

**Mulford, Katie [IDA]**

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**From:** McCalley, John [IDA]  
**Sent:** Wednesday, January 27, 2010 1:27 PM  
**Subject:** SLT CO Annual report correction

*The following correction has been made to the 2009 annual report of the Iowa Department on Aging State Long-Term Care Ombudsman in the third bulleted item listed below (Page 8 of the report):*

- ✓ Iowa now ranks **51/52** (rather than 40/52) in the number of paid ombudsman per long-term care beds.

*The corrected page should now read (yellow highlight added for emphasis):*

**IOWA DEPARTMENT ON AGING  
OFFICE OF THE STATE  
LONG-TERM CARE OMBUDSMAN  
FACT SHEET FFY 2008**

This fact sheet contains information from the Administration on Aging (AoA) National Ombudsman Reporting System for Federal Fiscal Year 2008. Please note this information is not for the recently completed federal fiscal year so it will not match information included in this annual report. Federal reporting is one year behind so that statistics can be compiled on the national level.

- ✓ Iowa ranks 20/52 in the number of facilities and number of beds
- ✓ This represents 1.8% of all facilities and beds in the nation.
- ✓ Iowa now ranks **51/52** in the number of paid ombudsman per long-term care beds.
  - 2008 National Ombudsman Reporting System shows one ombudsman per 6113 beds.
    - During FFY 2008 Iowa had 1 full time state ombudsman and 7 full time local ombudsmen. However due to resignations, for 9 months out of the year only 6 positions were filled.
    - The national average of paid full time is 25.
    - It is recommended that each state have 1 ombudsman per 2,000 beds.
    - Iowa would need 25 ombudsmen to meet that mandate. The national average is 1 ombudsman to 2,200 beds.
- ✓ 30/52 in number of community education presentations given.
- ✓ Iowa ranks 3/52 in number of regulatory agency surveys in which an ombudsman participated.
- ✓ Local ombudsmen offer assistance to resident, tenant and family councils but the council system lacks coordination and strength in Iowa.
- ✓ Iowa ranks 26/52 in number of new complaints and 36/52 in the number of cases.
- ✓ Iowa is one of only 4 states that do not use certified volunteer ombudsmen.
- ✓ 17.84% of Iowa's complaints were due to discharges and evictions compared to the national average of 5.05%