



FY2025 Annual Report

Case Investigations

3,858
↑ 8.7%
from FY24

Complaints
that were
investigated,
verified
and resolved
by Long Term
Care Ombudsmen

Top Complaint Topics

-  393 Discharge/Eviction
-  261 Staff Failure to Respond to Request for Assistance
-  241 Medications
-  198 Personal Hygiene
-  192 Dignity & Respect
-  191 Rights and Preferences
-  152 Personal Property
-  142 Assistive Devices/Equipment

Ombudsman Activities

-  13,849 ↑ 41% - Information and Assistance to Individuals
-  3,050 ↑ 111% - Information and Assistance to Facility Staff
-  5,089 ↑ 74% - Facility Visits
-  359 ↑ 33% - Resident/Family Council Meetings
-  77 ↑ 92% - Community Education Sessions
-  480 ↓ 6.3% - Participation in Facility Surveys

The Ombudsman Team

-  6 - State Office Staff
-  38 - Local Ombudsmen
-  8 - Volunteers

Ombudsmen in Action

The data provided in this report speaks to the incredible amount of work completed by a small group of individuals, but it does not reflect the impact of systemic advocacy and collaboration with our long term care partners. Here are a few highlights of our advocacy work and new program resources developed in federal fiscal year 2025.

- The MLTCOP continues to prioritize responding to notices of involuntary discharge issued to nursing home residents. We meet with the resident within two working days to explain the notice, offer advocacy services, and only at the direction of the resident, we assist in referring the case for legal representation at the appeal hearing. Often, we are able to resolve the issue so the resident can remain in the home of their choice.
- The MLTCOP updated its website with educational videos on resident rights for people living in nursing homes, licensed homes for the aged, and adult foster care homes. Educating residents on their rights remains a priority for our program.
- The MLTCOP launched a state-wide resident council to provide a platform for nursing home residents across the state to discuss their needs and concerns. The council has focused on the need to increase the allowable monthly Medicaid personal needs allowance and to improve food service in nursing homes.
- The MLTCOP expanded ombudsman resources by onboarding 20 new local ombudsman and focused on ensuring access for residents in homes for the aged and adult foster care homes.
- The MLTCOP continues to support the Attorney General's Elder Abuse Task Force by serving on several committees to provide insight into the residents' experience in a variety of areas. We continue to support changes to existing state guardianship law to strengthen protections and increase accountability for those subject to or under guardianship.

Plans for Fiscal Year 2026

In addition to conducting facility visits, investigating and resolving resident concerns, and providing other ombudsman services, we plan to:

- Support our local host agencies in expanding ombudsman volunteer services.
- Advocate for an increase in the personal needs allowance for Medicaid nursing home beneficiaries.
- Work with our partners to increase the level of accountability and transparency in the delivery of government funded nursing home services.

For Free and Confidential help, call **1-866-485-9393**

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