

The background of the cover is a photograph of a building entrance. In the foreground, there are branches of pink cherry blossoms. The building has a white facade with a large arched window above the entrance. The words "CENTRE CITY" are visible above the door, and the number "15" is to the right. There are three potted plants in front of the entrance.

JOINT OFFICE OF CITIZEN COMPLAINTS

2010 Annual Report

Ombudsman's Office Long-Term Care Ombudsman Program

ARTICLES OF INCORPORATION

NAME:

The name of this corporation shall be the Joint Office of Citizen Complaints.

PRINCIPAL OFFICE:

The place in this state where the principal office of this corporation is to be located is the City of Dayton, Montgomery County, Ohio.

PURPOSES:

This corporation is formed and shall be operated exclusively for the following charitable and educational purposes:

1. To provide investigative services of administrative acts of agencies upon complaint by any citizen.
2. To provide convenient public service to assist individual citizens in getting fair treatment from governmental agencies.
3. To provide an impartial agency for investigating citizen complaints concerning services of governments and governmental agencies.
4. To further improve citizen confidence in local government services.
5. To generate public information through the media which will lead to better community understanding of urban dilemmas.
6. To provide an opportunity for constructive public service by volunteers.

RESTRICTIONS ON CORPORATE ACTIVITY:

No charge shall be made by this corporation for any service rendered to complaining citizens. No substantial part of the activities of this corporation shall attempt to influence legislation. This corporation shall not participate in any political campaign on behalf of any candidate for public office.

MEMBERSHIP:

Any political subdivision in the Dayton, Ohio metropolitan area shall be eligible to become a member of the corporation upon the affirmative vote of not less than a majority of the Board of Trustees. The initial members of this corporation shall be the City of Dayton, Ohio, the Dayton School District, and Montgomery County, Ohio.

TRUSTEES:

The affairs of the corporation shall be governed by a Board of Trustees. Each member of the corporation shall elect three trustees.

OMBUDSMAN:

The Board of Trustees shall elect an Ombudsman to be the chief executive officer of the corporation. There is a Management Agreement by which the Ombudsman is retained through a contractual agreement with the Board of Trustees. This agreement limits any interference by the members of the trustees in the ordinary conduct of business of the Ombudsman's Office. It further states that, if the Ombudsman shall breach any of the terms of the agreement, she/he may be removed from office by only the affirmative vote of two-thirds of all the trustees in office. The Board of Trustees shall have authority to delegate the general supervision and control of the affairs of the corporation to the Ombudsman.

BOARD OF TRUSTEES 2010

BOARD OF EDUCATION

Nancy Nerny
Dayton Board of Education

Ronald C. Lee
Dayton Board of Education

Lester Weller
Dayton Education Council Chair

CITY OF DAYTON

Dean Lovelace
Commissioner

Mabel Vaughn
Citizen

Fred Ralston
Citizen

MONTGOMERY COUNTY

Judy Dodge
Commissioner

Dan Foley
Commissioner

Deborah Lieberman
Commissioner

The flowering crabapple tree pictured on the cover with the entrance to our building was planted by the Ombudsman Office in honor of County Commissioner Chuck Curran's 30th anniversary of service to the Ombudsman Office. He was one of the founding board members of the Office in 1971 and served on the Board of Directors for 35 years.

OMBUDSMAN

OMBUDSMAN'S MESSAGE 2010

I am pleased to present the Annual Report of the work of the Ombudsman Office for 2010. This past year posed extraordinary challenges for many citizens of Montgomery County, Ohio. The economic downturn was felt throughout the county by households dealing with job loss, reduced incomes, housing challenges and basic needs for food and utilities. The systems that provide our society safety nets were strained and stressed as well. The reader will find that the Ombudsman Office dealt with complaints about a wide variety of governmental agencies and long-term care facilities in 2010. However, the majority of complaints concerned access to the strained societal safety net. This is not surprising given that the number of Medicaid recipients in Montgomery County rose from approximately 88,000 in 2008 to over 98,000 in 2009 and higher in 2010. The number of food stamp recipients rose from approximately 61,000 in 2008 to 75,000 in 2009 and continued to increase in 2010. The caseloads of workers at the Department of Job and Family Services have almost doubled. Not surprisingly, citizens brought their complaints to the Ombudsman Office about access to Food Stamps, Medicaid, Disability Assistance, OWF benefits, and Social Security benefits. The majority of citizens seeking referrals needed help with housing, legal assistance, debt collection, consumer matters and general social services.



The Dayton and Montgomery County Ombudsman Office was proud to host the 31st Annual Meeting of the United States Ombudsman Association in October 2010. Over 70 participants from 23 states and 6 countries visited Dayton for the conference. We were pleased to make a contribution to the local economy through hosting our annual conference. October 6, 2010 was proclaimed "Ombudsman Day" in the City of Dayton to commemorate the event.

I am thankful for the many, strong collaborations in the Dayton community which help to cut through red tape and make positive things possible in difficult times. Our collaboration with the Dayton Daily News and Dayton Access Television helps bring the Ombudsman message to our citizens. The support of elected officials makes the services of our office to the citizens possible. The support and collaboration of those employees of the bureaucracy who sincerely seek to serve the public good is much appreciated.

I want to thank our phenomenal staff, who go an extra mile every day for the citizens and residents who need and deserve our assistance and advocacy. Their creativity, determination and perseverance are amazing.

Diane D. Welborn,
Ombudsman

OMBUDSMAN BUDGET 2010

Where the money comes from:

Montgomery County	\$ 89,431
City of Dayton	50,000
Dayton Board of Education	15,000
Other Income	13,255
Total	\$167,686

Where the money goes:

Salaries & Benefits	\$ 149,500
Rent & Office Expenses	8,750
Telephone	1,900
Equipment	4,000
Program Expenses	3,536
Total	\$167,686

LONG-TERM CARE OMBUDSMAN PROGRAM BUDGET 2010

Where the money comes from:

Title IIIB Ombudsman Funds	\$ 90,018
Title VII Elder Abuse Prevention Funds	20,251
Title VII Long-Term Care Ombudsman State of Ohio -	18,189
Long-Term Care Ombudsman Funds	43,188
Ombudsman Support Funds	56,815
Facilities Bed Fee	7,316
Total	\$235,777

Where the money goes:

Salaries & Benefits	193,977
Rent & Office Expenses	16,100
Telephone	2,500
Equipment	7,500
Program Expenses	15,700
Total	\$235,777

WHO CONTACTED THE OMBUDSMAN IN 2010?

MONTGOMERY COUNTY CITIES & VILLAGES

Brookville	79
Centerville	369
Clayton	139
Englewood	103
Farmersville	11
Germantown	35
Huber Heights	303
Kettering	423
Miamisburg	130
Moraine	97
New Lebanon	81
Oakwood	83
Riverside	171
Trotwood	367
Union	17
Vandalia	70
Verona	1
West Carrollton	138
Unknown	57

TOWNSHIPS

Butler	167
Clay	37
German	5
Harrison	317
Jackson	29
Jefferson	127
Miami	178
Washington	102

CITY OF DAYTON PRIORITY BOARDS

Downtown	444
FROC	602
Innerwest	437
Northwest	586
Northeast	504
Southeast	1,178
Southwest	717
CITY OF DAYTON TOTAL	4,468

MONTGOMERY COUNTY TOTAL

8,104

LONG-TERM CARE

Champaign County	59
Clark County	404
Darke County	92
Greene County	430
Logan County	73
Miami County	189
Montgomery County	1,986
Preble County	61
Shelby County	52
Unknown	130

LONG-TERM CARE TOTAL

3,476

OMBUDSMAN TOTAL

11,580

2010 OMBUDSMAN STATISTICS

<i>City</i>	<i>Cases</i>	<i>I & R</i>	<i>State of Ohio</i>	<i>Cases</i>	<i>I & R</i>			
CityWide Development	0	1	Attorney General	0	144	U.S. Census Bureau	0	9
Engineering	1	0	Bureau of Employment Services	2	15	U.S. Department of Education	1	3
Human Relations	0	19	Bureau of Motor Vehicles	5	20	U.S. Department of Labor	1	49
Inspectional Services	10	74	Bureau of Workers Compensation	0	7	U.S. Dept. of State	0	1
Mediation Center	0	4	Department of Rehab & Correction	1	7	U.S. Post Office	2	4
Miscellaneous	0	1	HEAP	0	1	U.S. Treasury Department	0	2
Municipal Court Misc.	0	49	Medical Board	0	19	Citizenship & Immigration	0	4
Neighborhood Development	0	2	ODJFS	3	29	Veteran's Administration	1	6
Police Department	2	29	Ohio Civil Rights Commission	0	46	Total	41	315
Priority Board	0	3	Ohio Consumer Council for Utilities	0	77	<i>Miscellaneous</i>		
Sewer Maintenance	1	0	Ohio Dept. of Commerce	0	11	<i>Cases</i>	<i>I & R</i>	
Street Maintenance	1	0	Ohio Dept. of Development	0	3	Ameritech	0	1
Taxation	2	7	Ohio Dept of Education	0	9	Better Business Bureau	1	319
Waste Collection	3	2	Ohio Dept of Health	0	4	CAP-HEAP	7	33
Water Department	24	26	Ohio Dept. Insurance	3	98	Care Source	2	0
Weed and Vacant Lots	8	1	Ohio Dept. of Mental Health	0	2	Chamber of Commerce	0	2
Zoning	0	1	Ohio Public Employees Retirement	0	1	Consumer	1	69
Total	52	219	Ohio Public Utilities Commission	0	68	Dayton Power & Light	0	12
<i>County</i>			Secretary of State	0	1	Debt Collection	0	72
<i>Cases</i>	<i>I & R</i>		State Representative	0	30	Emergency Assistance	22	542
ADAMHS	0	10	State Taxation	2	4	Employer/Employee	2	65
Animal Shelter	0	1	Unemployment Compensation	0	23	DMHA	21	43
Auditor's Office	2	15	Victims of Crime Compensation	0	3	Housing	6	950
Board of Elections	0	3	Total	16	622	Insurance	1	13
Children's Services	3	15	<i>Dayton Board of Education</i>			Legal	6	897
County Corp	0	1	<i>Cases</i>	<i>I & R</i>		Medical	1	67
County Courts	2	63	Administration	10	17	Mental Health	1	27
Crisis Care	0	1	Schools	4	5	Municipalities/Villages	9	27
Developmental Disabilities Services	0	2	Transportation	19	0	Other County	3	52
Engineer's Office	1	0	Total	33	22	Other State	2	18
Jail	1	1	<i>Public Health Dayton & Montgomery County</i>			Passport	0	3
Job & Family Services			<i>Cases</i>	<i>I & R</i>		RTA	5	7
Adult Protective Services	0	5	Community Health Services	0	15	Schools	0	16
Call Center	4	0	Inspectional Services	2	3	Adult Protective Services	1	4
Child Support	19	28	Personal Health	0	4	Social Services	3	161
Daycare	5	3	Vital Statistics	2	20	Townships	1	1
Disability Assistance	27	9	Total	4	42	Transportation	0	4
Food Stamps	161	72	<i>Federal</i>			Vectren - Other	1	5
Medicaid	134	66	<i>Cases</i>	<i>I & R</i>		Total	96	3,410
Ohio Works First	74	28	Bankruptcy Court	0	1	TOTAL		
Prevention Retention Contingency	13	4	Congressional Representative	0	12	758	4,984	
Recertification	56	0	Health & Human Services	0	2			
Unemployment	2	0	EITC (Earned Income Tax Credit)	0	1			
WIA	1	0	EEOC	0	21			
Public Defender	0	6	Federal Communications	1	4			
Recorder	0	2	Federal Trade Commission	0	3			
Sanitary Department	7	8	Housing & Urban Development	2	64			
Sheriff	1	3	Internal Revenue Service	1	24			
Treasurer	1	1	Medicare	4	27			
Veteran's Services	2	7	Social Security	28	78			
Total	516	35						

2010 LONG-TERM CARE OMBUDSMAN STATISTICS

COMPLAINTS

Abuse Within Facilities

Financial Exploitation	5
Physical Abuse	8
Sexual Abuse	4
Verbal & Psychological Abuse	5
Total	22

Access to Information

Access to Residents Records	3
Visits by Friends & Relatives	3
Violations of Resident's Rights	20
Total	26

Admission & Discharge

Admission	1
Holding Resident's Bed While Hospitalized	3
Involuntary Discharge	168
Room Change	10
Total	182

Choice & Rights

Confined Against One's Will	12
Residents Rights	38
Negative Staff Attitude	28
Right to Refuse Treatment	7
Response to Complaints	4
Total	89

Finance & Property

Billing	26
Personal Funds	3
Lost/Stolen Property	34
Total	63

Care

Accidents	14
Response to Call Lights	33
Care Plan	47
Medication Administration	37
Lack of Proper Hygiene	41
Total	172

Rehabilitation

Absence of Assistive Devices	21
Availability	16
Dental, Vision, & Hearing	4
Physical/Chemical Restraints	2
Total	43

Activities & Social Services

Availability	8
Case Management	2
Roommate Conflict	5
Transportation	1
Total	16

Dietary

Food Temperature	22
Limited Menu Selection	19
Therapeutic Diet	6
Total	47

Environment

Temperature	11
Cleanliness & Odors	14
Equipment, Storage & Supplies	7
Infection Control	6
Total	38

Policy

Total	1
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Staffing

Shortage of Staff	9
Unresponsive	6
Lack of Training	1
Total	16

Access to Information

Total	18
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Medicaid/ODJFS

Access to Information	6
Total	6

Systems

Abuse by Family	8
Financial Exploitation by Family	4
Guardianship	2
Pre Admissions & Screening	1
Physician not Available	3
Restrictive Environment	11
Total	29

LONG-TERM CARE OMBUDSMAN

TOTAL COMPLAINTS	768
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INFORMATION & REFERRALS

Participation in ODH Surveys	360
Assisted Living Visits	205
Benefits, Rights & Regulations	811
Community Education	23
Group Home Visits	169
Nursing Home Visits	705
Selection Assistance	111
Provider Consultation	198
Working with Resident/Family Council	34
Other	85

LONG-TERM CARE OMBUDSMAN

TOTAL INFORMATION & REFERRALS	2,701
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LONG-TERM CARE I & Rs	2,701
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OMBUDSMAN I & Rs	4,984
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TOTAL I & Rs	7,685
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LONG-TERM CARE CASES	768
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OMBUDSMAN CASES	758
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TOTAL CASES	1,526
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COMMUNITY EDUCATION

The Ombudsman Column in the Dayton Daily News:

The Ombudsman Column features examples of the problems citizens bring to the office and the resolutions brought by the Ombudsman staff. We are grateful for the long-standing cooperation with the Dayton Daily News.

Columns in 2010 included:

- ~ Woman able to get new license after identity was mixed with another
- ~ Nursing home resident gets help with finances
- ~ Veteran solves issue with Social Security
- ~ Delayed training affects benefits
- ~ Couple's Medicare OK'd under office's watchful eye
- ~ Direct deposit stops an eviction
- ~ Woman gets doctor bills paid and overpayments reimbursed
- ~ Widow questions SS benefits after husband's death
- ~ Young man's mistaken identity resolved
- ~ Unmowed lawn leads to warrant block for driver
- ~ Man gets Medicaid a year after applying
- ~ Daughter accused of spending elderly dad's money
- ~ Visit finds deplorable conditions at home

Dayton Access Television:

The Ombudsman Program has been produced on Dayton Access TV since 1984.

Programs in 2010 included:

- ~ City of Dayton Housing Inspection and Planning
- ~ Ohio Legal Rights and the Rights of the Disabled
- ~ Montgomery County Human Services Levy
- ~ Dayton Public Schools Medicaid Outreach Project
- ~ Consumer Credit
- ~ Protecting the Elderly

The Dayton Ombudsman Office is now on Facebook! Please become our friend!

STAFF & VOLUNTEER SUPPORT

STAFF

Diane D. Welborn, Ombudsman

Mary Green, Executive Assistant

Shirley Howard Dunson, Receptionist

Brandy Alexander, Assistant Ombudsman

Rachel Barnett, Assistant Ombudsman

*Priscilla Lofton, Program Assistant,
sponsored by the Dayton Urban League*

Monica Wynn, Program Director

Nancy Wrede, Ombudsman Specialist

Sandy Fredrick, Ombudsman Specialist

Kristin Shafer, Ombudsman Staff

Marilyn Yonts, Ombudsman Staff

Connie Wade, Volunteer Coordinator

VOLUNTEERS

The Ombudsman Office could not fulfill our mission without the participation of volunteers. Volunteers in the Ombudsman Office serve through investigating complaints and handling information and referral calls. Long-term care volunteers serve by providing a community presence in long-term care facilities and investigating complaints. Volunteer time devoted in 2010 exceeds 2000 hours. We are grateful for each and every hour!

LONG-TERM CARE OMBUDSMAN VOLUNTEERS

Barbara Albers

Euvonda Anderson

George Blackburn

Nick Candelora

Jim Courter

Barbara Fee

Robert Garwood

Hal Johnson

Faye Jones

Kay Kaebnick

Walt Kaiser

Amy Kemp

Rusty Leifheit

Forrest Lewis

Marjorie Malina

Berdie Maranto

Bonnie McQuirt

Debra Morgan

Marvin Mulford

Mary Nelson

Mary Parlin

James Pennington

Martha Rice

Julie Roe

Ralph Russell, Sr.

Diane Simpson

Linda Stichweh

Margaret VanGundy

Ron Wilson

Jennifer Wright

Dottie Young

From our citizens...

A hearty "Thank You," for your interest in my case with the Montgomery County Sanitary Engineering. Finally solved after 22 months! You people are superb!

I'm writing to thank you for connecting me to resources. I had written you because I needed cataract surgery and I had no insurance. I was almost blind in my right eye. They paid for my surgery on both eyes. I can see real good now. I don't like to ask for help, but I need my eyes so I can work. Thanks again.

Thank you for your patience in listening to me and resolving my case. The Ombudsman is a blessing!

Words cannot express the hope and encouragement you gave me. When no one else did, you cared and it showed. You do more than a job. Bless you.

This morning I was on the telephone with Social Security representatives for about ½ hour and got nothing but patronizing from them. ARGH! Thanks for setting me back on track and dissolving any anger or frustration I felt.

Thank you for working on my problem and getting my money to me. I think the system is very confusing and it didn't help that no one would call me back. One good thing that came out of all the confusion is that the payments took my loan at the bank down to a reasonable level and it will be paid off soon. Thank you again!!! You must have a magical touch.

Thank you for performing a very beneficial service to Dayton-area residents.

Thank you for resolving my Social Security check problem in a timely manner. I have already told people here in my retirement center how you have helped me, and will continue to do so. Thank you again and again and again.

Joint Office of Citizen Complaints
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Dayton, Ohio 45402
937-223-4613 800-395-8267
ombudsman@dayton-ombudsman.org