

ARIZONA DEPARTMENT OF ECONOMIC SECURITY  
Division of Aging and Adult Services ♦ Long Term Care Ombudsman Program

**MONTHLY OMBUDSMAN DATA COLLECTION**

MONTH	YEAR	REGION

1. Training for Ombudsman staff and volunteers:

Number of sessions: \_\_\_\_\_ Number of hours: \_\_\_\_\_ Number of trainees: \_\_\_\_\_

Three most frequent training topics:

a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

2. Training sessions for facility staff:

Number of sessions: \_\_\_\_\_

Three most frequent training topics:

a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

3. Consultation to facilities (*providing information and technical assistance, often by telephone*):

Number of consultations: \_\_\_\_\_

Three most frequent areas of consultation:

a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

4. Information and consultation to individuals (*usually by telephone*):

Number of consultations: \_\_\_\_\_

Three most frequent requests/needs:

a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

5. Number of nursing facilities visited (*unduplicated*): \_\_\_\_\_ (*Attach List*)

6. Number of assisted living facilities visited (*unduplicated*): \_\_\_\_\_ (*Attach List*)

7. Number of facility surveys participated in: \_\_\_\_\_

8. Number of resident councils attended: \_\_\_\_\_ Number of attendees: \_\_\_\_\_

9. Number of family councils attended: \_\_\_\_\_ Number of attendees: \_\_\_\_\_

10. Number of community education sessions: \_\_\_\_\_ Number of attendees: \_\_\_\_\_

11. Number of media interviews/discussions: \_\_\_\_\_

Three most frequent issues topics:

a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

12. Number of press releases issued: \_\_\_\_\_

13. Number of volunteers: \_\_\_\_\_

14. Number of hours worked by volunteers: \_\_\_\_\_

15. Estimated % of total staff time spent providing technical assistance/support to local Ombudsman/volunteers: \_\_\_\_\_

16. Number of complaints: \_\_\_\_\_

17. Estimated % of total staff time spent on monitoring laws/working on laws, regulations, government policies, actions: \_\_\_\_\_

18. Three most frequent issues still working on:

a. \_\_\_\_\_ b. \_\_\_\_\_ c. \_\_\_\_\_

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