

FFY 2023 Quarter 4 07/01/2023 - 09/30/2023



Region - Counties Served	Facility Visits	Information and Assistance to Individuals (other)	Information and Assistance to Facility Staff	Work with Resident Councils	Work with Family Councils	Participation in Facility Surveys	Training Sessions for Facility Staff	Community Education	Number of Active Volunteers	Average Hours Provided Per Week Per Volunteer
Region 01 - Suffolk County	551	1120	110	63	5	6	0	0	24	3.15
Region 02 - Nassau County	255	935	91	75	3	5	0	0	13	3.16
Region 03 - Bronx, Kings, New York, Queens, Richmond Counties	264	3234	727	12	1	18	0	0	8	3.33
Region 04 - Putnam, Rockland, Westchester Counties	285	1677	205	14	4	11	0	0	13	2.45
Region 05 - Columbia, Dutchess, Green, Orange, Sullivan, Ulster	211	1415	359	22	0	0	0	1	10	3.43
Region 06 - Albany, Fulton, Hamilton, Montgomery, Rensselaer, Saratoga Counties, Schenectady, Schoharie, Warren, Washington Counties	404	2130	745	39	0	5	1	4	18	2.42
Region 07 - Clinton, Essex, Franklin Counties	236	792	284	32	4	1	1	2	6	2.18
Region 08 - Jefferson, Lewis, St. Lawrence Counties	129	1005	224	7	1	0	0	10	2	1.23
Region 09 - Herkimer, Madison, Oneida, Otsego Counties	226	1479	496	13	0	7	1	1	11	3.26
Region 10 - Cayuga, Cortland, Onondaga, Oswego Counties	519	1064	140	37	3	4	33	3	10	3.15
Region 11 - Broome, Chenango, Delaware, Tioga Counties	154	685	261	17	0	0	0	3	3	3.16
Region 12 - Chemung, Schuyler, Tompkins Counties	182	1009	319	18	1	2	0	2	5	3.06
Region 13 - Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, Yates Counties	452	1499	525	50	1	9	0	0	35	2.18
Region 14 - Allegany, Steuben Counties	188	1359	501	26	0	0	0	0	2	3.25
Region 15 - Cattaraugus, Chautauqua, Erie, Niagara Counties	681	4764	2132	86	5	18	7	3	24	2.44
Statewide Totals:	4737	24167	7119	511	28	86	43	29	184	

**Definitions:**

**Region-Counties Served:** Each Long Term Care Ombudsman Program is identified with a region number and provides services to facilities in the counties listed.

**Facility Visits:** The total number of visits provided to all facilities within the region. These visits may be routine visits or related to a specific complaint received by the program.

**Information and Assistance to Individuals (other):** The total number of contacts with individuals where information was provided to anyone who is not a staff in a facility. The types of information provided may include, but is not limited to services provided by an ombudsman, choosing a nursing home, resident rights, long term care facility regulations, or legal resources. These contacts may be provided in person, over the phone, email, or any other communication method and includes residents, families, and members of the community.

**Information and Assistance to Facility Staff:** The total number of facility staff provided information regarding issues that impact residents by the ombudsman program.

**Work with Resident Councils:** The total number of Resident Council interactions with an ombudsman. This may include meeting with council leadership, training the council, and/or attending a council meeting (both in-person and virtually).

**Work with Family Councils:** The total number of Family Council interactions with an ombudsman. This may include meeting with council leadership, training the council, and/or attending a council meeting (both in-person and virtually).

**Participation in Facility Surveys:** The total number of ombudsman participation in both standard Department of Health (DOH) surveys and complaint surveys. Survey participation may include pre-survey information to surveyors, sharing ombudsman-related reports, and participation in facility exit conferences.

**Training Sessions for Facility Staff:** The total number of formal training sessions to facility staff conducted by an ombudsman. Topics may include but are not limited to, the role of an ombudsman in a facility and resident rights.

**Community Education:** Ombudsman attendance at health fairs, community events, and general presentations given to organizations or groups in the community.

**Number of Active Volunteers:** The total number of volunteers who performed ombudsman-related duties in the quarter. Duties may include facility visitation, providing information and assistance or participating in required continuing education trainings.

**Average Hours provided per week per Volunteer:** The average hours per week donated by all volunteers in a region.

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LTCOP Regional Map can be found at the end of the document

Statewide: Total Complaints by Region															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
113	361	443	439	63	167	292	56	222	246	26	95	428	46	269	3266

Total Complaints by National Ombudsman Reporting System (NORS) Category Code

Abuse, Gross Neglect, Exploitation (Code A): serious complaints of willful mistreatment of residents by facility staff, resident representative/ family/friend, other residents or an outside individual. Includes physical, sexual, or psychological abuse, financial exploitation, or gross neglect.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
0	6	2	5	4	5	2	5	0	0	1	1	8	1	2	42

Access to Information (Code B): complaints against the facility regarding access to information made by or on behalf of the resident. Includes access to records, language or communication barriers, and willful interference with ombudsman duties.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
2	17	57	17	4	6	0	3	3	1	1	2	6	1	7	127

Admission, Transfer, Discharge, Eviction (Code C): complaints against the facility involving issues regarding Admission, Transfer, Discharge and/or Eviction. Includes appeal process and room issues.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
5	19	41	29	6	7	9	3	3	10	0	6	16	1	34	189

Autonomy, Choice, Rights (Code D): complaints involving facility staff failure to honor and promote a resident's right or preferences. Includes choice of health care, living in less restrictive setting, dignity and respect, privacy, response to complaints, retaliation, visitors, resident or family council participation, or any other rights and preferences.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
20	49	57	78	10	39	29	3	33	64	3	29	63	3	18	498

Financial, Property (Code E): complaints involving facility staff mismanagement of residents' funds and property or billing problems. Includes incorrect billing and charges and loss or mismanagement of personal property.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
3	21	20	14	6	3	17	8	13	13	1	2	16	3	12	152

Care (Code F): complaints involving facility staff failure to provide care including, poor quality care, planning and delivery. Includes accidents and falls, response to requests for assistance, care planning, medications, personal hygiene, access to health-related services, symptoms unattended, incontinence care, assistive devices or equipment, rehabilitation services physical restraints, chemical restraints, and infection control.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
39	133	119	143	19	57	88	22	81	88	13	21	158	17	94	1092

Activities, Community Integration and Social Services (Code G): complaints involving activities, community integration or social services. Includes lack of choice of activities, transportation, conflict resolution between residents, and lack social services.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
5	17	19	29	3	7	11	2	22	20	0	13	10	2	6	166

Dietary (Code H): complaints regarding food service, assistance. Includes choice, quantity and quality of food, assistance with dining or ensuring hydration, and therapeutic or special diets.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
9	36	28	32	4	10	24	4	14	12	1	9	50	2	15	250

Environment (Code I): complaints involving the physical environment of the facility, including the resident's space. Includes room or water temperatures, ventilation concerns, building structure, supplies, storage, furnishings, building and grounds accessibility, housekeeping, laundry, and pest abatement.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
13	31	38	45	5	6	46	2	21	19	2	5	33	3	26	295

Facility Policies, Procedures and Practices (Code J): complaints regarding acts of commission or omission by facility leadership/owners including: administrators, resident managers, etc. Includes administrative oversight, fiscal management, and staffing.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
8	20	23	38	1	13	60	2	16	19	0	3	35	1	43	282

Complaints about an Outside Agency (non-facility) (Code K): complaints involving decisions, policies, actions or inactions by the programs and agencies listed below; including private and public benefits. Includes regulatory/licensing agency, Medicaid, Managed care, Medicare, Veteran's Affairs, or private insurance.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
2	1	4	1	0	2	1	0	1	0	0	0	3	0	2	17

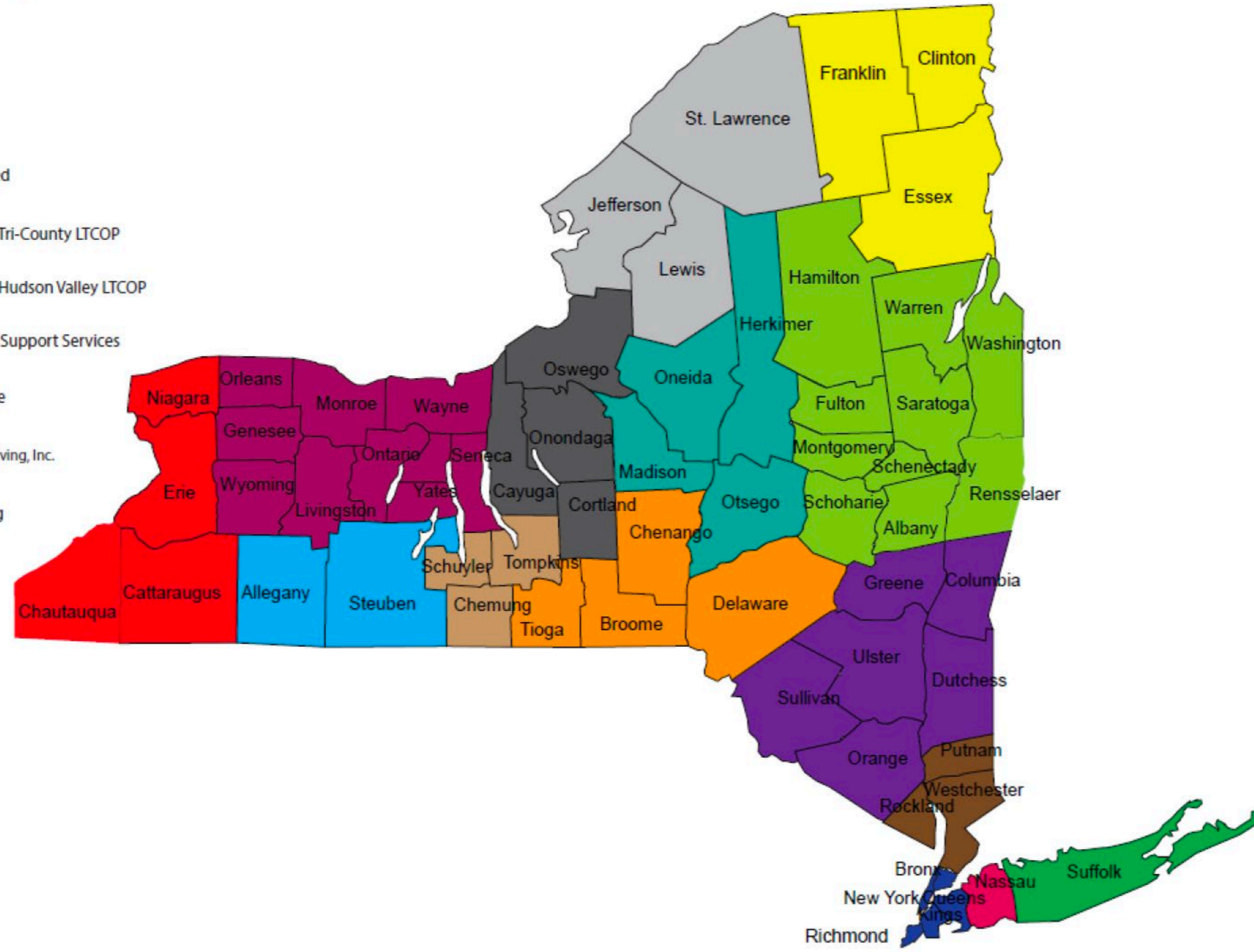
System: Others (non-facility) (Code L): complaints including resident representative or family conflict which interferes with resident decision making, complaints regarding services from an outside provider, barriers to requests to transition to a community setting.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
7	11	35	8	1	12	5	2	15	0	4	4	30	12	10	156



# 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.



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