

# Joint Office of Citizen Complaints



## 2018 Annual Report

11 West Monument Avenue Suite 606  
Dayton Ohio 45402

# 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.

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## BOARD OF TRUSTEES 2018

BOARD OF EDUCATION	CITY OF DAYTON	MONTGOMERY COUNTY
Dr. Robert Walker Dayton Board of Education	Christopher Shaw Commissioner	Judy Dodge Commissioner
Karen Wick-Gagnet Dayton Board of Education	Jeffrey Mims Jr. Commissioner	Dan Foley Commissioner
Lester Weller Dayton Education Council Chair	Mabel Vaughn Citizen	Deborah Lieberman Commissioner

**OMBUDSMAN**



## OMBUDSMAN'S MESSAGE 2018



The core work of the Ombudsman Office is handling hundreds of complaints and inquiries, and we are committed to building on this work as we enter into our 48<sup>th</sup> year. In 2018 the office handled 601 complaints about government agencies and 428 cases about long term care facilities. The largest category of cases concerning government agencies continues to be access to Medicaid coverage, followed by access to food assistance. The populations served in these cases are primarily children and the elderly. As the reader may see in our statistics, our cases and the information and referrals we supply cover most government agencies in our county. The largest category of cases for our Long Term Care Ombudsman program are unwanted discharges or evictions from facilities, and failure to respond to requests for assistance. A great deal of staff time is spent on preventing unwanted discharges, sometimes even to homeless shelters.

It is our practice to work to solve problems at the lowest possible level. We work to obtain a solution within the organization or community where the complaint lies. Our quick resolutions are enhanced by patient listening to complainants, creative thinking and problem analysis, and knowing who has the ability to bring resolution to the problem.

We conduct a satisfaction survey after each case about a government agency is closed in order to ensure that our resolutions to the problems are lasting. Overwhelmingly, those who visit or call our office are satisfied with the outcome of our work. Even those who do not achieve what they were seeking at least understand the policies and reasons. When asked where they would have turned if the Ombudsman Office were not present, the overwhelming response is "I don't know." The comments include gratefulness for the office; appreciation for our work; our follow-through and the rapidity with which we achieve resolution.

I look forward to 2019 and to increasing awareness of our office and the work that we do, whether we are informing people about a relatively new jurisdiction of the My Care Medicaid program or our ongoing work with government agencies. We will continue to seek to educate the public and our stakeholders through the weekly newspaper column in the Dayton Daily News, our monthly television program on DATV, the Ombudsman Office Weekly Update and through presentations at community events.

I want to thank our Board of Directors for giving the residents of Montgomery County an Ombudsman Office through their funding and support; our wonderful staff who are dedicated advocates for good government and good care; our dedicated volunteers and interns; and the residents of Dayton and Montgomery County.

Diane Welborn,

Ombudsman

Montgomery County	86,372.00
City of Dayton	50,000.00
Dayton Board of Education	15,000.00
AAA Tile 7 Long Term Care	18,625.00
AAA Title 7 Elder Abuse	20,787.00
AAA Title 3B Long Term Care	96,968.00
ODA State Facilities Bed Fee	91,979.00
ODA State Long Term Care	38,559.00
ODA State Person Centered Staff Engagement	104,380.00
ODA Veterans Initiative	38,000.00
ODA My Care	75,500.00
ODA Americorp Ombudsman Specialist	4,604.00
Other Income	20,000.00
TOTAL INCOME	660,774.00
Salaries & Benefits	562,371.00
Rent & Office Supplies	52,250.00
Equipment	6,450.00
Program Expenses	39,703.00
TOTAL EXPENSES	660,774.00

# 2018 OMBUDSMAN STATISTICS

Board of Education	CASES	I & R
Administration	11	12
Schools	23	8
<b>TOTAL</b>	<b>34</b>	<b>20</b>

CITY OF DAYTON	CASES	I & R
City Taxation	3	0
City Wide Development	0	1
Fire Department	1	0
Human Relations	0	2
Inspectional Services	7	4
Miscellaneous	0	1
Municipal Court	0	10
Neighborhood Development	1	0
Parks Division - Misc	1	0
Police Department	4	2
Priority Boards	0	1
Street Maintenance	2	0
Traffic	2	0
Waste Collection	3	0
Water Department - Services	12	7
Weed and Vacant Lots	1	0
<b>TOTAL</b>	<b>37</b>	<b>27</b>

MONTGOMERY COUNTY	CASES	I & R
ADAMHS	0	3
Adult Protective Services	0	4
Auditor's Office	1	2
CareSource	1	0
Children's Services	7	8
County Courts	0	4
Fair Housing	1	0
Job and Family Services		
Child Support	11	2
Daycare	10	0
Disability Assistance - CMS	1	0
Food Stamps	101	6
Medicaid	168	13
Other	12	4
OWF	15	1

PRC	2	0
Recertification	18	1
Unemployment	1	0
MRDD	1	0
Treasurer	5	3
Veteran Services	1	0
Water - Arrangement	3	1
<b>TOTAL</b>	<b>359</b>	<b>52</b>

<b>FEDERAL</b>	<b>CASES</b>	<b>I &amp; R</b>
Equal Employment Opportunity Commission	0	1
Federal Communications Comm.	0	3
Federal Trade Commission	0	2
Housing and Urban Development	2	12
Internal Revenue Service	0	9
Medicare	4	6
Medicare Advisory Service	0	1
Naturalization and Immigration Services	2	0
Social Security	31	13
U.S. Department of Labor	0	9
U.S. Post Office	12	3
<b>TOTAL</b>	<b>51</b>	<b>59</b>

<b>HEALTH DISTRICT</b>	<b>CASES</b>	<b>I &amp; R</b>
Environmental Health	1	0
<b>TOTAL</b>	<b>1</b>	<b>0</b>

<b>MISCELLANEOUS</b>	<b>CASES</b>	<b>I &amp; R</b>
Animal Removal	0	1
Attorney General	0	1
Better Business Bureau	0	7
MVCAP-HEAP	20	8
Consumer	3	97
Dayton Power and Light - Other	5	11
Emergency Assistance	0	44
Greater Dayton Premier Management	26	9
Housing	28	148
Insurance	0	9

Legal - Dayton Bar Association	0	11
Legal Aid - Misc	1	65
Library	0	1
Medical	3	39
Mental Health	2	10
Miscellaneous	0	3
Municipalities/Villages	6	4
Other County	0	3
Passport	0	1
Real Estate	0	3
RTA	2	0
Schools	5	2
Senior Citizens' APS	0	1
Social Services	1	12
Townships	0	4
Transportation	3	7
Trees	0	3
Vectren - Other	0	2
Victim of Crime	0	5
<b>TOTAL</b>	<b>105</b>	<b>511</b>

<b>STATE</b>	<b>CASES</b>	<b>I &amp; R</b>
Attorney General	0	27
Bureau of Employment Services	0	2
Bureau of Motor Vehicles	3	3
Bureau of Workmen's Compensation	0	11
Department of Rehabilitation and Correction	2	0
Medicaid	1	2
Medical Board	0	13
Miscellaneous	1	1
MyCare Ohio	0	1
Ohio Civil Rights Commission	0	10
Ohio Department of Commerce	0	7
Ohio Department of Education	0	1
Ohio Department of Health	0	1
Ohio Department of Insurance	0	14
Ohio Public Utilities Commission	0	8
Unemployment Compensation	0	5
<b>TOTAL</b>	<b>7</b>	<b>106</b>

**GRAND TOTAL      601      779**

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## LONG TERM CARE OMBUDSMAN 2018 STATISTICS

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### CASES

Discharge Eviction Planning	95
Care Plan	52
Dignity Respect Staff Attitudes	51
Failure to Respond to Assistance	68
SSA, SSI, VA, Other benefits/agencies	35
Billing/Charges	29
Medications-administration, organization	28
Assistive Devices/Equipment	26
Staffing	25
Personal hygiene (includes nail care and oral hygiene)	19
<b>TOTAL LTCOP CASES IN 2018</b>	<b>428</b>

### AGI    Advocacy & General Information Topics

Residents' Rights & Advocacy	1908
Volunteer Management	472
Ombudsman Program or Skills	430
Staffing/Staff Engagement	215
Transfer/Discharge	203
Medicaid	158
MyCare Ohio/Outreach	140
How to Select a Nursing Home	112
Abuse, Neglect, Exploitation	93
Legal Representative-POA, Guardian	71
Person Centered Care	67
Business Practice	55
Billing & Trust Accounts	47
Medicare	41
Resident Council	39
Family Issues	32
Room Change	24
Dietary Issues	20
Dementia	16
Certification	11
Activities	11
<b>TOTAL LTCOP AGI TOPICS IN 2018</b>	<b>4165</b>



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## WHO CONTACTED THE OMBUDSMAN IN 2018

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### **MONTGOMERY COUNTY**

#### **CITIES & VILLAGES**

Brookville	40
Centerville	35
Clayton	4
Englewood	32
Farmersville	5
Germantown	3
Huber Heights	82
Kettering	184
Miamisburg	38
Moraine	26
New Lebanon	0
Oakwood	25
Riverside	83
Springboro	2
Trotwood	96
Vandalia	17
West Carrollton	26

#### **TOWNSHIPS**

Butler	15
Harrison	160
Miami	56
Washington	34

**MONTGOMERY COUNTY TOTAL 963**

### **CITY OF DAYTON**

#### **PRIORITY BOARDS**

Downtown	453
FROC	129
Inner West	195
Northwest	236
Northeast	359
Southeast	98
Southwest	250

**CITY OF DAYTON TOTAL 1720**

CHAMPAIGN COUNTY	154
CLARK COUNTY	676
DARKE COUNTY	103
GREENE COUNTY	580
LOGAN COUNTY	87
MIAMI COUNTY	410
MONTGOMERY	2,902
PREBLE COUNTY	83
SHELBY COUNTY	90

**LONG TERM CARE TOTAL 5085**

**OMBUDSMAN TOTAL 7768**

## STAFF & VOLUNTEER SUPPORT 2018

### STAFF

*Diane D. Welborn, Ombudsman*  
*Shirley Howard Dunson, Receptionist*

*Deborah Ferguson, Assistant Ombudsman*  
*Kimberly Conner, Assistant Ombudsman*  
*Priscilla Lofton, Program Assistant*  
*Thaila Stokes, Wright State University*  
*University Social Work Intern*  
*David Weaver, Ombudsman Volunteer*

*Lawrence "Chip" Wilkins, Program Director*  
*Erika Respress, Ombudsman Specialist*  
*Courtney Bowman, Ombudsman Specialist*  
*Megan Oiler, Ombudsman Specialist*  
*Betty Stutler, Ombudsman Specialist*  
*Personal Centered Care*  
*Beverly Baltes, Volunteer Coordinator*  
*Hannelly Estrella, Veteran Transition Ombudsman*  
*Tonya Barnes, Wright State University Intern*  
*Rebecca Khamis, Wright State University Intern*

### 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 2018 was 1,435 hours for a value of \$35,430.15.*

#### LONG-TERM CARE OMBUDSMAN VOLUNTEERS 2018

*Barbara Albers*  
*Carolyn Allard*  
*Antonio Allen*  
*Marilyn Barga*  
*Tonya Barnes*  
*Bob Blue*  
*Christine Cales*  
*Joan Durham*  
*Doris Everhart*  
*Tonya Gillon*

*Joyce Griffith*  
*Walter Kaiser*  
*Irene Keating*  
*Rebecca Khamis*  
*Priscilla Kyles*  
*Allison Ledford, AmeriCorps*  
*Dr. John "Turk" Logan Jr.*  
*Helen Markman*  
*Mary Parlin*  
*Wayne Parrish*

*Jennifer Patton*  
*Retha Phillips*  
*Herm Roche, Jr.*  
*Nicole Rhodes*  
*Debbie Shilot*  
*Natasha Stewart*  
*Dan VanZandbergen*  
*Connie Wade*  
*Frizall Walker*  
*Jerry Waugh*

## ***The Ombudsman Programs on DATV 2018***

Jan 2018 Miami Valley Regional Equity Study (MVRPC)

Feb 2018 Dayton Public Schools

*Mar 2018 The Food Bank*

*May 2018 Greater Dayton Union Co-op Gem City Market*

*Sept 2018 Alzheimer Association*

*Oct 2018 Metro Parks*

*Nov 2018 Miami Valley Community Action Partnership*

*Dec 2018 Collaboration Against Abuse Neglect Exploitation*