



PRO SENIORS, INC.  
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Web Site: [www.proseniors.org](http://www.proseniors.org)

### WHO WE ARE

Pro Seniors was founded in 1975. The lack of protective services for older persons led to the founding of Pro Seniors by individuals affiliated with the Council on Aging of Southwestern Ohio. When Pro Seniors began providing these services, it discovered that the greatest shortfall was in the legal and long-term care areas.

### WHAT WE DO

Pro Seniors prevents and resolves the legal and long-term care problems of older persons. Free legal and long-term care information, advice and referral are provided by toll-free telephone. In southwestern Ohio, staff attorneys and long-term care ombudsmen help older persons and their families with legal and long-term care problems.

### GEOGRAPHIC AREA SERVED

- Pro Seniors' legal services and long-term care ombudsman program serve a five county area in southwestern Ohio, helping residents of Butler, Clermont, Clinton, Hamilton and Warren counties.
- Pro Seniors' toll-free Legal Hotline serves all Ohio residents age 60 and older.
- In 2005, Pro Seniors helped over 6,200 clients with legal and long-term care problems.

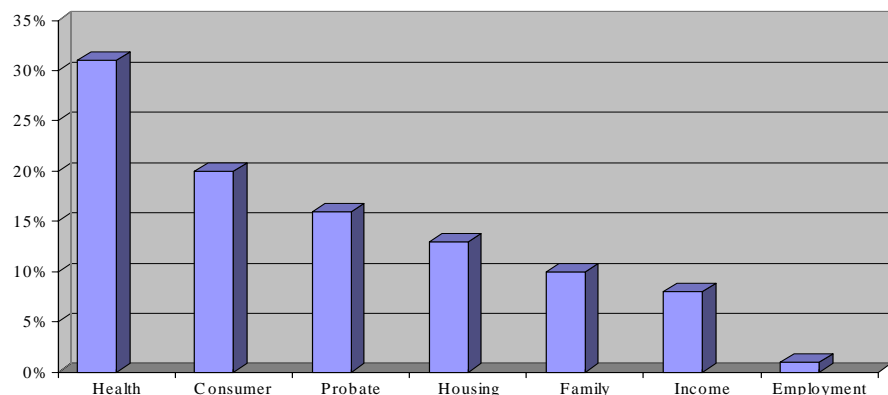
### MISSION STATEMENT

*Pro Seniors' mission is to enhance the independence and quality of life of older adults by empowering them, by protecting their interests and by facilitating their access to resources.*

### LEGAL HELP

- **Information, advice, and counseling.** Pro Seniors provides free legal information, advice, and counseling by toll-free telephone to resolve thousands of problems each year for older persons, their caregivers and families.
- **Representation beyond information, advice, and counseling.** Pro Seniors' staff attorneys handle many problems that private attorneys do not, such as Medicare, Medicaid, long-term care, Social Security, financial abuse, subsidized housing and other government benefits. This representation ranges from negotiation to litigation. Our Ohio Pension Rights Project helps Ohioans of any age obtain all the retirement benefits to which they are entitled.
- **Lawyer referral.** If an older person's problem cannot be resolved over the telephone or the matter is not one handled by staff attorneys, Pro Seniors attempts to match the caller with an affordable private attorney who will handle the older person's problem. More than 70 attorneys accept these referrals.

### Types of Legal Problems - 2005

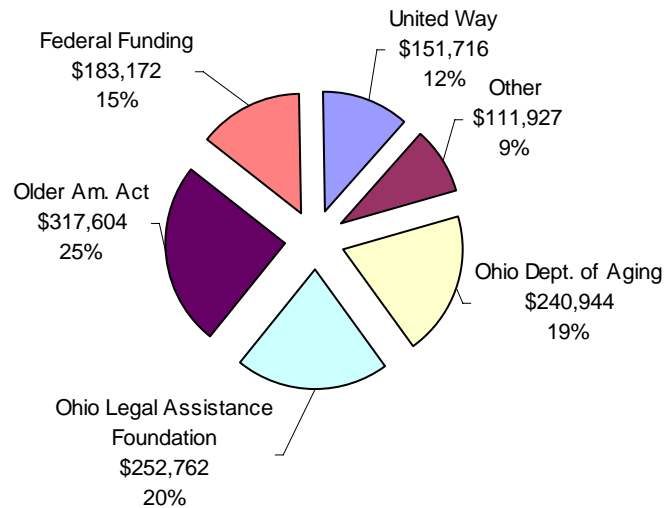


*Assisted by volunteers, Pro Seniors helps those who need us most.*

Pro Seniors participates in numerous community events such as senior expos and health fairs. Pro Seniors carefully tailors its outreach to low-income, minority and disabled older persons. Special efforts are made to reach low-income and minority communities.

Pro Seniors is assisted by volunteers in several ways. Volunteer Ombudsmen help seniors exercise their rights. Volunteers for our Ohio Seniors Fight Fraud project educate their peers about health care fraud, waste and abuse.

## 2005 Funding Sources



### LONG-TERM CARE OMBUDSMAN HELP

- **Selecting a nursing home, assisted living or home care**  
Pro Seniors' Care Options program helps callers considering long-term care placement. Trained staff assess and match the older person's needs and preferences to available nursing and assisted living facilities, as well as home care services, and provide the caller with information about those options.
- **Complaint investigation and resolution**  
Pro Seniors investigates and resolves the concerns and complaints of older persons and their families concerning nursing homes, assisted living, home care and other types of long-term care. These concerns address care plans, abuse, restraints, lost belongings, unanswered help calls, questionable charges, cleanliness, quality of care, and transfers and discharges.

### COMMUNITY AND PROFESSIONAL EDUCATION

- **Community and professional presentations**  
In 2005 Pro Seniors made nearly 250 presentations to more than 7,200 seniors, their families and caregivers, as well as professionals that help older persons. This education empowers seniors to resolve basic legal and long-term care problems themselves.
- **Written materials for lay persons and professionals**  
Pro Seniors writes and distributes about 50 brochures that answer the legal and long-term care questions Pro Seniors most frequently receives. Extensive materials are available to professionals on Medicaid, Medicare, resident rights and other issues. Much of this material is also available on our website: [www.proseniors.org](http://www.proseniors.org).



Helping with Legal and Long-Term Care Problems

Rhonda Y. Moore, J.D.  
Executive Director

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