

FFY 2024 Quarter 4 07/01/2024 - 09/30/2024

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 |
| 352 | 363 | 810 | 495 | 176 | 213 | 780 | 36 | 284 | 322 | 107 | 110 | 288 | 128 | 731 | 5195 |

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 |
| 3 | 3 | 0 | 5 | 5 | 0 | 6 | 1 | 1 | 1 | 2 | 0 | 6 | 1 | 1 | 35 |

| 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 |
| 0 | 11 | 36 | 9 | 9 | 4 | 6 | 1 | 3 | 1 | 2 | 5 | 4 | 5 | 10 | 106 |

| 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 |
| 13 | 30 | 132 | 22 | 15 | 11 | 9 | 2 | 15 | 14 | 3 | 6 | 14 | 3 | 75 | 364 |

| 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 |
| 72 | 46 | 98 | 119 | 41 | 40 | 95 | 7 | 39 | 102 | 27 | 24 | 32 | 10 | 85 | 837 |

| 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 |
| 16 | 30 | 65 | 30 | 3 | 15 | 27 | 2 | 14 | 21 | 1 | 4 | 14 | 11 | 29 | 282 |

| 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 |
| 95 | 116 | 224 | 135 | 56 | 87 | 262 | 9 | 100 | 104 | 40 | 30 | 96 | 55 | 226 | 1635 |

| 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 |
| 47 | 29 | 31 | 44 | 5 | 8 | 39 | 2 | 22 | 19 | 4 | 10 | 10 | 19 | 56 | 345 |

| 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 |
| 30 | 24 | 72 | 43 | 10 | 12 | 78 | 7 | 17 | 23 | 7 | 8 | 22 | 7 | 72 | 432 |

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 |
|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-------|
| 41 | 47 | 82 | 44 | 14 | 10 | 62 | 3 | 35 | 18 | 12 | 7 | 21 | 9 | 77 | 482 |

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 |
|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-------|
| 23 | 18 | 63 | 30 | 6 | 14 | 188 | 0 | 22 | 11 | 6 | 11 | 32 | 2 | 88 | 514 |

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 | 2 | 2 | 4 | 2 | 2 | 2 | 1 | 5 | 1 | 1 | 0 | 5 | 0 | 1 | 30 |

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 |
|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-------|
| 10 | 7 | 5 | 10 | 10 | 10 | 6 | 1 | 11 | 7 | 2 | 5 | 32 | 6 | 11 | 133 |

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.



2/16/21