



2023 OMBUDSMAN OF THE YEAR

Kathleen Roe

Kathleen Roe's volunteering journey of over 50 years began during her freshman year at Michigan State University. Since then, she has continued to be involved with human services organizations, providing vital assistance to facility residents through New York's Long Term Care Ombudsman Program.



Roe is an extremely thoughtful volunteer, who considers all angles of the concerns that residents express to her, including collaboration with the regional office on relevant research of regulations. She has become adept at navigating her assigned facility, gaining knowledge of the culture of the facility and of key personnel. She supports a lively resident council, and she is forward thinking about the many challenges and aspects of providing care to long term care residents.

Roe takes every opportunity offered to further her knowledge by registering for webinars from different advocacy organizations and follows up with interesting questions and requests for further training in the areas she explores.

A native of Detroit, Michigan, Roe has lived with her husband in Troy, New York for over 40 years. She is retired from the New York State Archives where she was Director of Archives and Records Management.

"Volunteering provides interaction with people I might never have encountered otherwise and allows me to learn their stories," she says. "Connecting with their lives is enlightening, enriching, and just an important way to be a part of a community. As a volunteer, I've found that there is as much to be gained for me as to be given to others."

