Monica Reyes

OMBUDSMAN

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Certificates

Certified Long-Term Care Ombudsman

Wisconsin Board on Aging and Long Term Care

06/2022

Skills

Resident Rights

Complaint Investigations

Mediation • Care Plan Meetings

Discharge Appeals

Elder Abuse Reporting

Long-Term Care Regulations

Volunteer Training

Confidentiality • Communication

Summary

Long-term care ombudsman with 4 years advocating for residents of nursing homes and assisted living, with more than 900 complaints handled. Investigates resident rights issues, mediates between families and facility staff, and knows long-term care regulations well enough to cite them in discharge disputes.

Experience

Ombudsman 03/2022 - Present

Lakeshore Long-Term Care Ombudsman Program Milwaukee, WI

Regional program covering 110 nursing homes and assisted living facilities.

- Lead complaint investigations on care, discharge and resident rights, about **240** a year, resolving 83% to the resident's satisfaction.
- Use mediation to settle disputes between residents, families and staff in care plan meetings and discharge appeals.
- Visit 25 assigned facilities on a rotating schedule, meeting residents privately and reviewing inspection reports.
- Recruit and train 12 volunteer ombudsmen, who now cover weekly visits at 30 facilities.

Social Services Coordinator 06/2020 - 02/2022

Bayview Senior Living Milwaukee, WI

180-bed skilled nursing and assisted living community.

- Completed psychosocial assessments for **120** residents and updated care plans each quarter.
- Coordinated admissions and discharges with hospitals, families and home health agencies.
- Filed elder abuse reporting with the state agency within 24 hours on every suspected case.
- Organized monthly resident council meetings and followed up on 50 concerns raised in one year.

Education

Bachelor of Social Work 05/2020

University of Wisconsin-Milwaukee Milwaukee, WI

Social Work