



Nursing Home Ombudsman Agency  
*of the Bluegrass*

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**ANNUAL REPORT**  
**2022**



## TEAM LEADERS

MICHELLE BARNETT  
ANN EVANS  
BECKY HACKER  
SUE LANDIS  
SUSAN MCCRAY  
VICKI TALBERT

## FACILITY OMBUDSMEN

DONNA ANDERSON  
CYNTHIA BALISTOCKY  
CLAUDIA BLEDSOE  
BOB BOOTH  
MARY JUNE BRUNKER  
BECKY BRUNO  
ANGELA CARPENTER  
HELEN DOWNING  
CINDY GROVES  
CONNOR HACKER  
GERRY LAMOTHE  
GENE LAYNE  
THERESA LONG  
JERRI LUCAS  
MADGE LYNN  
BARBARA NASH  
CAROL PRUETTE  
EDNA QUIRE  
RITA SALLEE  
KATHY THOMPSON

# OUR VISION

The Nursing Home Ombudsman Agency of the Bluegrass envisions a world where aging and disability come with value, ease, dignity, and hope.

# OUR MISSION

NHOA's mission is to demand the highest quality of care for long-term care residents through empowerment, support, education, and advocacy.

# OUR GOALS

Protect the rights of nursing home residents.

Identify, investigate and resolve residents' concerns.

Empower residents to make informed choices.

Work to enact laws protecting older and disabled Kentuckians.

Visit residents as often as possible.

# CHAIR'S STATEMENT

Dear Friends,

Like many nonprofits, COVID-19 greatly impacted NHOA's service delivery, clients, and funding. As nursing homes closed their doors, ombudsmen shifted to virtual and window visits. Cases were investigated and resolved by phone and through electronic platforms. Foundations and grant sources dwindled, and donor focus shifted to navigating the pandemic and away from financially supporting non-profits.

Now that the world has begun to adjust to a post-pandemic life, ombudsmen are getting back to pre-COVID service levels. 2021 and 2022 represented a revitalization of regular visitation, community education events, and emboldened residents ready to speak out for change. Renewed energy and focus has become the norm once again!

In September, the board convened to refresh NHOA's vision, mission, and strategic plan. Our new mission to demand the highest quality of care for long-term care speaks to the urgency of the services we provide.

This bold mission has set the tone for 2023, a year that brings incredible opportunities and challenges. We continue to meet with state legislators and partners to ensure laws and regulations protect the rights of all long-term care residents. We are entering a whole new level of care, expanding our services to 20 assisted living communities with more than 1,000 residents.

There is no one else in Kentucky doing the work we do. Thank you for all the ways you have supported NHOA and the residents we are proud to serve! We look forward to an exciting future, partnering with you to create better and safer communities.



**STEPHANIE HUMES**

Chair of the Board of Directors

## **DIRECTORS**

STEPHANIE HUMES, CSW  
*CHAIR*

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DEBBIE ISON  
*SECRETARY*

HEATHER BABER

DON PASLEY

KAREN WILLIAMS, MD

## **STAFF**

DENISE WELLS  
*EXECUTIVE DIRECTOR*

PRIYANKA PATEL  
*OFFICE MANAGER*

ALICE SALYERS  
*BLUEGRASS DISTRICT  
OMBUDSMAN*

SHERRY CULP  
*STATE LONG-TERM  
CARE OMBUDSMAN*

JODI HOLSCLAW  
*REGIONAL OMBUDSMAN*

MARK BURRESS  
*REGIONAL OMBUDSMAN*

# OUR IMPACT



3,412 visits for 4,721 hours at resident bedsides



434 complaints investigated and resolved on behalf of residents



Support for 220 Resident and Family Council meetings



Regular monitoring of legislative issues affecting long-term care residents



2,377 conversations with residents and families about long-term care issues



Information provided to hundreds of participants at 232 community events



276 consultations & 13 trainings to facility staff about long-term care issues

## BECKY & RUTH:

Ruth has been in a nursing home since 2014, and from day one Becky has been her Ombudsman.

This year (and many others), Ruth received a Silver Bells gift at Christmas. As she opened the gift, Ruth reminisced about some of the many ways Becky has helped her. Whether she needed help fighting for proper wound care, a better fitting wheelchair, or more appetizing meals, she knew **exactly** who to call. Becky has advocated on her behalf *more than 25 times* in the last eight years.



When Ruth wanted to move to a nursing home in western Kentucky to be closer to family, Becky helped make it possible. They said their goodbyes, but soon after Becky got a phone call. Ruth was unhappy in her new home and was desperate to get back, but wasn't able to do it on her own. Becky made countless calls between Ruth's previous nursing home, the new nursing home, and Ruth to work out her return. After a lot of work, Ruth came home and was re-elected to be President of the Resident Council. She told Becky it was good to be home.

Ruth and Becky still work together to make sure that not only are Ruth's needs being met, but her desires and wishes are being honored. Ruth has the freedom to live (and lead!) as she pleases because she has Becky to make sure her voice is heard.

# WINI'S WISHLIST

Most long-term care residents are on Medicaid, leaving them just \$40 a month to purchase basic needs like clothes and pay for services like haircuts. Not only that, but many residents find their personal belongings disappear and must be replaced regularly.

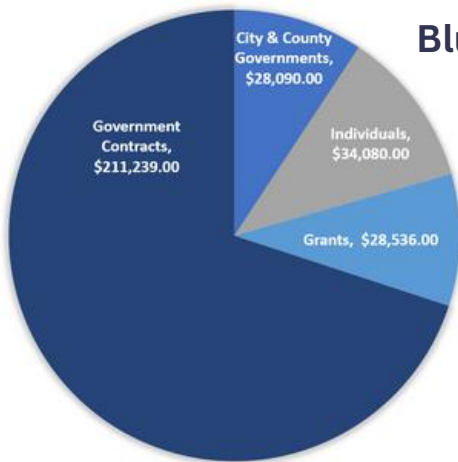
To help residents meet their needs, we have launched Wini's Wishlist, a year-round gift campaign. You can help by visiting [www.ombuddy.org/winiswishlist](http://www.ombuddy.org/winiswishlist) to:

- Make a one-time or monthly gift to buy blankets, clothes, snacks, and services like haircuts
- Shop the Wini's Wishlist Amazon list
- Sign up for Wini's Wishlist emails, monthly updates of gifts we've delivered, new requests by residents, and other ways to get involved



Wini Yunker served as an ombudsman in Jessamine County for more than 10 years. She never let a resident go without something they needed.

# FINANCE REPORT



## Bluegrass District Ombudsman Program

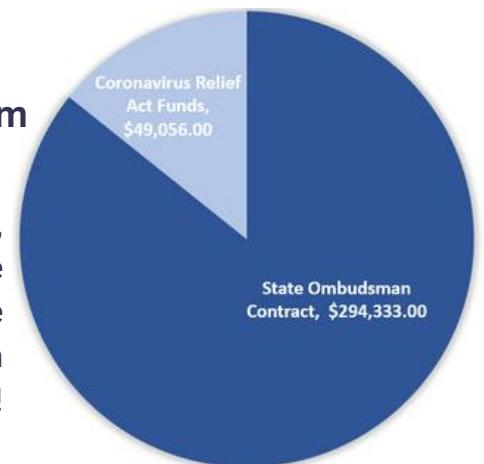
Program Revenue: \$298,574

The Bluegrass District Ombudsman Program is proud to have partnered with Heart of Kentucky United Way, Toyota Motor Manufacturing of Kentucky, the Beulah S. Mays Foundation, Family Services Association of Boyle County, and the Lary Foundation to provide services in the Bluegrass.

## State Ombudsman Program

Program Revenue: \$343,389

Coronavirus Relief Act funds were designated to recruit, train, and retain volunteer ombudsmen throughout the Commonwealth. The grant culminated in a state-wide certification training with 28 individuals interested in becoming volunteer ombudsmen!





# FRIENDS OF NHOA

It was Margaret Mead who said that it is only a small group of thoughtful, committed citizens who can change the world. It is only with your help that NHOA's small group of committed ombudsmen can change the world for thousands of Kentucky's long-term care residents.

**Thank you for making this change possible.**

Frances Allen  
Phyllis Anderson  
Gisela Atkerson  
Heather Baber  
Paul Bachner  
Jesse Baldrige  
Michelle Barnett  
Mary Barnhill  
Keith Barnhill  
Robyn Barsalona  
Robert Baugh  
Joan Bell  
Ruth Billings  
Judy Boggs  
Anne Bolton  
Susan Brewer  
Karen Britton  
Denise Brooks  
Mary June Bruncker  
Irene M. Burnett  
Mark Burress  
Anne M. Cameron  
Alan Campbell  
Audrey Carr  
Kathy Carter  
Tricia Cash  
Paul Caudill  
Virginia Cheek  
Gloria Clements  
Beverly Clemons  
Pam Clemons  
Diana Clewett  
Mollie Cohen

Joyce Combs  
Janet Combs  
Eleanor Congleton  
Ronald Coulter  
Mitch & Charlene Creager  
Alison Critchfield  
Sherry Culp  
Phyllis Culp  
Douglas Cunningham  
Paul Czarapata  
Lucy Dampier  
Marilyn Daniel  
John Darnell  
Sandra DeFoor  
Alice & Gary Dehner  
Clifford Denny  
Daniel Digresne  
Richard C. Domek  
Jean Downey  
Daniel Dufresne  
Brian Dufresne  
James Durham  
Roland East  
Russell Enzie  
Dick & Janice Ernst  
James B. Evans  
Ann Evans  
Robert Faesy  
Sue Fosson  
Jerold N. Friesen  
Joan Gaines  
Kathy Gannoe  
Gayle Gates

John F. Gettler Jr.  
John W. Girvin Jr.  
Esther Gissing  
Joe Graviss  
Nina Hahn  
Amanda Hall  
Gloria Hansen  
Phyllis Hasbrouck  
John & Betty Heap  
Karri Hermes  
Susie D. Hillard  
Oneta Hobson  
Ryan Hollen  
Sherry Holmes  
Margaret Howard  
Linda Howell  
Susan Hubbard  
Cardell & Janet Huff  
Sarah Hughes  
Mary Hughes  
Stephanie Humes  
Esther Hurlburt  
Debra Ison  
Deborah J. Jacobs  
Debbie Jacobs  
Gloria James  
James C. Jefferson Jr.  
Karen Jones  
J. Donald Judy  
Kathy Kilroy  
Katie Kinsel  
Judy Knauss  
Terri Koontz

# FRIENDS OF NHOA

Tom Kring	John Overstreet	Donna Smith
Karen Kryscio	Michelle Owen	Sandra Smith
Sue Landis	Marisa Palkuti	Sheldia Sparks
Dena Lawing	Jo Palmer	Robert Stange
Gene Layne	Don Pasley	Pamela Stewart
Angela Leeber	Nilam Patel	Muffy Stuart
Joy Leet-Mullins	Jane S. Peters	Cindy Harper Teate
Todd Lemley	Jim Peyton	Pat Thomason
Nancy Leonard	Helen Hackney Pope	Barbara Thompson
Betty Lewis	Anne Porter	Kathy Thompson
Kristen Lutes	Berryman	Marcie, David, & Will
Madge Lynn	Kitty Ann Portwood	Timmerman
Deborah Madison	Sitha Powell	Jim Turpin
Elizabeth Manion	Kathy Profitt	Patricia Vanaman
Patricia Martin	Carol Pruette	Lois Vogel
Terry Lynn McCarty	William Pumphrey	Joe Warren
Margot McCullers	Julie Purcell	Ruth Webb
Nancy McDuffie	Edna Quire	Patricia Weeden
Sandy & Tom McLain	Matthew Rearick	Joyce K. Welch
Tina McMahan	Nayda Reinhardt	Denise Wells
David Merrifield	Martha W. Reynolds	Margaret Wells
Barb Middleton	Kathleen Richardson	Byron & Deborah
Zenobia Middleton- Skinner	Christine Riebold	Westerfield
Kathy Miles	Debbie Roark-Sutherland	Suzanne White
Jean Miller	Celeste Robinson	Deborah Whittington
Marlin T. Mitchell	Jean Sabharwal	Wanda Wiley
Jean Robinson Moore	Alice Salyers	Karen Williams, MD
Nancy Moser	Caroline Sampson	Frank J. Winchester
Eric Mount	Mary Schmidt	Martin Woodford
Maureen P. Murphy	Beth Schumacher	Judi Woodford
Hilary Murray	Elise Scully	Trudy Wright
Catherine Nalli	Richard Seckel	Jerry Yon
Barbara Nash	Kirsten Sharp	Mathilda Young
Susan Neal	Cameron Shoaf	Anonymous
Molly Newman	Donna Short	
Jean O'Daniel	Margaret Shugars	AARP Kentucky
Lucy Overall	Sandy Singleton	Trek Advancement
	Leslie Smart	UK Federal Credit Union



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[WWW.OMBUDDY.ORG](http://WWW.OMBUDDY.ORG)

[NHOA@OMBUDDY.ORG](mailto:NHOA@OMBUDDY.ORG)

859-277-9215