

Long-Term Care Ombudsman *Outcomes*

For more information:
Phone: 800-522-2602
TTY: 866-926-6600
eMail: lco.contact@lco.state.or.us
Web: www.oregon.gov/LTCO

Here are the highlights of the great results our volunteers and staff accomplished in 2014!

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By the Numbers: Highlights of Federal Fiscal Year 2013/2014

\$1.5 million = our total program budget for the fiscal year ending 9/30/2014

70% = the percentage of our budget coming from the State of Oregon General Fund

30% = the percentage of our budget coming from the Federal Government

43,000 = the number of licensed beds we serve across Oregon

100% of 139 Skilled Nursing Facilities visited

96% of 474 Residential Care / Assisted Living Facilities visited

80% of 1800+ Adult Foster Homes visited

200+ = the total number of volunteers across the state

13,000 = the visits to Oregon's licensed long-term care facilities (**97%** by volunteers)

80% = the percentage of issues handled by volunteers

97% = the percentage of issues resolved, or mostly resolved (not referred)

28,000+ = the hours of documented volunteer service

\$619,000+ = the value of volunteer services contributed to the State of Oregon

For more "LTCO by the Numbers" metrics, please check out our website at <http://www.oregon.gov/LTCO>

Outcomes is a publication of the Office of the Long-Term Care Ombudsman, an independent Agency of the State of Oregon per ORS 441.100, as mandated by the Federal Older Americans Act.