



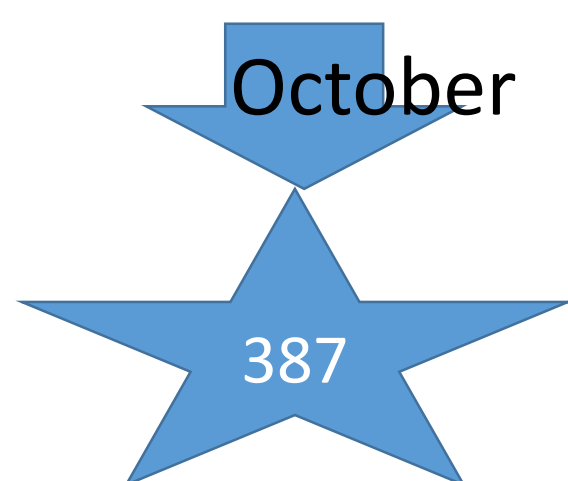
## Facility Monitoring

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

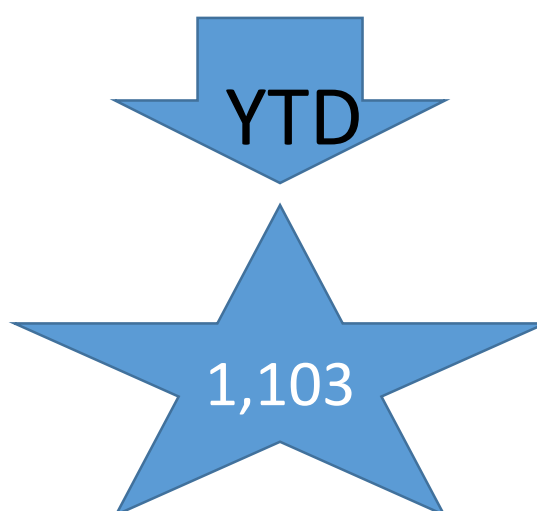
Total Number of Facilities to Be Visited FY 2015/16: **4,750**

**Accomplished:**

# of Facilities Visited



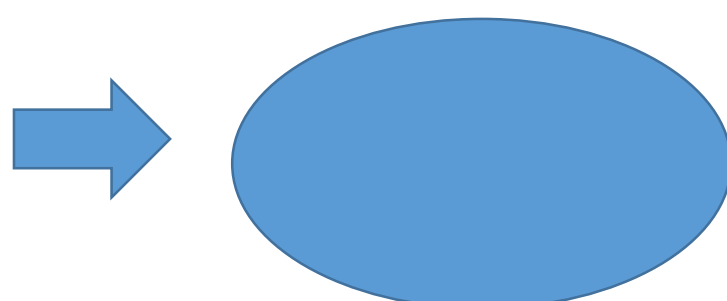
# of Facilities Visited



## Volunteers

Annual Goal	Ombudsmen in Training	Newly Certified Ombudsmen	Total
40 Volunteer Ombudsmen	5	4	36
Volunteer Hours Donated		October	Year To Date
		697	1,786

Facility Coverage Plan Achieved to Date



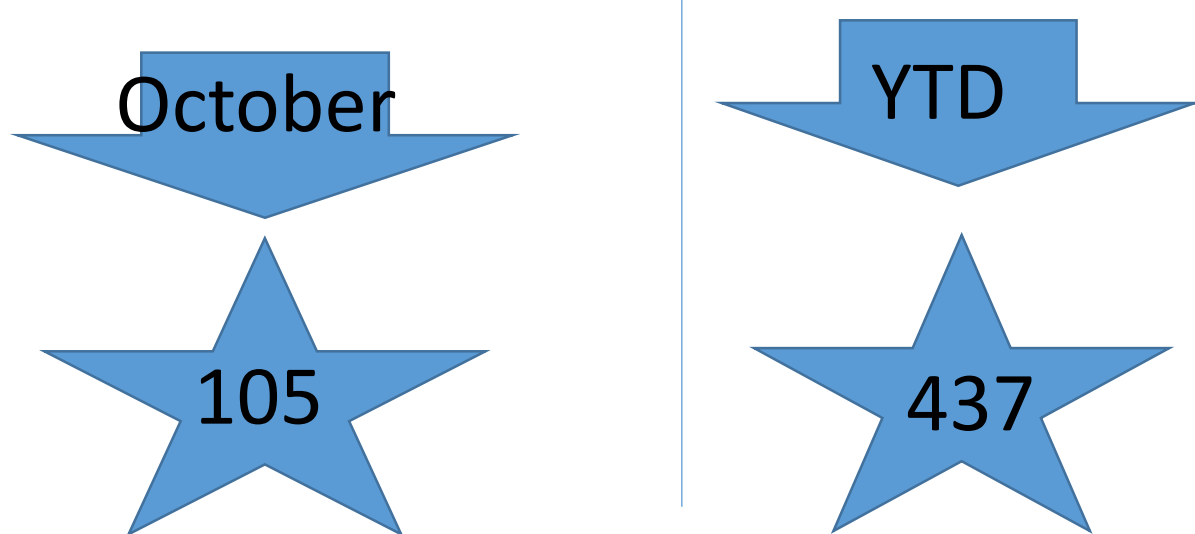


## Complaint Investigation

**Goal:** Investigate 1,500 Complaints with a resolution rate of 90%

**Accomplished:**

Complaints Investigated | Complaints Investigated



Complaints Resolved to the Satisfaction of the Residents



### Most Common Complaints in October:

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



## Facility and Community Education

Annual Goal	Achieved October, 2015	Achieved Year to Date
Provide 20 in-service trainings to facility staff.	0 Topics: Ombudsman Services, Case Review, Laws & Regulations	5
Conduct 250 consultations with facility staff (resident care, discharge planning)	24	57
Conduct 15 community education events.	1	12
Conduct 250 consultations with individuals.	30 Topics: Care Issues, Billing/Payment, Residents' Rights, Community Resources, Placement Issues	104







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.

