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| **Example-Quarterly Ombudsman Program Review** |
| **Complaints** |

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| **Top Five Complaints During This Quarter** |
| **Complaint****Category**  | **Complaint Code** | **# Related To SNF** | **# Related to ALF** | **Total Complaints** |
| Eviction/Discharge | C-03 | 3 | 5 | 8 |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
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|  |  |
| --- | --- |
| Total number cases opened during this quarter | 45 |
| Total number cases currently open | 7 |
| Total number cases closed this quarter | 49 |
| Total number of cases involving Abuse, Neglect and Exploitation this quarter | 3 |
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|  |  |
|  |  |
|  |  |

(1st-Oct-Dec) (2nd-Jan-Mar) (3rd-Apr-Jun) (4th-Jul-Sep)

Ombudsman Program Quarter \_\_\_3rd\_\_\_

\_August 15th, 2022\_\_\_\_\_

Date Provided To Director For Program Monitoring

\_Name of Program Manger\_\_\_\_\_\_\_\_\_\_

Program Manager