Hello, my name is [NAME] and I am from [AGENCY]. I am calling today to request your support for the Long Term Care Ombudsman Program. Ombudsmen are a neutral third party who works with residents of licensed long-term care facilities to improve care and quality for residents and advocate for the resident's wishes. Ombudsmen not only identify, investigate, and resolve complaints made by residents of long-term care facilities, but they also provide information to residents, facilities, and the public through outreach and education along with many other tasks.

There are over 103,000 resident beds in Michigan and only 20 ombudsmen. Michigan is falling behind other states in the ratio of ombudsmen to beds with the state-wide average being 1:5,177 whereas the national average is 1:2,236.

With ombudsmen in Michigan serving more than double the national average, residents in this state are receiving less attention from ombudsmen leading to fewer complaints being addressed, fewer preventative measures to facilities, and greater escalation of issues that could have been solved if local ombudsmen had greater capacity.

Michigan’s older adults in long-term care facilities deserve increased support from the legislature. I encourage you to support the Long Term Care Ombudsman Program by appropriating a minimum of $3 million in the FY2025 budget to staff 33 more FTEs in the program to reach the recommended 1:2,000 ratio.

If you have any questions or would like to discuss this further, I can be reached at [CONTACT INFO].