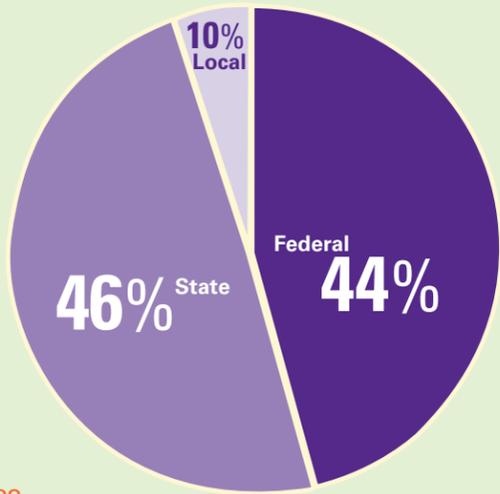
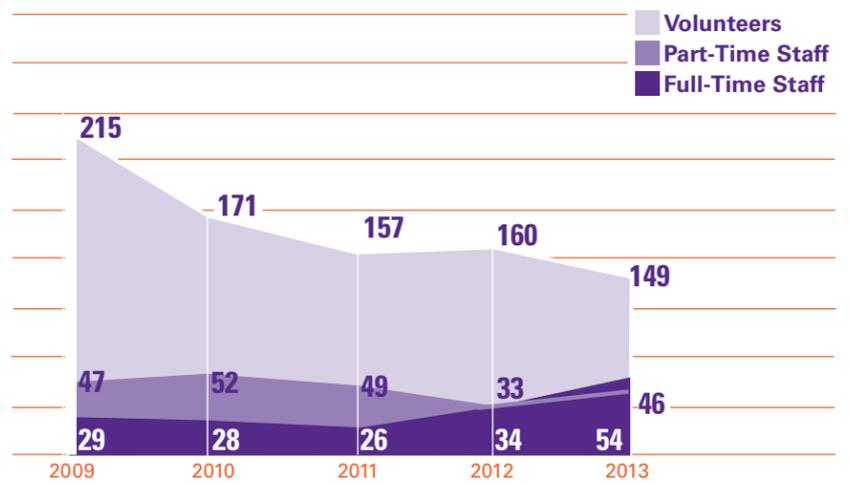


Funding by Source, FY 2013



Total: \$4,422,488

Number of Ombudsmen, FY 2009 - 2013



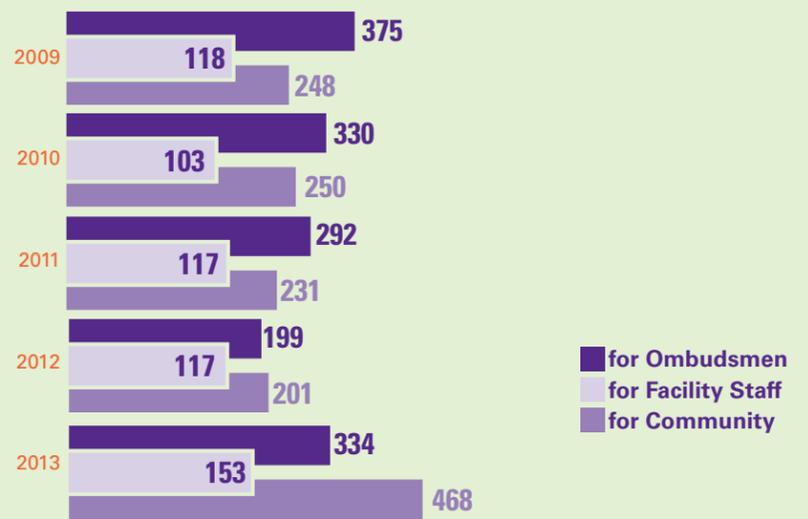
Number of Board and Care and Nursing Facilities / Beds FY 2009 - 2013



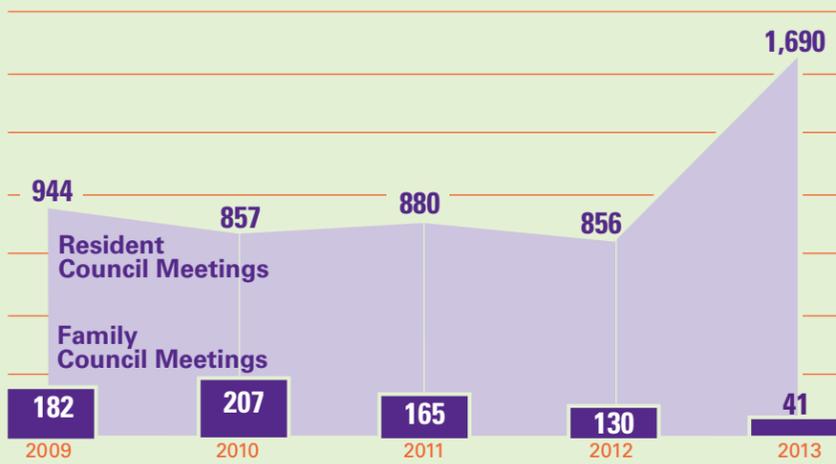
◆ Nursing Facility (NF) Beds: 2009—113,397; 2010—112,200; 2011—111,101; 2012—109,333 and 2013—104,172
 ■ Board and Care (BC) Beds: 2009—26,354; 2010—28,979; 2011—29,580; 2012—30,781 and 2013—31,420

■ Nursing Facilities
 ■ Visited Quarterly
 ■ Board and Care Facilities

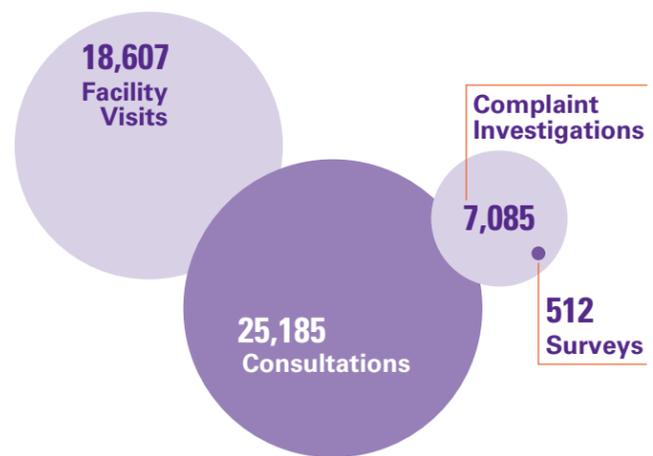
Continuing Education Sessions Held by Regional Ombudsmen FY 2009 - 2013



Resident and Family Council Meetings Attended, FY 2009 - 2013



Number of Activities and Services Performed, FY 2013



Analysis of Complaints, FY 2013



Number of Complaints: 7,085

Comparison of Complaints to Cases, FY 2009 - 2013

