

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	903	1599	208	96	1	10	0	1	22	3.22
Region 02 - Nassau County	340	920	85	63	0	11	0	2	14	2.58
Region 03 - Bronx, Kings, New York, Queens, Richmond Counties	393	5804	1316	60	1	29	0	0	6	4.12
Region 04 - Putnam, Rockland, Westchester Counties	347	1731	184	19	4	9	0	4	13	2.44
Region 05 - Columbia, Dutchess, Green, Orange, Sullivan, Ulster	330	3029	708	33	0	5	0	1	13	3.27
Region 06 - Albany, Fulton, Hamilton, Montgomery, Rensselaer, Saratoga Counties, Schenectady, Schoharie, Warren, Washington Counties	390	2610	319	38	0	6	12	4	14	3.22
Region 07 - Clinton, Essex, Franklin Counties	280	1165	459	46	3	6	1	3	4	2.05
Region 08 - Jefferson, Lewis, St. Lawrence Counties	147	1060	194	12	0	1	0	7	0	0.00
Region 09 - Herkimer, Madison, Oneida, Otsego Counties	363	2585	958	58	0	7	0	6	12	3.42
Region 10 - Cayuga, Cortland, Onondaga, Oswego Counties	580	1441	90	42	5	2	24	4	7	4.04
Region 11 - Broome, Chenango, Delaware, Tioga Counties	181	1473	350	21	2	19	0	5	2	1.46
Region 12 - Chemung, Schuyler, Tompkins Counties	228	983	450	18	0	2	0	0	5	4.23
Region 13 - Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, Yates Counties	510	1648	389	51	0	9	1	1	36	2.51
Region 14 - Allegany, Steuben Counties	284	1828	397	23	0	3	0	43	2	3.03
Region 15 - Cattaraugus, Chautauqua, Erie, Niagara Counties	827	6757	3079	193	3	15	3	2	26	2.53
Statewide Totals:	6103	34633	9186	773	19	134	41	83	176	

**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.