



**Pro Seniors, Inc.** • 7162 Reading Rd., Suite 1150 • Cincinnati, Ohio 45237  
Phone/TDD: (513) 345-4160 or 1-800-488-6070 • Fax: (513) 621-5613 • [www.proseniors.org](http://www.proseniors.org)

## Who We Are

Founded in 1975, Pro Seniors is an innovative and diverse 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' prevents and resolves the legal and long-term care problems of older persons. We offer a range of legal assistance to help seniors understand and protect their legal rights and resolve their legal problems, including information, advice and representation. In southwestern Ohio, our long-term care ombudsmen help older persons and their families with 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 2015, Pro Seniors helped over 7,700 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 and Advice

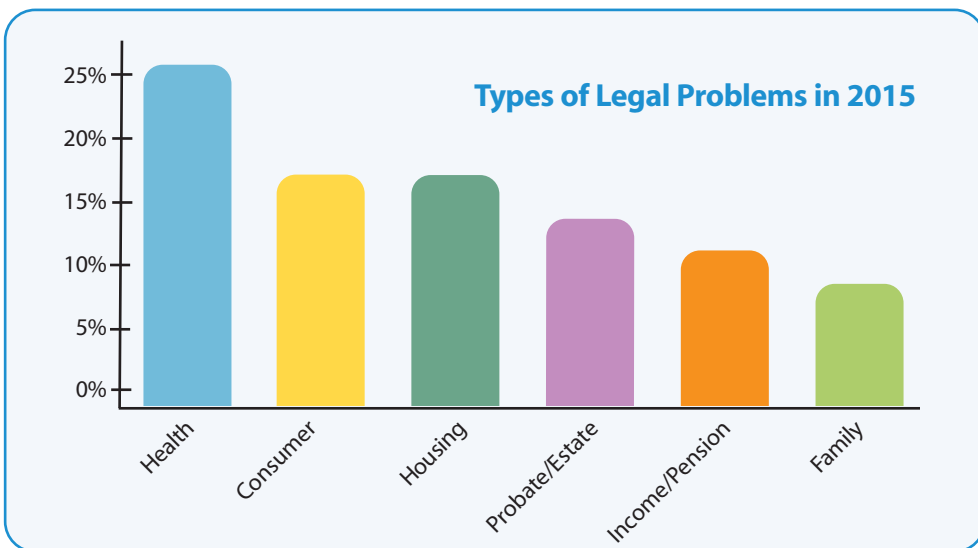
The Legal Hotline, a statewide service, gives Ohio seniors no-cost access to the legal information and advice needed to resolve problems that threaten their well-being and economic security.

### Representation Beyond Information and Advice

Pro Seniors' staff attorneys provide no-cost legal representation to seniors 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 an older person's problems cannot be resolved by the Legal Hotline or our staff attorneys, Pro Seniors attempts to match the senior with an affordable private attorney who will handle the issue. Approximately 70 attorneys accept these referrals.



# 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, rural and minority communities.

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

## Long-term Care Ombudsman Help

### Selecting a nursing home, assisted living or home care

Pro Seniors' ombudsmen help seniors and their families considering long-term care options. 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 helpful 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

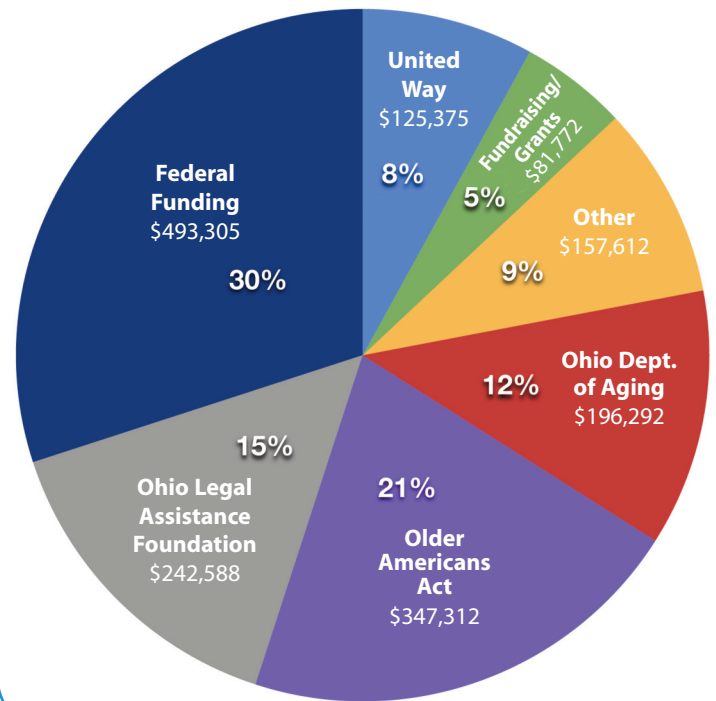
### Community and professional presentations

In 2015, Pro Seniors made nearly 400 presentations to more than 26,000 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).

### Fiscal Year 2015 Funding Sources



*Helping with Legal  
and Long-term  
Care Problems*

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Executive Director

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