



OMBUDSMAN SERVICES
OF SAN MATEO COUNTY INC
ADVOCATE. EDUCATE. EMPOWER.

711 NEVADA STREET
REDWOOD CITY, CA 94061



I had the great pleasure during the holidays of making a drop-in visit to see “Gabrielle”. When she first came to our attention, she was residing in a shelter in Redwood City, placed there by her daughter “Marie”, who had found her mother living in squalor in an unlicensed, 3-bedroom, home with 15 other people. Her bedroom was a closet that had been sectioned off with a

curtain. The place was filthy, the yard littered with trash and broken appliances. Standard fare at the meal table was ramen noodles. The owner of the home was paying our client with cigarettes in return for babysitting her young daughter.

Marie, shocked to find her mother in these conditions, in desperation moved her to a shelter in Redwood City. She came to our office in search of a better solution. Recognizing Gabrielle’s need for a structured living situation, we worked with the county’s Behavioral Health Services who ultimately found a place for her in a licensed Adult Residential Facility, the very home I was visiting.

A smiling Gabrielle was sitting on the sofa in the warm living room with several other residents. She was clean, well-dressed and immaculately groomed. A Christmas tree stood in the corner with lights twinkling, beautifully decorated. Two staff members were fixing a fine meal. The dining room table was set. The atmosphere was warm and welcoming. I could not help contrasting this to the conditions where Gabrielle had been living. Without our intervention and the insistence of our ombudsman advocate, the outcome may have been very different.

Without the help and support of our generous funders, these types of outcomes would not be possible. We so applaud you for your generosity and your support of this program which is so vitally important to the 9,000 plus clients we serve.

Sincerely,

Tippy Irwin
Executive Director



OSSMC’s Board of Directors is refining our strategic plan and our focus. In a time of increasing demand for Ombudsman services and decreased grant funding, getting focused and strategic is critical.

Here’s how we’re doing it:

1. Clarifying our program model and how we measure success;
2. Revisiting our operational structure so we can continue to execute our vital functions;
3. Strengthening our volunteer infrastructure (our Ombudsmen are the heart of our program and remarkable for so many reasons); and
4. Revisiting the board structure and role.

What’s really interesting is how all this is happening, and that’s due to your support. Thanks to people like you, OSSMC has the resources to slowly begin an operational expansion to meet our clients’ growing needs.

We need to maintain our focus on getting the word out about the work OSSMC does in our communities. Someone once told us that OSSMC is the “best kept secret” in the Bay Area. Being a secret doesn’t help those living in care facilities.

One of our recent initiatives is to help get the word out for Seniors on the Square event in Redwood City on Friday, June 13th. We’ve joined the Veterans Memorial Senior Center and The San Mateo Daily Journal for this event to bring awareness to and fight Elder Abuse in our community. So please join us on June 13 at Courthouse Square in Redwood City. Learn more inside.

Best Regards,

Kirsten Weiss
Board President





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Volunteer and Community Appreciation

Once a year we come together to celebrate and pay homage to the volunteers and community members who give selflessly of their time to alleviate the suffering and pain of residents in long-term care. We recognized the volunteers who have reached milestones, and this was no exception as we had two Field Ombudsmen who have given ten years of their time and one who has given fifteen years of service. Our special thanks to Supervisor Adrienne Tissier and California State Long Term Care Ombudsman Joe Rodrigues for being a part of this special day.

If you are interested in becoming a volunteer, or know someone who is, contact Nicole at 650-780-5705





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SENIORS

ON THE SQUARE

Friday, June 13,
2014
Courthouse
Square
2200 Broadway
Street
Redwood City, CA
10:00am-12:00pm

Prizes
Refreshments

Ombudsman Services is joining together with the Veterans Memorial Senior Center and others to observe National Elder Abuse and Awareness Day.

We will be gathering at Courthouse Square in Redwood City, to hear local leaders, law enforcement officials and community members talk about how we can join together to end elder abuse and neglect in San Mateo County.

Take Over The Square and End Elder Abuse

THE DAILY JOURNAL



HealthPlan
OF SAN MATEO





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Read this issue to...

- End elder abuse
- Hear more about long-term care residents
- Learn how you can become an advocate for seniors

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