



2022 Annual Report



Friends,

Since 1975, Pro Seniors has advocated for the dignity and rights of Ohio seniors – providing no-cost services to help seniors maintain their independence, quality of life, and financial stability.

Last year, thanks to your support, we helped more than 19,000 seniors resolve legal and long-term care problems that had the potential to derail their lives. And we empowered more than 32,000 seniors through outreach and education.

We are pleased to share our 2022 report highlighting the impact of our work.

Thank you for your support,



Chad Levin, J.D.,
Board President



Dimity V. Orlet, J.D.
Executive Director

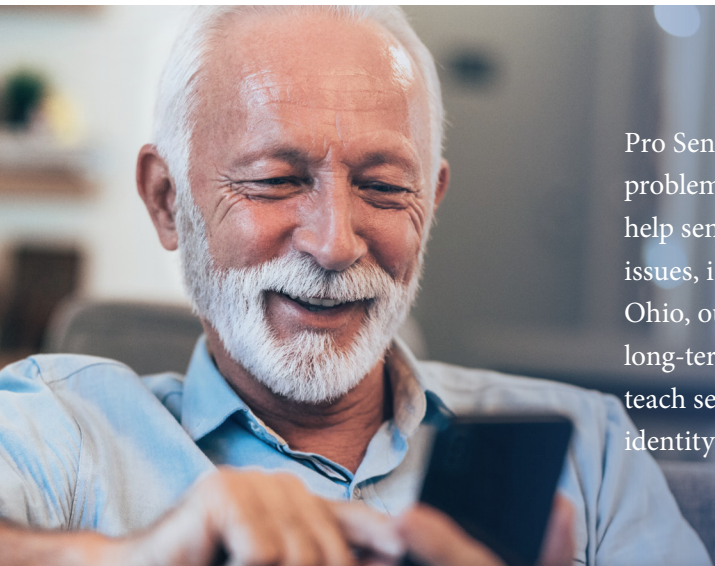


Who We Are

Pro Seniors is a non-profit organization dedicated to helping seniors maximize their independence and quality of life. Pro Seniors' experienced staff understands the complex issues seniors face. Our expertise allows us to take a comprehensive approach to promoting seniors' legal rights, access to health care, and financial security.



What We Do



Pro Seniors helps older Ohioans prevent and resolve legal and long-term care problems and fight Medicare fraud. We offer a range of legal assistance to help seniors understand and protect their legal rights and resolve their legal issues, including information, advice, and representation. In southwestern Ohio, our long-term care ombudsmen help seniors and their families with long-term care problems. Throughout Ohio, our Senior Medicare Patrol helps teach seniors how to prevent, detect and report health care fraud, scams, and identity theft.

Legal Assistance



INFORMATION & ADVICE

Our Legal Helpline, a statewide service, provides all Ohio residents aged 60 and over no-cost access to the legal information and advice needed to resolve problems that threaten their well-being and economic security. In 2022, our Legal Helpline aided over 7,500 clients in resolving legal issues in over 8,700 matters.



REPRESENTATION BEYOND INFORMATION & ADVICE

Our staff attorneys provide no-cost legal representation to seniors in Butler, Clermont, Clinton, Hamilton, and Warren counties on issues that are not often handled by private attorneys, including Medicare, Medicaid, Social Security, other public benefits, financial exploitation, and housing. This representation ranges from negotiation to litigation. Our Mid-America Pension Rights Project helps Ohioans of any age obtain all the retirement benefits to which they are entitled.



LAWYER REFERRAL

If a senior's problems cannot be resolved by the Legal Helpline or our staff attorneys, Pro Seniors attempts to match the senior with an affordable private attorney who will handle the matter. Approximately 70 attorneys participate in our Helpline Referral Attorney Panel and accept these matters. In 2022, we referred more than 1,200 matters to panelists. More than half of these referrals were made on a reduced fee or pro bono basis.



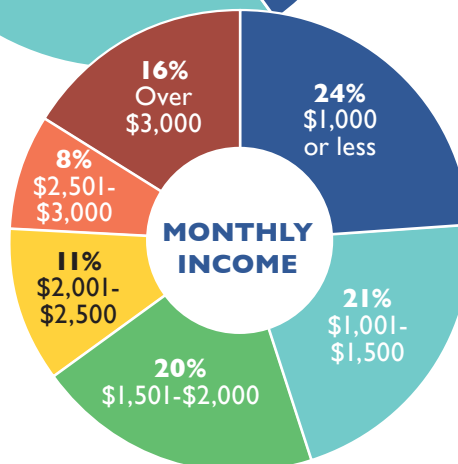
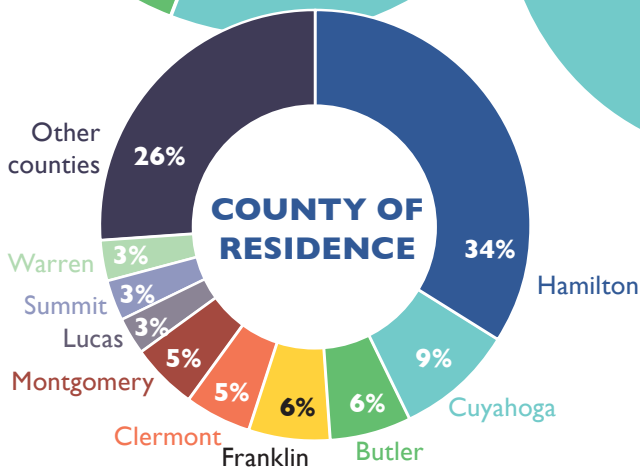
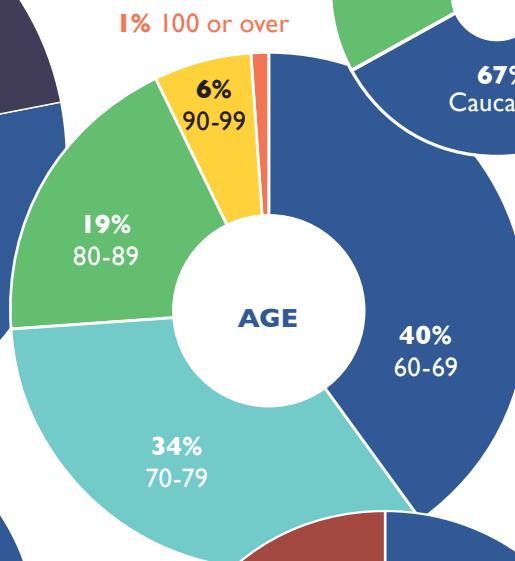
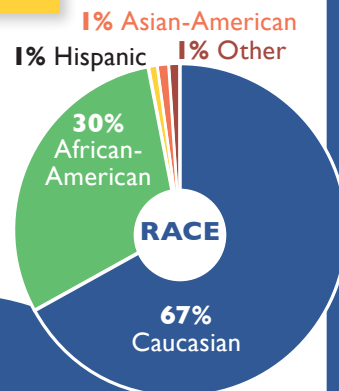
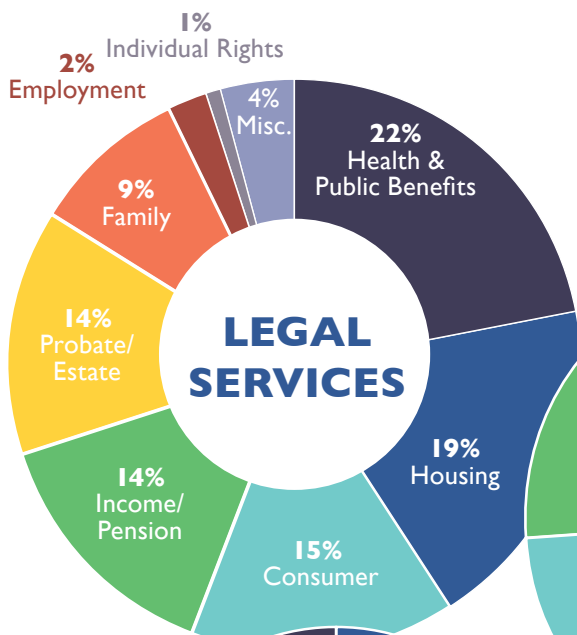
Staff attorney Karen Donnelly and a client reviewing documents.



We were pleased to host UC law students Kaylin Ely and Michael Hakes-Rodriguez as our 2022 summer legal interns.



Staff attorney Rosemary Scollard meeting with a client.



7,582
clients helped

8,755
legal matters
handled

5,739
clients with
a disability

873
veteran clients



Long-Term Care Ombudsmen

Our long-term care ombudsmen advocate for excellence in long-term care services and supports in Butler, Clermont, Clinton, Hamilton, and Warren counties.

Selecting Long-Term Care

Pro Seniors' ombudsmen help people who are considering long-term care options. Trained staff help people identify their long-term care needs, and available local services and providers to meet those needs.



Ombudsman Bob Schmidt advising a long-term care resident.

Complaint Investigation & Resolution

Pro Seniors investigates and resolve concerns regarding nursing homes, assisted living, home care and other types of long-term care. We also have a specially trained ombudsmen to help with MyCare Ohio issues for those enrolled in the state's managed Medicare and Medicaid plans.



Ombudsman LeVon Pressley teaming up with SMP volunteer Marita Hatcher to visit individuals living in senior housing.

10,775
long-term care
residents helped

3,841
hours of assistance &
advocacy to
long-term care
residents provided

834
complaints
investigated

4,520
hours of complaint
investigation
provided



2022 social work interns Liz Cortez, Kourtney Williams, Kate Perry and Sheila McManus, pictured with staff Ombudsman Eric Carpenter.



Ombudsman Marvin Wilson with ombudsman volunteers Mary Jane Watson and Stephanie Wright enjoying a volunteer appreciation event.

Ohio Senior Medicare Patrol

Joined by a team of volunteers, Senior Medicare Patrol (SMP) teaches seniors how to identify, prevent, and report health care fraud, scams, and identity theft. Group education and outreach are presented virtually and in-person at various locations throughout Ohio, including senior centers, retiree gatherings, senior buildings, and partner host organizations.



SMP Volunteer
Brian Rhame at a senior
trunk-or-treat event.

SMP team member
Marihelen Gallagher
sharing fraud prevention
information with a
event guest.



360+

educational presentations made to seniors,
helping empower them to prevent, detect and
report fraud, identity theft and other scams

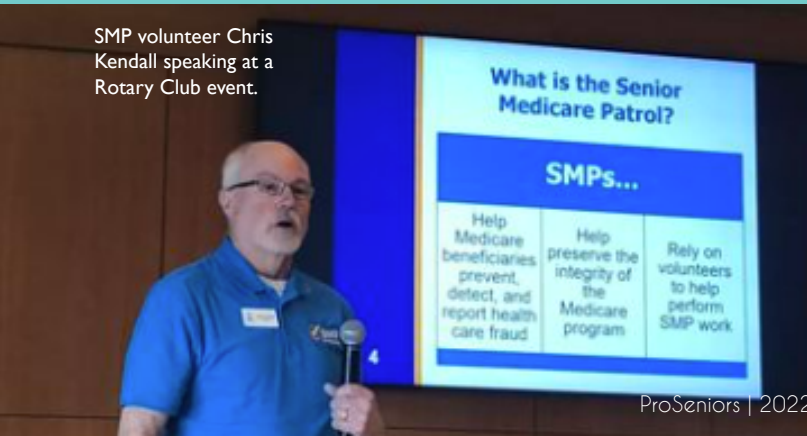
25,000+

pieces of educational literature providing
timely, up-to-date information about preventing
Medicare fraud and scams distributed



Pro Seniors volunteers Bob and
Helena Isfort at SMP's Consumer
Protection Forum.

SMP volunteer Chris
Kendall speaking at a
Rotary Club event.



32,000+

seniors, families and caregivers reached
through community education programs

SENIORS WHO ROCK

Seniors Who Rock is our annual celebration of seniors who contribute to the vibrancy of the community. Our remarkable 2022 honorees were Carrie Caldwell, James Lawrence, J.D., Rev. Damon Lynch, Jr., and Sister Delia (Dee) Sizler.



Financial Health



We value transparency and work diligently to responsibly steward Pro Seniors' resources. Our audited financial statements and 990 are available on our website.

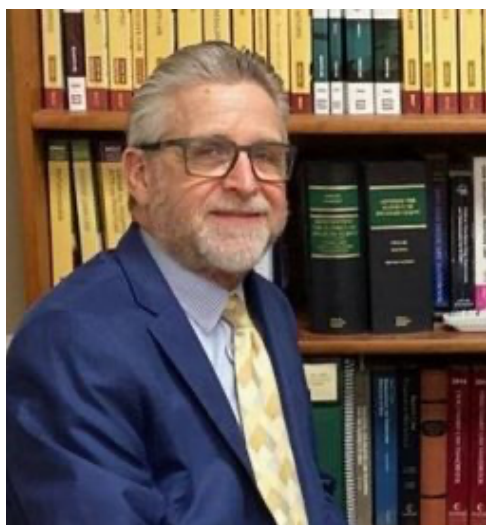
Donors & Volunteers



Thank You for Your Support

We are deeply grateful for the generous support of our volunteers and donors who, along with our funders, make our work possible. A full list of volunteers and donors can be found on our website.

In Memory of Robert L. Vines



Our dear friend and colleague Bob Vines passed away unexpectedly on December 22, 2022. Bob was passionate about his work and was, in his words, a champion for “the widows and orphans” he felt called to serve. He was a deep thinker with a warm heart and formed meaningful connections with ease. His unique and reliable humor helped him (and all of us) deal with the challenges of life and work. Bob joined Pro Seniors in 2000 as a staff ombudsman. He maintained a regular presence for residents living in the long-term care communities assigned to him, getting to know the residents and staff so that he could empower residents to express their concerns and advocate for improvements. Early in his ombudsman career, Bob worked closely with Pro Seniors’ attorneys to expand his skills for representing residents at hearings to appeal involuntary discharges from their nursing homes. Bob was also passionate about building and supporting family councils to advocate for quality care and quality of life in these communities. In 2014 he brought these and other skills to his leadership as Ombudsman Program Director. While Bob’s absence is deeply felt, so too is his lasting impact.



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James Sheline

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Rose Scollard, J.D.

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Erika Van Ausdall, J.D.
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OHIO SENIOR MEDICARE PATROL

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Jenni Espay
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Susan Marshall

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Carla Mason
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Deborah Redell
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