

Office of the State Long-Term Care Ombudsman
DSR Data Review 2011

Region 10A

Data compiled on May 4, 2011

Additional Data	Prior Year (FFY 10)		Current FFY To Date (10/1/10 - 3/31/11)	
	Results	Comments	Results	Comments
Volunteers				
# of volunteers	88		49	
# new in last year	0		2	
# actively reporting activity	29 of 88		22 of 49 (45%)	3 month average
# certified at Associate Level 1	5		3	
# certified at Associate Level 2	83		46	9 new pending
Professional Development				
CEU status - paid staff	all met requirement	Waiver approved for NK for SP events	on target (4 specialists)	4 out of 13 staff are certified others are Associates or in training.
Topics approved for volunteer CEUs	See attached		See attached	
Involuntary discharge prevention & resolution as evidenced by:				
# of AGI hours with "transfer discharge" as topic	83.1 hours	82.7 in FFY 09	20.8 hours	
# of complaints & resolution rate	51 / 74.5%	60 / 75% in FFY 09	85 / 77.6%	
% of discharge complaints resolved without hearing	5.90%	6.6% in FFY 09	7.00%	
% of discharge complaints - client prevailed at hearing	11.80%	8.3% in FFY 09	4.70%	
Budget & Narrative	Need update on efforts to increase funding.			
Completion of 2010 TAP actions	TAP follow-up and interim reviews revealed continued concerns.			