

# State data for NJ for FFY 2021

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## Case and Complaints Summary

Total number of cases closed:

3952

### Totals Cases per Complainant by Facility Setting

Complainant	Nursing Facility	Residential Care Community	Other	Total per complainant
Resident	532	84	17	633
Resident representative, friend, family	1079	245	21	1345
Ombudsman program	436	93	1	530
Facility staff	896	181	43	1120
Representative of other agency or program	111	26	2	139
Concerned person	82	24	9	115
Resident or family council	0	1	1	2
Unknown	50	14	4	68
<b>Total per facility type</b>	<b>3186</b>	<b>668</b>	<b>98</b>	<b>3952</b>

8796

Total number of complaints:

### Major Complaint Groups by Type of Facility

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
A. Abuse, gross neglect, exploitation	986	235	61	1282
B. Access to Information	234	30	2	266
C. Admission, transfer, discharge, eviction	463	191	4	658
D. Autonomy, choice, rights	1078	269	15	1362
E. Financial, property	225	59	4	288
F. Care	1866	238	23	2127
G. Activities and community integration and social services	383	40	5	428
H. Dietary	328	55	4	387
I. Environment	1111	233	22	1366
J. Facility policies, procedures and practices	297	108	2	407
K. Complaints about an outside agency (non-facility)	9	2	0	11
L. System and others (non-facility)	161	50	3	214

### Complaint Verifications

Verification Status	Nursing Facility	Residential Care Community	Other	Total
Verified	4646	1118	92	5856

Not Verified	2495	392	53	2940
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**Complaint Dispositions**

<b>Disposition Status</b>	<b>Nursing Facility</b>	<b>Residential Care Community</b>	<b>Other</b>	<b>Total</b>
Partially or fully resolved to the satisfaction of the resident, resident representative or complainant	6835	1404	133	8372
Withdrawn or no action needed by the resident, resident representative or complainant	235	79	7	321
Not resolved to the satisfaction of the resident, resident representative or complainant	71	27	5	103

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## Complaint Types by Type of Facility

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
<b>A. Abuse, gross neglect, exploitation</b>	986	235	61	1282
A01. Abuse: physical	499	71	40	610
A02. Abuse: sexual	86	15	1	102
A03. Abuse: psychological	188	41	8	237
A04. Financial exploitation	197	104	12	313
A05. Gross neglect	16	4	0	20
<b>B. Access to Information</b>	234	30	2	266
B01. Access to information and records	168	24	1	193
B02. Language and communication barrier	52	5	0	57
B03. Willful interference	14	1	1	16
<b>C. Admission, transfer, discharge, eviction</b>	463	191	4	658
C01. Admission	6	8	0	14
C02. Appeal process	0	0	0	0
C03. Discharge or eviction	341	176	4	521
C04. Room issues	116	7	0	123
<b>D. Autonomy, choice, rights</b>	1078	269	15	1362
D01. Choice in health care	31	6	0	37
D02. Live in less restrictive setting	51	3	1	55
D03. Dignity and respect	51	6	0	57
D04. Privacy	38	17	1	56
D05. Response to complaints	28	3	0	31
D06. Retaliation	23	5	1	29
D07. Visitors	574	111	10	695
D08. Resident or family council	13	2	0	15
D09. Other rights and preferences	269	116	2	387
<b>E. Financial, property</b>	225	59	4	288
E01. Billing and charges	55	28	0	83
E02. Personal property	170	31	4	205

<b>Complaint Category/Type</b>	<b>Nursing Facility</b>	<b>Residential Care Community</b>	<b>Other</b>	<b>Total by Complaint Type</b>
<b>F. Care</b>	1866	238	23	2127
F01. Accidents and falls	296	43	2	341
F02. Response to requests for assistance	161	12	1	174
F03. Care planning	427	60	5	492
F04. Medications	132	33	4	169
F05. Personal hygiene	234	24	2	260
F06. Access to health related services	120	15	3	138
F07. Symptoms unattended	185	18	1	204
F08. Incontinence care	128	20	1	149
F09. Assistive devices or equipment	64	3	0	67
F10. Rehabilitation services	100	4	2	106
F11. Physical restraint	14	3	1	18
F12. Chemical restraint	5	3	1	9
F13. Infection control	0	0	0	0
<b>G. Activities and community integration and social services</b>	383	40	5	428
G01. Activities	266	30	4	300
G02. Transportation	29	6	0	35
G03. Conflict resolution	43	2	0	45
G04. Social services	45	2	1	48
<b>H. Dietary</b>	328	55	4	387
H01. Food services	178	30	2	210
H02. Dining and hydration	100	21	2	123
H03. Therapeutic or special diet	50	4	0	54
<b>I. Environment</b>	1111	233	22	1366
I01. Environment	888	149	18	1055
I02. Building structure	83	25	2	110
I03. Supplies, storage and furnishings	50	12	0	62
I04. Accessibility	1	4	1	6
I05. Housekeeping, laundry and pest abatement	89	43	1	133
<b>J. Facility policies, procedures and practices</b>	297	108	2	407
J01. Administrative oversight	143	76	2	221
J02. Fiscal management	6	5	0	11
J03. Staffing	148	27	0	175

<b>Complaint Category/Type</b>	<b>Nursing Facility</b>	<b>Residential Care Community</b>	<b>Other</b>	<b>Total by Complaint Type</b>
K. Complaints about an outside agency (non-facility)	9	2	0	11
K01. Regulatory system	0	0	0	0
K02. Medicaid	4	2	0	6
K03. Managed care	0	0	0	0
K04. Medicare	5	0	0	5
K05. Veterans Affairs	0	0	0	0
K06. Private Insurance	0	0	0	0
L. System and others (non-facility)	161	50	3	214
L01. Resident representative or family conflict	157	50	3	210
L02. Services from outside provider	2	0	0	2
L03. Request to transition to community setting	2	0	0	2

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## Staff and Volunteers

### Office of State Ombudsman Staff

Total staff	38	
Total full-time equivalent (FTE)	36	
Total state volunteer representatives	161	
Total hours donated by state volunteers representatives	7,069	Hours
Total other volunteers (not representatives)	0	

### Local Ombudsman Entity Staff

Total staff		
Total full-time equivalent (FTE)		
Total local volunteer representatives		
Total hours donated by local volunteer representatives		Hours
Total local volunteers (not representatives)		

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## Funds Expended

### Funds Expended from OAA Sources

Federal - OAA Title VII, Chapter 2, Ombudsman	\$411,352
Federal - OAA Title VII, Chapter 3	\$0
OAA Title III - State level	\$0
OAA Title III - AAA level	\$0
<b>Other Federal Sources</b>	
There are no other Federal sources	
Total other Federal funds expended	\$975,151
<b>Other State Sources</b>	
There are no other State sources	
Total other State funds expended	\$2,122,114
<b>Other Local Sources</b>	
There are no other Local sources	
Total other Local funds expended	

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## Facility - Number and Capacity

### Licensed Nursing Facilities

Total number	381
Total resident capacity	51689

### Residential Care Communities

Total number	527
Total resident capacity	28640