents.

## **Role of an Ombudsman:**

Certified ombudsmen, often volunteers, provide a “regular presence” in facilities and, as a result, they get to know residents, their needs, and the factors that make a difference in their everyday lives. For residents without any family or loved ones, the ombudsman may be their only social connection outside of the facility and the only person they can rely on. Ombudsmen often become a lifeline for those individuals who have no one else to turn to when they need assistance the most.

## **2019 Focus Issues:**

NYS LTCOP is charged with identifying issues raised by residents and their families and helping them resolve their concerns. In 2018, LTCOP identified facility-initiated or involuntary discharges as a concern and worked with multiple agencies to create a taskforce to evaluate this issue and develop strategies to address it. A taskforce was created in one region and has now expanded throughout the program year to include other LTCOP regional programs. The taskforce also includes a variety of stakeholders such as Area Agencies on Aging (AAAs), advocacy organizations, the Office of Children and Family Services (OCFS), Adult Protective Services (APS), and legal service organizations, all of whom have come together to work toward improving the discharge process and assist with residents facing involuntary discharge.

One focus of this taskforce was to determine barriers residents are facing in relation to facility-initiated discharges. Early on, the efforts primarily targeted potential financial exploitation by resident representatives; however, over the past year, this effort has expanded to address other barriers, such as facilities not assisting residents with securing payor sources, shelter discharges, improper notices of discharge, or facilities not notifying LTCOP of facility-initiated discharges.

Another primary focus for federal fiscal year (FFY) 2019 was a change in the complaint handling process within LTCOP which coincided with the reporting changes being implemented by ACL effective October 1, 2019. These changes from ACL required adjustments to the data collection system as well. LTCOP restructured the complaint handling process so that volunteers are able to complete the required paperwork more efficiently. This change required newly developed training materials as LTCOP implemented the new process statewide.

## **Advocacy Efforts:**

In 2019, LTCOP continued to engage in statewide policy-making efforts through both our regional programs and at the state level. LTCOP met with legislative offices to discuss issues and concerns that residents face in long-term care facilities, provide education about the program’s mission, and discuss any pertinent proposed legislation. During these legislative meetings, LTCOP advocated for an increased appropriation in the budget for the program so that residents are able to access the advocacy services provided by certified ombudsmen. NYS LTCOP also continues to monitor, analyze, and comment on proposed laws, regulations, policies, and actions relating to residents of long-term care facilities.

The increase in funding for LTCOP services would allow regional programs to increase the number of paid staff, enhance volunteer recruitment, and ultimately increase residents' ability to access the ombudsman program. Volunteer ombudsmen are the primary resource for facility coverage in the current program structure, and the number of volunteers has continued to decline. At the same time, the needs of residents are changing and becoming much more complex, often requiring assistance from paid staff along with, or instead of, the volunteer. Additional paid staff would greatly increase the ability to provide more specific advocacy services to residents and reach more residents.

As a statewide program initiative to protect residents' rights in facility-initiated discharges, state LTCOP brought these issues to the New York State Department of Health for discussion. NYS LTCOP and NYS DOH worked together to issue a joint Dear Administrator Letter (DAL) to all nursing homes with detailed information on the federal and state regulations related to a facility-initiated discharge and for notification to LTCOP. The DAL included contact information for each regional LTCOP directly where these notices are to be sent. This effort has proven helpful for ensuring residents' rights are being protected related to discharges. The taskforce, as referenced earlier, has also assisted the process of connecting residents and their families to legal resources addressing discharge concerns.

#### **Long Term Care Ombudsman FFY 2019 Data:**

In FFY 2019, NYS LTCOP:

- Investigated 4,880 complaints throughout NYS.
- Responded to 47,807 requests for information and consultation about long-term care questions and issues from residents, caregivers, and the general public.
- Regularly visited 63% of nursing homes and 33% of adult care facilities to provide residents with access to advocacy assistance and to monitor quality of care.
- Conducted 211 community education sessions on residents' rights and long-term care issues.
- Volunteers contributed 66,677 hours of service in support of advocacy on behalf of long-term care residents.

Certified Ombudsman assist residents with a multitude of issues such as:

- Violations of residents' rights or dignity.
- Physical, verbal, or mental abuse, deprivation of services necessary to maintain residents' physical and mental health, or unreasonable confinement.
- Poor quality of care, including inadequate personal hygiene and slow response to requests for assistance.
- Improper transfer or discharge of residents.
- Inappropriate use of chemical or physical restraints.

Attached is a breakdown of the complaints received by each LTCOP regional program and a summary of program activities.

## **Focuses for 2020:**

The Office of the State Long Term Care Ombudsman has identified areas of concern in long-term care facilities inclusive of discharge processes and staffing-related issues, which continue to be the most common complaints from residents and families. LTCOP staff continue to relay these concerns to state and regional NYS DOH staff and plan to pursue systems advocacy efforts related to these areas.

Our regional offices continue to receive facility-initiated discharge notices from nursing facilities per federal nursing home regulations. In 2020, the office will continue to evaluate nursing home discharges related to the protection of resident's rights. We will work with NYS DOH to determine what areas related to the discharge process can be improved, and what avenues can be taken to enact these recommendations.

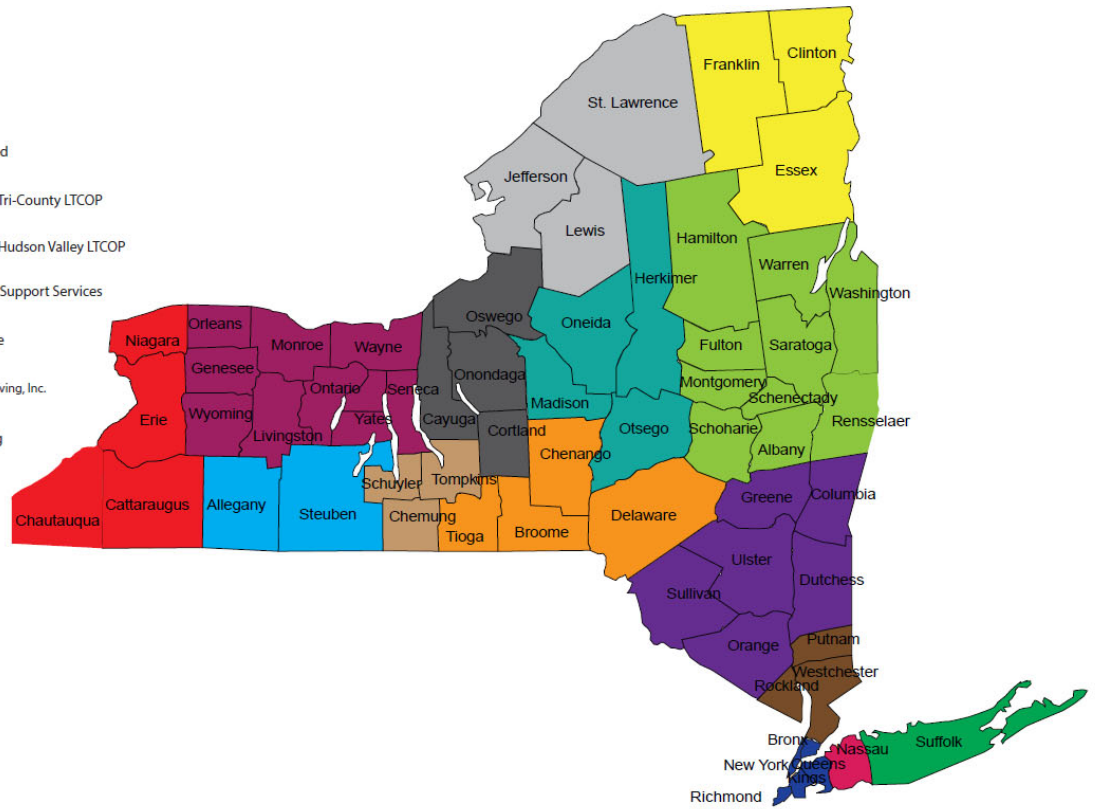
All regional programs will continue efforts to increase the quality of care and quality of life for all long-term care residents. At both the statewide and regional level, the program will focus on ways to increase access to ombudsman services and educate the public on the quality advocacy services that can be offered.

For additional information, contact the New York State Long Term Care Ombudsman Program at 1-855-582-6769 or visit the NY State Ombudsman Program website: [www.ltcombudsman.ny.gov](http://www.ltcombudsman.ny.gov).

Claudette Royal  
New York State Long Term Care Ombudsman

# LTCOP Regions

- 1 Family Service League
- 2 Family and Children's Association
- 3 Center for Independence of the Disabled
- 4 Long Term Care Community Coalition : Tri-County LTCOP
- 5 Long Term Care Community Coalition : Hudson Valley LTCOP
- 6 Catholic Charities Senior and Caregiver Support Services
- 7 North Country Center for Independence
- 8 Northern Regional Center for Independent Living, Inc.
- 9 Resource Center for Independent Living
- 10 ARISE Child and Family Services, Inc.
- 11 Action for Older Persons
- 12 Tompkins County Office for the Aging
- 13 Lifespan
- 14 AIM Independent Living Center, Inc.
- 15 People, Inc.



**Region 1: Suffolk County**

**Family Service League**

	Total
Open Cases	275
Closed Cases	282
<b>Total Complaints Received</b>	<b>427</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	2	18	46	34	16
B&C, ALF, RCF, etc.	6	2	7	10	14
<b>Total</b>	<b>8</b>	<b>20</b>	<b>53</b>	<b>44</b>	<b>30</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	55	37	1
B&C, ALF, RCF, etc.	15	0	0
<b>Total</b>	<b>70</b>	<b>37</b>	<b>1</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	12	25	26	5	35
B&C, ALF, RCF, etc.	8	3	13	2	8
<b>Total</b>	<b>20</b>	<b>28</b>	<b>39</b>	<b>7</b>	<b>43</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	5	5	9	0
B&C, ALF, RCF, etc.	2	5	1	0
<b>Total</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	226	105		331
B&C, ALF, RCF, etc.	74	22		96
<b>Total</b>	<b>300</b>	<b>127</b>	<b>0</b>	<b>427</b>

**Summary:**

In 2019 the Region 1 LTCOP hosted by Family Service League:

- investigated 427 complaints.
- responded to 4,318 requests for information and assistance from residents, caregivers, and the general public.
- conducted 9 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 11,519 hours of service in support of advocacy on behalf of long-term care residents.

**Region 2: Nassau County**

**Family and Children's Association**

	Total
Open Cases	293
Closed Cases	297
<b>Total Complaints Received</b>	<b>392</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	11	7	34	32	17
B&C, ALF, RCF, etc.	5	1	8	5	16
<b>Total</b>	<b>16</b>	<b>8</b>	<b>42</b>	<b>37</b>	<b>33</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	74	25	5
B&C, ALF, RCF, etc.	6	0	0
<b>Total</b>	<b>80</b>	<b>25</b>	<b>5</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	21	17	29	5	31
B&C, ALF, RCF, etc.	7	5	17	1	1
<b>Total</b>	<b>28</b>	<b>22</b>	<b>46</b>	<b>6</b>	<b>32</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	2	6	0
B&C, ALF, RCF, etc.	0	0	4	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>10</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	257	59		316
B&C, ALF, RCF, etc.	64	12		76
<b>Total</b>	<b>321</b>	<b>71</b>	<b>0</b>	<b>392</b>

**Summary:**

In 2019 the Region 2 LTCOP hosted by Family and Children's Association:

- investigated 392 complaints.
- responded to 3,342 requests for information and assistance from residents, caregivers, and the general public.
- conducted 2 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 6,999 hours of service in support of advocacy on behalf of long-term care residents.



Region 3: New York City  
Center for Independence of the Disabled New York, Inc.

	Total
Open Cases	278
Closed Cases	280
<b>Total Complaints Received</b>	<b>692</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	10	17	77	80	21
B&C, ALF, RCF, etc.	28	13	26	45	15
<b>Total</b>	<b>38</b>	<b>30</b>	<b>103</b>	<b>125</b>	<b>36</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	67	30	0
B&C, ALF, RCF, etc.	15	4	2
<b>Total</b>	<b>82</b>	<b>34</b>	<b>2</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	27	14	23	16	34
B&C, ALF, RCF, etc.	19	6	17	33	9
<b>Total</b>	<b>46</b>	<b>20</b>	<b>40</b>	<b>49</b>	<b>43</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	10	3	16	0
B&C, ALF, RCF, etc.	5	2	5	0
<b>Total</b>	<b>15</b>	<b>5</b>	<b>21</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	352	93		445
B&C, ALF, RCF, etc.	131	113		244
<b>Total</b>	<b>483</b>	<b>206</b>	<b>3</b>	<b>692</b>

## Summary:

In 2019 the Region 3 LTCOP hosted by Center for Independence of the Disabled:

- investigated 692 complaints.
- responded to 5,813 requests for information and assistance from residents, caregivers, and the general public.
- conducted 44 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 9,810 hours of service in support of advocacy on behalf of long-term care residents.

**Region 4: Putnam/Rockland Counties**  
**Tri County Long Term Care Ombudsman Program**

	Total
Open Cases	292
Closed Cases	297
<b>Total Complaints Received</b>	<b>453</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	16	31	34	36	17
B&C, ALF, RCF, etc.	2	8	5	5	3
<b>Total</b>	<b>18</b>	<b>39</b>	<b>39</b>	<b>41</b>	<b>20</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	55	39	3
B&C, ALF, RCF, etc.	15	0	0
<b>Total</b>	<b>70</b>	<b>39</b>	<b>3</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	5	38	47	6	51
B&C, ALF, RCF, etc.	0	2	3	0	2
<b>Total</b>	<b>5</b>	<b>40</b>	<b>50</b>	<b>6</b>	<b>53</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	3	4	0
B&C, ALF, RCF, etc.	0	1	1	0
<b>Total</b>	<b>0</b>	<b>4</b>	<b>5</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	259	155		414
B&C, ALF, RCF, etc.	20	16		36
<b>Total</b>	<b>279</b>	<b>171</b>	<b>3</b>	<b>453</b>

**Summary:**

In 2019 the Region 4 LTCOP hosted by Long Term Care Community Coalition-Tri County LTCOP:

- investigated 453 complaints.
- responded to 6,245 requests for information and assistance from residents, caregivers, and the general public.
- conducted 1 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 5,808 hours of service in support of advocacy on behalf of long-term care residents.

**Region 5: Columbia, Dutchess, Greene, Orange, Sullivan, Ulster Counties**

Hudson Valley LTC Ombudsman Program	
	Total
Open Cases	388
Closed Cases	387
<b>Total Complaints Received</b>	<b>514</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	6	12	67	54	28
B&C, ALF, RCF, etc.	1	2	10	7	8
<b>Total</b>	<b>7</b>	<b>14</b>	<b>77</b>	<b>61</b>	<b>36</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	101	45	1
B&C, ALF, RCF, etc.	7	2	0
<b>Total</b>	<b>108</b>	<b>47</b>	<b>1</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	10	38	30	0	43
B&C, ALF, RCF, etc.	2	9	16	1	5
<b>Total</b>	<b>12</b>	<b>47</b>	<b>46</b>	<b>1</b>	<b>48</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	1	4	0
B&C, ALF, RCF, etc.	1	0	1	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	235	205		440
B&C, ALF, RCF, etc.	39	33		72
<b>Total</b>	<b>274</b>	<b>238</b>	<b>2</b>	<b>514</b>

**Summary:**

In 2019 the Region 5 LTCOP hosted by Long Term Care Community Coalition-Hudson Valley LTCOP:

- investigated 514 complaints.
- responded to 3,587 requests for information and assistance from residents, caregivers, and the general public.
- conducted 22 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 3,564 hours of service in support of advocacy on behalf of long-term care residents.

**Region 6: Albany, Fulton, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington Counties**

Catholic Charities Senior and Caregiver Support Services	
	Total
Open Cases	178
Closed Cases	183
<b>Total Complaints Received</b>	<b>346</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	7	11	29	35	10
B&C, ALF, RCF, etc.	0	5	1	5	0
<b>Total</b>	<b>7</b>	<b>16</b>	<b>30</b>	<b>40</b>	<b>10</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	93	39	1
B&C, ALF, RCF, etc.	6	1	0
<b>Total</b>	<b>99</b>	<b>40</b>	<b>1</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	8	32	24	7	18
B&C, ALF, RCF, etc.	1	1	2	1	1
<b>Total</b>	<b>9</b>	<b>33</b>	<b>26</b>	<b>8</b>	<b>19</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	1	0	4	0
B&C, ALF, RCF, etc.	1	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	236	83		319
B&C, ALF, RCF, etc.	15	10		25
<b>Total</b>	<b>251</b>	<b>93</b>	<b>2</b>	<b>346</b>

**Summary:**

In 2019 the Region 6 LTCOP hosted by Catholic Charities Senior and Caregiver Support Services:

- investigated 346 complaints.
- responded to 2,697 requests for information and assistance from residents, caregivers, and the general public.
- conducted 18 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 3,478 hours of service in support of advocacy on behalf of long-term care residents.

<b>Region 7: Clinton, Essex, Franklin Counties</b>	
<b>North Country Center for Independence</b>	
	<b>Total</b>
Open Cases	100
Closed Cases	101
<b>Total Complaints Received</b>	<b>149</b>

<b>Type of Complaints - Resident's Rights</b>					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	4	2	3	12	15
B&C, ALF, RCF, etc.	2	0	1	1	0
<b>Total</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>13</b>	<b>15</b>

<b>Type of Complaints - Resident Care</b>			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	45	20	2
B&C, ALF, RCF, etc.	0	0	0
<b>Total</b>	<b>45</b>	<b>20</b>	<b>2</b>

<b>Type of Complaints - Quality of Life</b>					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	2	13	11	0	8
B&C, ALF, RCF, etc.	0	0	5	1	0
<b>Total</b>	<b>2</b>	<b>13</b>	<b>16</b>	<b>1</b>	<b>8</b>

<b>Type of Complaints - Not Against Facility</b>				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	0	2	0
B&C, ALF, RCF, etc.	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>

<b>Total Complaints Verified</b>				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	99	40	0	139
B&C, ALF, RCF, etc.	8	2	0	10
<b>Total</b>	<b>107</b>	<b>42</b>	<b>0</b>	<b>149</b>

**Summary:**

In 2019 the Region 7 LTCOP hosted by North Country Center for Independence:

- investigated 149 complaints.
- responded to 1,908 requests for information and assistance from residents, caregivers, and the general public.
- conducted 6 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 1,603 hours of service in support of advocacy on behalf of long-term care residents.

<b>Region 8: Jefferson, Lewis, St. Lawrence Counties</b>	
<b>Northern Regional Center for Independent Living, Inc.</b>	
	<b>Total</b>
Open Cases	43
Closed Cases	39
<b>Total Complaints Received</b>	<b>54</b>

<b>Type of Complaints - Resident's Rights</b>					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	0	5	4	3	6
B&C, ALF, RCF, etc.	0	0	0	0	1
<b>Total</b>	<b>0</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>

<b>Type of Complaints - Resident Care</b>			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	13	2	1
B&C, ALF, RCF, etc.	0	0	0
<b>Total</b>	<b>13</b>	<b>2</b>	<b>1</b>

<b>Type of Complaints - Quality of Life</b>					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	2	2	4	0	4
B&C, ALF, RCF, etc.	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>4</b>

<b>Type of Complaints - Not Against Facility</b>				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	1	0	5	0
B&C, ALF, RCF, etc.	0	0	1	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>

<b>Total Complaints Verified</b>				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	44	8	2	54
B&C, ALF, RCF, etc.	0	2	0	2
<b>Total</b>	<b>44</b>	<b>10</b>	<b>0</b>	<b>54</b>

**Summary:**

In 2019 the Region 8 LTCOP hosted by Northern Regional Center for Independent Living:

- investigated 54 complaints.
- responded to 1,333 requests for information and assistance from residents, caregivers, and the general public.
- conducted 3 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 581 hours of service in support of advocacy on behalf of long-term care residents.

Region 9: Herkimer, Madison, Oneida, Otsego Counties	
Resource Center for Independent Living, Inc.	
	Total
Open Cases	118
Closed Cases	116
<b>Total Complaints Received</b>	<b>215</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	9	6	29	40	8
B&C, ALF, RCF, etc.	0	1	0	2	0
<b>Total</b>	<b>9</b>	<b>7</b>	<b>29</b>	<b>42</b>	<b>8</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	46	11	1
B&C, ALF, RCF, etc.	1	0	0
<b>Total</b>	<b>47</b>	<b>11</b>	<b>1</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	2	13	11	1	30
B&C, ALF, RCF, etc.	1	0	0	0	0
<b>Total</b>	<b>3</b>	<b>13</b>	<b>11</b>	<b>1</b>	<b>30</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	1	0	1	0
B&C, ALF, RCF, etc.	0	0	1	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	132	77		209
B&C, ALF, RCF, etc.	3	3		6
<b>Total</b>	<b>135</b>	<b>80</b>	<b>0</b>	<b>215</b>

## Summary:

In 2019 the Region 9 LTCOP hosted by Resource Center for Independent Living:

- investigated 215 complaints.
- responded to 1,141 requests for information and assistance from residents, caregivers, and the general public.
- conducted 16 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 2,889 hours of service in support of advocacy on behalf of long-term care residents.

<b>Region 10: Cayuga, Cortland, Onondaga, Oswego Counties</b>	
ARISE Child and Family Service, Inc.	
	<b>Total</b>
Open Cases	279
Closed Cases	278
<b>Total Complaints Received</b>	<b>433</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	1	21	15	54	20
B&C, ALF, RCF, etc.	0	1	4	9	8
<b>Total</b>	<b>1</b>	<b>22</b>	<b>19</b>	<b>63</b>	<b>28</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	124	39	4
B&C, ALF, RCF, etc.	3	0	1
<b>Total</b>	<b>127</b>	<b>39</b>	<b>5</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	14	21	37	6	18
B&C, ALF, RCF, etc.	0	5	5	0	2
<b>Total</b>	<b>14</b>	<b>26</b>	<b>42</b>	<b>6</b>	<b>20</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	0	19	0
B&C, ALF, RCF, etc.	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	307	86		393
B&C, ALF, RCF, etc.	33	6		39
<b>Total</b>	<b>340</b>	<b>92</b>	<b>1</b>	<b>433</b>

**Summary:**

In 2019 the Region 10 LTCOP hosted by ARISE Child and Family Service Inc.:

- investigated 433 complaints.
- responded to 2,462 requests for information and assistance from residents, caregivers, and the general public.
- conducted 15 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 3,684 hours of service in support of advocacy on behalf of long-term care residents.



Region 11: Broome, Chenango, Delaware, Tioga Counties	
Action for Older Persons	Total
Open Cases	90
Closed Cases	93
<b>Total Complaints Received</b>	<b>147</b>

Type of Complaints - Resident's Rights					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	5	16	11	20	14
B&C, ALF, RCF, etc.	0	0	1	4	1
<b>Total</b>	<b>5</b>	<b>16</b>	<b>12</b>	<b>24</b>	<b>15</b>

Type of Complaints - Resident Care			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	27	12	0
B&C, ALF, RCF, etc.	0	0	0
<b>Total</b>	<b>27</b>	<b>12</b>	<b>0</b>

Type of Complaints - Quality of Life					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	6	10	4	2	5
B&C, ALF, RCF, etc.	1	0	0	0	0
<b>Total</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>5</b>

Type of Complaints - Not Against Facility				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	0	7	0
B&C, ALF, RCF, etc.	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>

Total Complaints Verified				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	105	34		139
B&C, ALF, RCF, etc.	4	3		7
<b>Total</b>	<b>109</b>	<b>37</b>	<b>1</b>	<b>147</b>

## Summary:

In 2019 the Region 11 LTCOP hosted by Action for Older Persons:

- investigated 147 complaints.
- responded to 2,956 requests for information and assistance from residents, caregivers, and the general public.
- conducted 34 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 2,278 hours of service in support of advocacy on behalf of long-term care residents.

<b>Region 12: Chemung, Schuyler, Tompkins Counties</b>	
<b>Tompkins County Office for the Aging</b>	
	<b>Total</b>
Open Cases	90
Closed Cases	95
<b>Total Complaints Received</b>	<b>142</b>

<b>Type of Complaints - Resident's Rights</b>					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	3	5	6	22	5
B&C, ALF, RCF, etc.	1	1	3	3	4
<b>Total</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>25</b>	<b>9</b>

<b>Type of Complaints - Resident Care</b>			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	32	8	1
B&C, ALF, RCF, etc.	2	2	0
<b>Total</b>	<b>34</b>	<b>10</b>	<b>1</b>

<b>Type of Complaints - Quality of Life</b>					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	6	9	4	1	3
B&C, ALF, RCF, etc.	1	0	0	0	0
<b>Total</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>3</b>

<b>Type of Complaints - Not Against Facility</b>				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	5	14	0
B&C, ALF, RCF, etc.	0	1	0	0
<b>Total</b>	<b>0</b>	<b>6</b>	<b>14</b>	<b>0</b>

<b>Total Complaints Verified</b>				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	103	21		124
B&C, ALF, RCF, etc.	16	2		18
<b>Total</b>	<b>119</b>	<b>23</b>	<b>0</b>	<b>142</b>

**Summary:**

In 2019 the Region 12 LTCOP hosted by Tompkins County Office for the Aging:

- investigated 142 complaints.
- responded to 1,496 requests for information and assistance from residents, caregivers, and the general public.
- conducted 11 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 361 hours of service in support of advocacy on behalf of long-term care residents.

**Region 13: Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, Wyoming, Yates Count**

<b>LIFESPAN</b>	
	<b>Total</b>
Open Cases	145
Closed Cases	160
<b>Total Complaints Received</b>	<b>378</b>

<b>Type of Complaints - Resident's Rights</b>					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	10	12	28	50	10
B&C, ALF, RCF, etc.	2	1	2	3	2
<b>Total</b>	<b>12</b>	<b>13</b>	<b>30</b>	<b>53</b>	<b>12</b>

<b>Type of Complaints - Resident Care</b>			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	101	23	0
B&C, ALF, RCF, etc.	8	2	0
<b>Total</b>	<b>109</b>	<b>25</b>	<b>0</b>

<b>Type of Complaints - Quality of Life</b>					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	7	14	19	8	42
B&C, ALF, RCF, etc.	2	2	4	0	5
<b>Total</b>	<b>9</b>	<b>16</b>	<b>23</b>	<b>8</b>	<b>47</b>

<b>Type of Complaints - Not Against Facility</b>				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	1	13	0
B&C, ALF, RCF, etc.	0	0	7	0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>20</b>	<b>0</b>

<b>Total Complaints Verified</b>				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	192	146		338
B&C, ALF, RCF, etc.	34	6		40
<b>Total</b>	<b>226</b>	<b>152</b>	<b>0</b>	<b>378</b>

**Summary:**

In 2019 the Region 13 LTCOP hosted by Lifespan:

- investigated 378 complaints.
- responded to 2,926 requests for information and assistance from residents, caregivers, and the general public.
- conducted 10 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 7,517 hours of service in support of advocacy on behalf of long-term care residents.

<b>Region 14: Allegany, Steuben Counties</b>	
<b>AIM Independent Living Center, Inc.</b>	
	<b>Total</b>
Open Cases	32
Closed Cases	29
<b>Total Complaints Received</b>	<b>47</b>

<b>Type of Complaints - Resident's Rights</b>					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	3	3	3	9	1
B&C, ALF, RCF, etc.	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>9</b>	<b>1</b>

<b>Type of Complaints - Resident Care</b>			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	2	6	0
B&C, ALF, RCF, etc.	0	1	0
<b>Total</b>	<b>2</b>	<b>7</b>	<b>0</b>

<b>Type of Complaints - Quality of Life</b>					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	1	4	4	1	4
B&C, ALF, RCF, etc.	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>4</b>

<b>Type of Complaints - Not Against Facility</b>				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	0	0	4	0
B&C, ALF, RCF, etc.	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>

<b>Total Complaints Verified</b>				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	40	5	0	45
B&C, ALF, RCF, etc.	1	1	0	2
<b>Total</b>	<b>41</b>	<b>6</b>	<b>0</b>	<b>47</b>

**Summary:**

In 2019 the Region 14 LTCOP AIM Independent Living Center, Inc.:

- investigated 47 complaints.
- responded to 1,751 requests for information and assistance from residents, caregivers, and the general public.
- conducted 3 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 1,023 hours of service in support of advocacy on behalf of long-term care residents.

**Region 15: Cattaraugus, Chautauqua, Erie, Niagara Counties**

<b>People Inc.</b>	
	<b>Total</b>
Open Cases	245
Closed Cases	254
<b>Total Complaints Received</b>	<b>496</b>

<b>Type of Complaints - Resident's Rights</b>					
	Abuse, Gross Neglect, Exploitation	Access to Information	Admission, Transfer, Discharge, Eviction	Autonomy, Choice, Preference, Rights, Privacy	Financial, Property
NF	12	11	40	47	17
B&C, ALF, RCF, etc.	11	11	10	5	19
<b>Total</b>	<b>23</b>	<b>22</b>	<b>50</b>	<b>52</b>	<b>36</b>

<b>Type of Complaints - Resident Care</b>			
	Care	Rehabilitation or Maintenance of Function	Restraints - Chemical and Physical
NF	101	29	3
B&C, ALF, RCF, etc.	9	2	0
<b>Total</b>	<b>110</b>	<b>31</b>	<b>3</b>

<b>Type of Complaints - Quality of Life</b>					
	Activities and Social Services	Dietary	Environment	Policies, Procedures, Attitudes, Resources	Staffing
NF	8	26	45	13	11
B&C, ALF, RCF, etc.	7	4	13	1	1
<b>Total</b>	<b>15</b>	<b>30</b>	<b>58</b>	<b>14</b>	<b>12</b>

<b>Type of Complaints - Not Against Facility</b>				
	Certification/Licensing Agency	State Medicaid Agency	Systems/Others	Services in Settings other than LTC
NF	5	2	17	0
B&C, ALF, RCF, etc.	1	3	7	0
<b>Total</b>	<b>6</b>	<b>5</b>	<b>24</b>	<b>0</b>

<b>Total Complaints Verified</b>				
	Resolved/Partially Resolved	Not Resolved	Other	Total
NF	177	210		387
B&C, ALF, RCF, etc.	60	44		104
<b>Total</b>	<b>237</b>	<b>254</b>	<b>5</b>	<b>496</b>

**Summary:**

In 2019 the Region 15 LTCOP People Inc.:

- investigated 496 complaints.
- responded to 5,823 requests for information and assistance from residents, caregivers, and the general public.
- conducted 17 community education sessions on residents' rights and long-term care issues.
- volunteers contributed 5,559 hours of service in support of advocacy on behalf of long-term care residents.