



Facility Monitoring

Goal: Meet 80% of Recommended Minimum Number of Visits to Facilities.

Total Number of Facilities to Be Visited FY 2014/15: **4,500**

Accomplished:

of Facilities Visited

June

332

of Facilities Visited

YTD

4,497

Facility Coverage Plan Achieved to Date

78%



Volunteers

Annual Goal	Ombudsmen in Training	Newly Certified Ombudsmen	Total
40 Volunteer Ombudsmen			35
Volunteer Hours Donated		June	Year To Date
		383	6,035

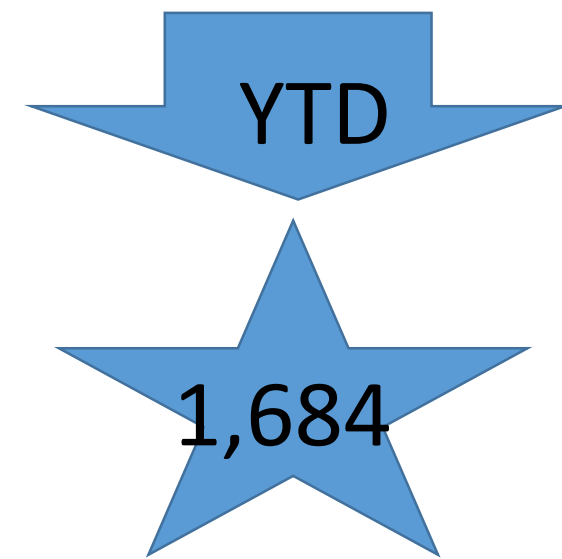
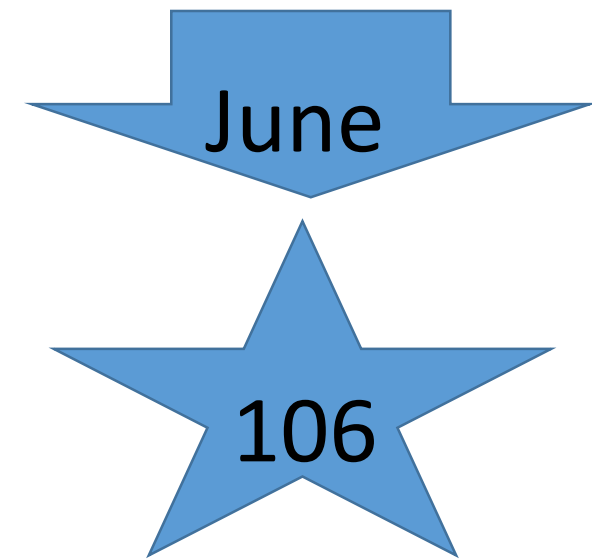


Complaint Investigation

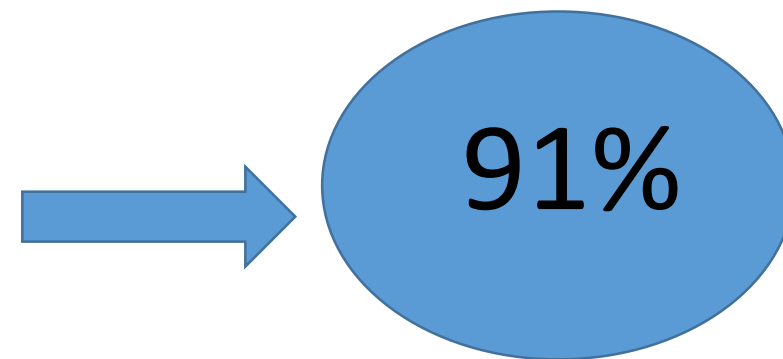
Goal: Investigate 1,450 Complaints with a resolution rate of 80%

Accomplished:

Complaints Investigated | Complaints Investigated



Complaints Resolved to the Satisfaction of the Residents



Most Common Complaints in June:

1. Care Issues
2. Activities & Social Services
3. Abuse, Gross Neglect, Exploitation



Community Education

Annual Goal	Achieved June, 2015	Achieved Year to Date
Provide 20 in-service trainings to facility staff.	3	41
	Topics: Dementia Care	
Conduct 250 consultations with facility staff (resident care, discharge planning)	13	133
Conduct 15 community education events.	7	61
	Alzheimer's Association Updates on Dementia Conference, Placement, Role of the ombudsman	
Conduct 250 consultations with individuals.	12	344
	Topics: Care issues, Community resources	





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

Systems Advocacy

Annual Goals:

1. Maintain supportive partnerships in San Mateo County with Aging & Adult Services, Adult Abuse Prevention Collaborative, Adult Protective Services, Office of the Public Guardian, Legal Aid Society, Golden Gate Regional Center, local law enforcement, Departments of Public Health and Social Services, San Mateo County Dental Coalition, Family Caregivers Alliance, Hospital Consortium.
2. Reduce use of psychotropic drugs in nursing homes.
3. Reduce occurrence of abuse.
4. Reduce hospital Readmits.
5. Transition long-term care residents who wish to return home.

