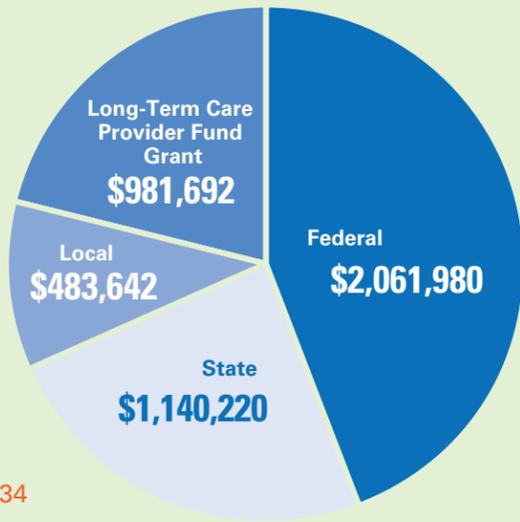
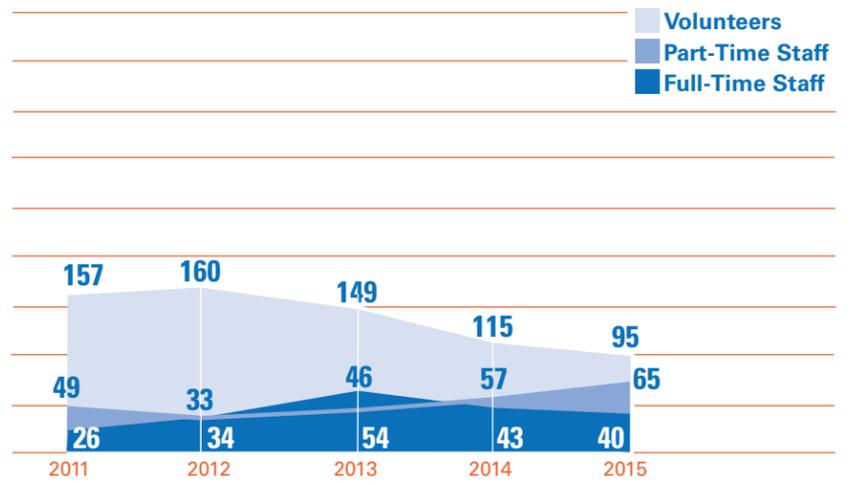


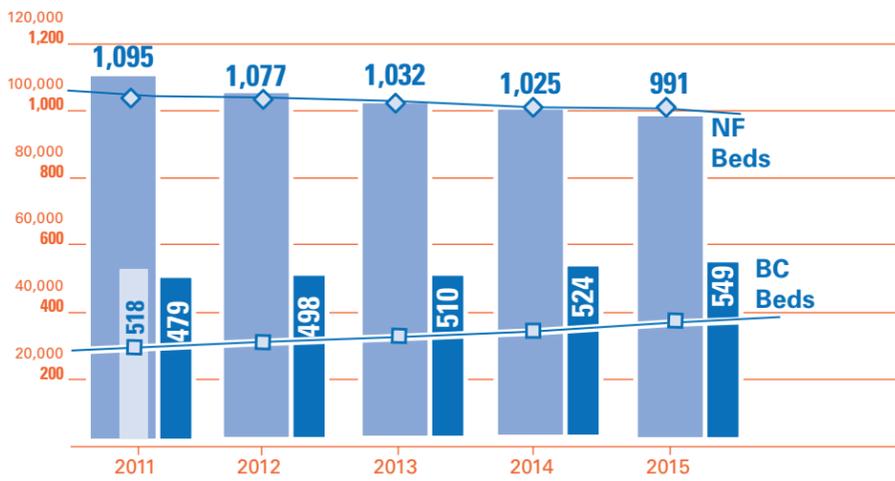
Long-Term Care Provider Fund, FY 2015



Number of Ombudsmen, FY 2011 - 2015

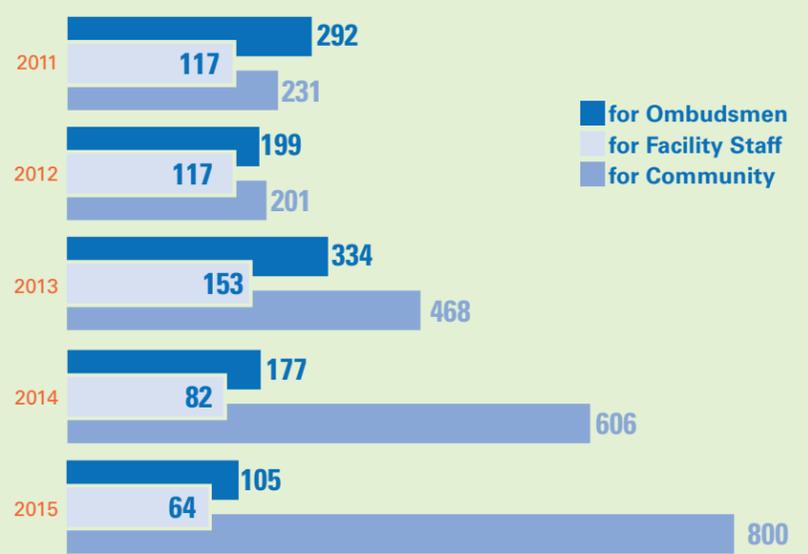


Number of Board and Care and Nursing Facilities / Beds FY 2011 - 2015

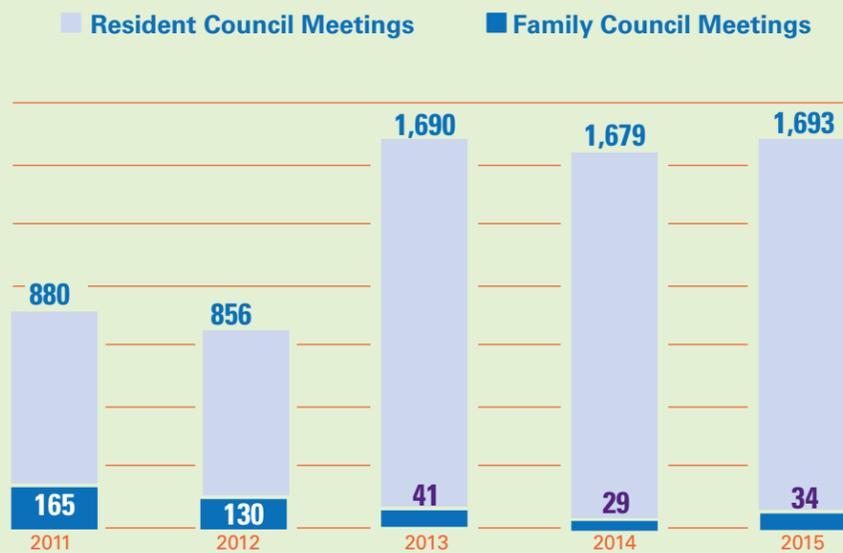


◆ Nursing Facility (NF) Beds: 2011--111,101; 2012--109,333; 2013--104,172; 2014--103,976 and 2015--103,612
 ■ Board and Care (BC) Beds: 2009--2011--29,580; 2012--30,781; 2013--31,420; 2014--32,656 and 2015--33,942

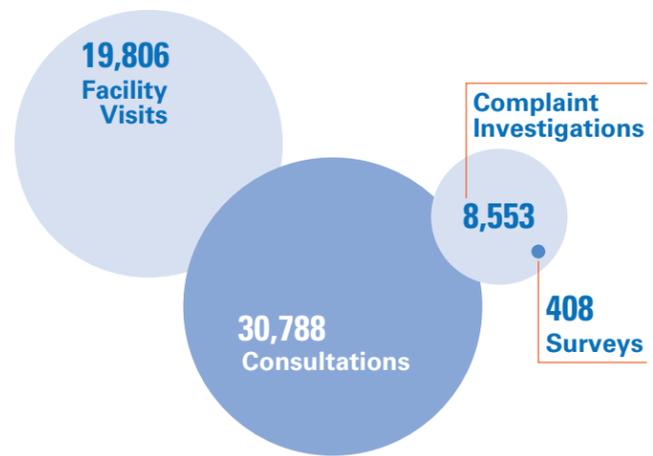
Continuing Education Sessions Held by Ombudsmen FY 2011 - 2015



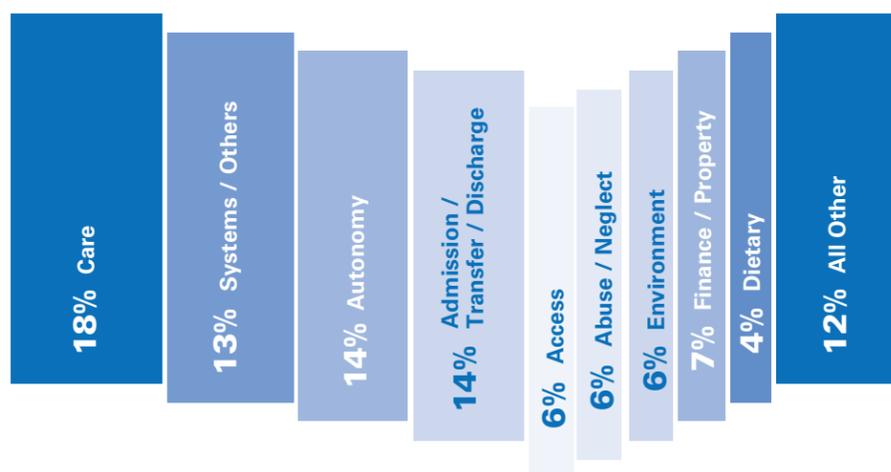
Resident and Family Council Meetings Attended, FY 2011 - 2015



Number of Activities and Services Performed, FY 2015



Analysis of Complaints, FY 2015



Number of Complaints: 8,454

Comparison of Complaints to Cases, FY 2011 - 2015

