

State data for NJ for FFY 2024

[Back to Index](#)

Case and Complaints Summary

Total number of cases closed: 9931

Totals Cases per Complainant by Facility Setting

Complainant	Nursing Facility	Residential Care Community	Other	Total per complainant
Resident	1148	153	48	1349
Resident representative, friend, family	1674	370	78	2122
Ombudsman program	530	29	7	566
Facility staff	4063	871	100	5034
Representative of other agency or program	344	78	7	429
Concerned person	177	40	9	226
Resident or family council	6	0	0	6
Unknown	153	31	15	199
Total per facility type	8095	1572	264	9931

Total number of complaints: 19387

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	3187	640	111	3938
B. Access to Information	452	66	17	535
C. Admission, transfer, discharge, eviction	1268	461	54	1783
D. Autonomy, choice, rights	2707	383	51	3141
E. Financial, property	499	139	17	655
F. Care	5005	813	88	5906
G. Activities and community integration and social services	394	53	13	460
H. Dietary	650	85	12	747
I. Environment	763	167	18	948
J. Facility policies, procedures and practices	644	147	15	806
K. Complaints about an outside agency (non-facility)	27	12	2	41
L. System and others (non-facility)	296	114	17	427

Complaint Verifications

Verification Status	Nursing Facility	Residential Care Community	Other	Total
Verified	10298	2239	259	12796

Not Verified	5594	841	156	6591
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Complaint Dispositions

Disposition Status	Nursing Facility	Residential Care Community	Other	Total
Partially or fully resolved to the satisfaction of the resident, resident representative or complainant	14751	2807	366	17924
Withdrawn or no action needed by the resident, resident representative or complainant	510	105	21	636
Not resolved to the satisfaction of the resident, resident representative or complainant	631	168	28	827

State data for NJ for FFY 2024

[Back to Index](#)

Complaint Types by Type of Facility

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
A. Abuse, gross neglect, exploitation	3187	640	111	3938
A01. Abuse: physical	1922	328	72	2322
A02. Abuse: sexual	247	50	1	298
A03. Abuse: psychological	663	123	24	810
A04. Financial exploitation	254	117	13	384
A05. Gross neglect	101	22	1	124
B. Access to Information	452	66	17	535
B01. Access to information and records	238	40	12	290
B02. Language and communication barrier	212	26	5	243
B03. Willful interference	2	0	0	2
C. Admission, transfer, discharge, eviction	1268	461	54	1783
C01. Admission	61	33	7	101
C02. Appeal process	23	5	3	31
C03. Discharge or eviction	1027	384	36	1447
C04. Room issues	157	39	8	204
D. Autonomy, choice, rights	2707	383	51	3141
D01. Choice in health care	139	47	7	193
D02. Live in less restrictive setting	736	26	9	771
D03. Dignity and respect	399	34	9	442
D04. Privacy	78	21	4	103
D05. Response to complaints	212	16	2	230
D06. Retaliation	59	12	3	74
D07. Visitors	119	53	7	179
D08. Resident or family council	33	2	0	35
D09. Other rights and preferences	932	172	10	1114
E. Financial, property	499	139	17	655
E01. Billing and charges	144	68	12	224
E02. Personal property	355	71	5	431
F. Care	5005	813	88	5906
F01. Accidents and falls	1143	213	10	1366
F02. Response to requests for assistance	456	29	4	489
F03. Care planning	1163	230	41	1434

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
F04. Medications	449	123	10	582
F05. Personal hygiene	340	47	4	391
F06. Access to health related services	206	20	5	231
F07. Symptoms unattended	450	71	3	524
F08. Incontinence care	372	35	0	407
F09. Assistive devices or equipment	171	22	4	197
F10. Rehabilitation services	158	4	4	166
F11. Physical restraint	21	11	2	34
F12. Chemical restraint	3	1	0	4
F13. Infection control	73	7	1	81
G. Activities and community integration and social services	394	53	13	460
G01. Activities	138	20	2	160
G02. Transportation	56	9	5	70
G03. Conflict resolution	64	14	3	81
G04. Social services	136	10	3	149
H. Dietary	650	85	12	747
H01. Food services	291	37	7	335
H02. Dining and hydration	244	28	2	274
H03. Therapeutic or special diet	115	20	3	138
I. Environment	763	167	18	948
I01. Environment	230	44	5	279
I02. Building structure	147	50	2	199
I03. Supplies, storage and furnishings	137	11	5	153
I04. Accessibility	56	26	0	82
I05. Housekeeping, laundry and pest abatement	193	36	6	235
J. Facility policies, procedures and practices	644	147	15	806
J01. Administrative oversight	229	69	9	307
J02. Fiscal management	13	2	0	15
J03. Staffing	402	76	6	484
K. Complaints about an outside agency (non-facility)	27	12	2	41
K01. Regulatory system	0	0	0	0
K02. Medicaid	25	9	1	35
K03. Managed care	0	0	0	0
K04. Medicare	1	2	1	4
K05. Veterans Affairs	0	0	0	0

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
K06. Private Insurance	1	1	0	2
L. System and others (non-facility)	296	114	17	427
L01. Resident representative or family conflict	247	107	16	370
L02. Services from outside provider	19	3	0	22
L03. Request to transition to community setting	30	4	1	35

State data for NJ for FFY 2024

[Back to Index](#)

Staff and Volunteers

Office of State Ombudsman Staff

Total staff	68	
Total full-time equivalent (FTE)	63	
Total state volunteer representatives	148	
Total hours donated by state volunteers representatives	18,772	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)		

State data for NJ for FFY 2024

[Back to Index](#)

Funds Expended

Funds Expended from OAA Sources

Federal - OAA Title VII, Chapter 2, Ombudsman	\$526,093
Federal - OAA Title VII, Chapter 3	\$0
OAA Title III - State level	\$0
OAA Title III - AAA level	\$0
Other Federal Sources	
Total other Federal funds expended	\$1,449,888
Other State Sources	
State General Funds	
Total other State funds expended	\$4,629,380
Other Local Sources	
There are no other Local sources	
Total other Local funds expended	

State data for NJ for FFY 2024

[Back to Index](#)

Facility - Number and Capacity

Licensed Nursing Facilities

Total number	377
Total resident capacity	51810

Residential Care Communities

Total number	553
Total resident capacity	30512