

**mission** **Ombudsman Services** provide information and advocacy to long-term care recipients to ensure high quality of care and quality of life

**mission-driven strategies** To meet this mission we will...

... advocate, problem solve, and resolve issues for long-term care residents and families to ensure high quality, legally compliant care.

**Individual Advocacy**

... provide information, outreach, and training to providers and the public to increase awareness and knowledge of long-term care, Residents' Rights, and compliance with service mandates.

**Education and Outreach**

... identify emerging issues for stakeholders and policy makers in order to advocate for changes in policy and practice that ensure the care and quality of life for long-term care recipients.

**Systems Advocacy**

**programs & activities** To implement these strategies we will...

- Investigate and report complaints
- Provide individual and family consultations
- Negotiate solutions
- Resolve issues
- Provide referrals and information

- Community outreach events
- Facility consultation & trainings
- Create outreach materials
- General and individual information & referral
- Published articles
- Social media and web resources

- Identify relevant community issues and needs
- Lobby local and state policy makers
- Maintain membership and engagement with professional organizations
- Publish reports

**resources** To provide these programs and strategies we will need...

JABA Infrastructure Volunteer Coordinator & Staff Community Partners  
Funding Office Space Technology Impact Measurement Reputation Values

**productivity** The breadth and reach of our efforts will be shown by...

- # long-term care recipients served
- # People unable to serve due to capacity
- # Consultative meetings
- # Investigations
- # Complaints
- # Referrals
- # Mediation/negotiation meetings

- # Community events
- # Visits to facilities/Hours at facilities
- # Facility consultations & trainings & participants
- # Information & referrals made
- # Articles published
- # Web resources
- # Social media hits
- # Media hits

- # Community issues identified
- # Reports/briefs/publications written
- # Active memberships with professional organizations
- # Lobbying efforts

**immediate impact** Our success and value will be shown by ...

- ✓ Complaints resolved
- ✓ Satisfaction in outcome by individual and family
- ✓ Satisfaction with ombudsman services

- ✓ Knowledge gained from events and trainings
- ✓ Ability to use information gained
- ✓ Plans to use information to change agency policies or procedures
- ✓ Satisfaction with presentation/information provided

- ✓ Change in policies/laws that reflect improvement for care and quality of life for long-term care recipients
- ✓ Policy making bodies rely on JABA as a source of information

**longer-term change** We anticipate participants will use what they get working with us to ...

- Clients are safe in long-term care facilities.

- The public recognizes quality long-term care options.

- Policies support quality long-term care options.

**community-level impact** Ultimately, and collectively with other efforts, this will contribute to improving...

High-quality long-term care facilities.

**agency vision** **Live Better. Longer.**