

# State data for NJ for FFY 2022

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## Case and Complaints Summary

Total number of cases closed:

6039

### Totals Cases per Complainant by Facility Setting

Complainant	Nursing Facility	Residential Care Community	Other	Total per complainant
Resident	787	108	41	936
Resident representative, friend, family	1295	237	44	1576
Ombudsman program	979	41	6	1026
Facility staff	1623	280	51	1954
Representative of other agency or program	207	31	3	241
Concerned person	94	37	6	137
Resident or family council	0	1	0	1
Unknown	124	38	6	168
<b>Total per facility type</b>	<b>5109</b>	<b>773</b>	<b>157</b>	<b>6039</b>

13255

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	1457	228	70	1755
B. Access to Information	322	32	6	360
C. Admission, transfer, discharge, eviction	783	220	18	1021
D. Autonomy, choice, rights	1464	188	47	1699
E. Financial, property	368	95	7	470
F. Care	3803	473	49	4325
G. Activities and community integration and social services	441	53	10	504
H. Dietary	611	97	11	719
I. Environment	1006	176	36	1218
J. Facility policies, procedures and practices	667	141	11	819
K. Complaints about an outside agency (non-facility)	11	1	0	12
L. System and others (non-facility)	283	63	7	353

### Complaint Verifications

Verification Status	Nursing Facility	Residential Care Community	Other	Total
Verified	7801	1346	188	9335

Not Verified	3415	421	84	3920
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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	10778	1667	242	12687
Withdrawn or no action needed by the resident, resident representative or complainant	259	67	24	350
Not resolved to the satisfaction of the resident, resident representative or complainant	179	33	6	218

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## Complaint Types by Type of Facility

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
A. Abuse, gross neglect, exploitation	1457	228	70	1755
A01. Abuse: physical	777	104	39	920
A02. Abuse: sexual	157	20	6	183
A03. Abuse: psychological	304	54	17	375
A04. Financial exploitation	178	45	8	231
A05. Gross neglect	41	5	0	46
B. Access to Information	322	32	6	360
B01. Access to information and records	207	23	5	235
B02. Language and communication barrier	97	9	1	107
B03. Willful interference	18	0	0	18
C. Admission, transfer, discharge, eviction	783	220	18	1021
C01. Admission	20	17	0	37
C02. Appeal process	1	0	0	1
C03. Discharge or eviction	610	181	11	802
C04. Room issues	152	22	7	181
D. Autonomy, choice, rights	1464	188	47	1699
D01. Choice in health care	58	3	1	62
D02. Live in less restrictive setting	249	5	0	254
D03. Dignity and respect	115	19	1	135
D04. Privacy	76	15	3	94
D05. Response to complaints	42	9	0	51
D06. Retaliation	55	9	1	65
D07. Visitors	247	44	19	310
D08. Resident or family council	67	5	1	73
D09. Other rights and preferences	555	79	21	655
E. Financial, property	368	95	7	470
E01. Billing and charges	100	47	5	152
E02. Personal property	268	48	2	318

<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>	3803	473	49	4325
F01. Accidents and falls	621	100	4	725
F02. Response to requests for assistance	367	28	2	397
F03. Care planning	831	97	12	940
F04. Medications	309	66	9	384
F05. Personal hygiene	304	39	1	344
F06. Access to health related services	197	23	5	225
F07. Symptoms unattended	389	49	4	442
F08. Incontinence care	362	18	1	381
F09. Assistive devices or equipment	120	9	1	130
F10. Rehabilitation services	179	6	5	190
F11. Physical restraint	25	11	0	36
F12. Chemical restraint	18	3	1	22
F13. Infection control	81	24	4	109
<b>G. Activities and community integration and social services</b>	441	53	10	504
G01. Activities	266	31	4	301
G02. Transportation	72	11	1	84
G03. Conflict resolution	49	8	2	59
G04. Social services	54	3	3	60
<b>H. Dietary</b>	611	97	11	719
H01. Food services	349	59	6	414
H02. Dining and hydration	195	26	3	224
H03. Therapeutic or special diet	67	12	2	81
<b>I. Environment</b>	1006	176	36	1218
I01. Environment	410	55	27	492
I02. Building structure	201	48	2	251
I03. Supplies, storage and furnishings	128	8	4	140
I04. Accessibility	12	4	1	17
I05. Housekeeping, laundry and pest abatement	255	61	2	318
<b>J. Facility policies, procedures and practices</b>	667	141	11	819
J01. Administrative oversight	230	73	4	307
J02. Fiscal management	3	4	1	8
J03. Staffing	434	64	6	504

<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)	11	1	0	12
K01. Regulatory system	0	1	0	1
K02. Medicaid	6	0	0	6
K03. Managed care	0	0	0	0
K04. Medicare	4	0	0	4
K05. Veterans Affairs	0	0	0	0
K06. Private Insurance	1	0	0	1
L. System and others (non-facility)	283	63	7	353
L01. Resident representative or family conflict	226	59	6	291
L02. Services from outside provider	28	0	1	29
L03. Request to transition to community setting	29	4	0	33

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## Staff and Volunteers

### Office of State Ombudsman Staff

Total staff	44	
Total full-time equivalent (FTE)	41	
Total state volunteer representatives	138	
Total hours donated by state volunteers representatives	13,280	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	\$458,305
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	\$1,506,671
<b>Other State Sources</b>	
There are no other State sources	
Total other State funds expended	\$2,829,461
<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	380
Total resident capacity	51809

### Residential Care Communities

Total number	536
Total resident capacity	29497