



2019 Annual Report

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 helps older Ohioans prevent and resolve legal and long-term care problems. 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 people 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 Help

INFORMATION & ADVICE

Our Legal Helpline, a statewide service, provides all Ohio residents age 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 2019, Pro Seniors' Legal Helpline aided over 6,500 clients in resolving their legal problems.

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 65 attorneys participate in our Helpline Referral Attorney Panel and accept these matters. In 2019, more than 1,000 matters were referred to our Helpline panelists.

REPRESENTATION BEYOND INFORMATION & ADVICE

Pro Seniors' 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, housing, and nursing home resident rights. This representation ranges from negotiation to litigation. Our Mid-America Pension Rights Project helps individuals of any age obtain all the retirement benefits to which they are entitled.

Long-Term Care Ombudsmen Help

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.

COMPLAINT INVESTIGATION & RESOLUTION

Pro Seniors' ombudsmen investigate and resolve concerns regarding 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, transfers, and discharges. We also have a specially trained ombudsman to help with MyCare Ohio issues for those enrolled in the state's managed Medicare and Medicaid plans.

Community & Professional Education

PRESENTATIONS

Each year, Pro Seniors makes hundreds of presentations to thousands of seniors, their families and caregivers, as well as professionals that assist seniors. This education empowers seniors to resolve basic legal and long-term care issues themselves.

RESOURCES

Pro Seniors publishes more than 50 facts sheets that answer the legal and long-term care questions that we receive most frequently. Extensive materials are also available to professionals on Medicaid, Medicare, resident rights, and other issues. This material is also available on our website.

Ohio Senior Medicare Patrol Help

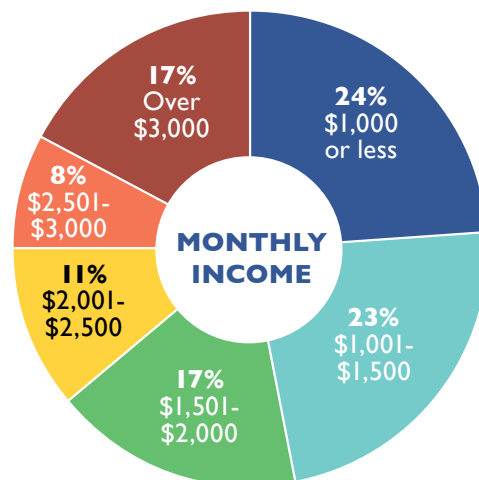
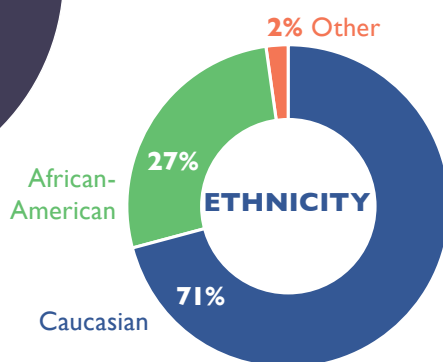
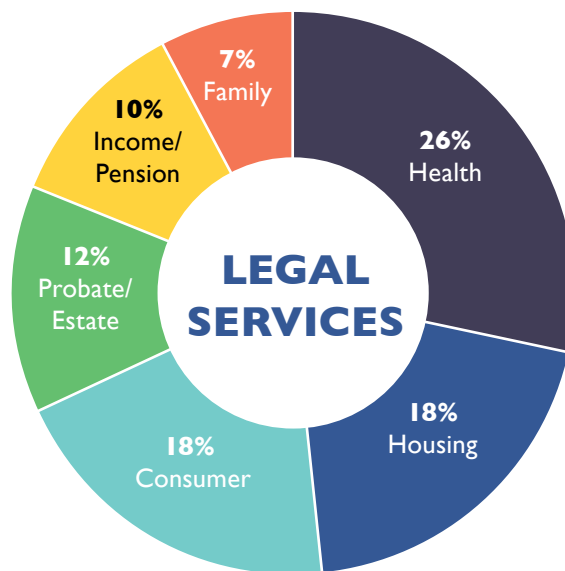
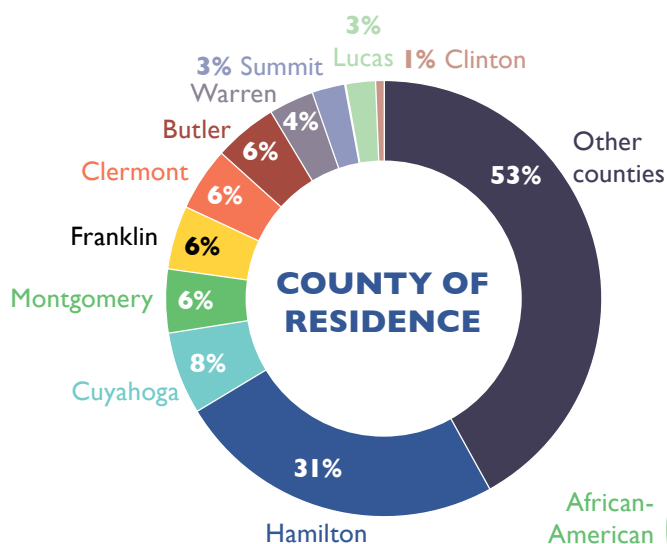
Using a team of volunteer peer educators, Senior Medicare Patrol teaches seniors how to detect, prevent, and report health care fraud, scams, and identity theft. Group education and outreach are presented virtually and at various locations throughout Ohio, including senior community centers, retiree groups, senior buildings and partner host organizations.



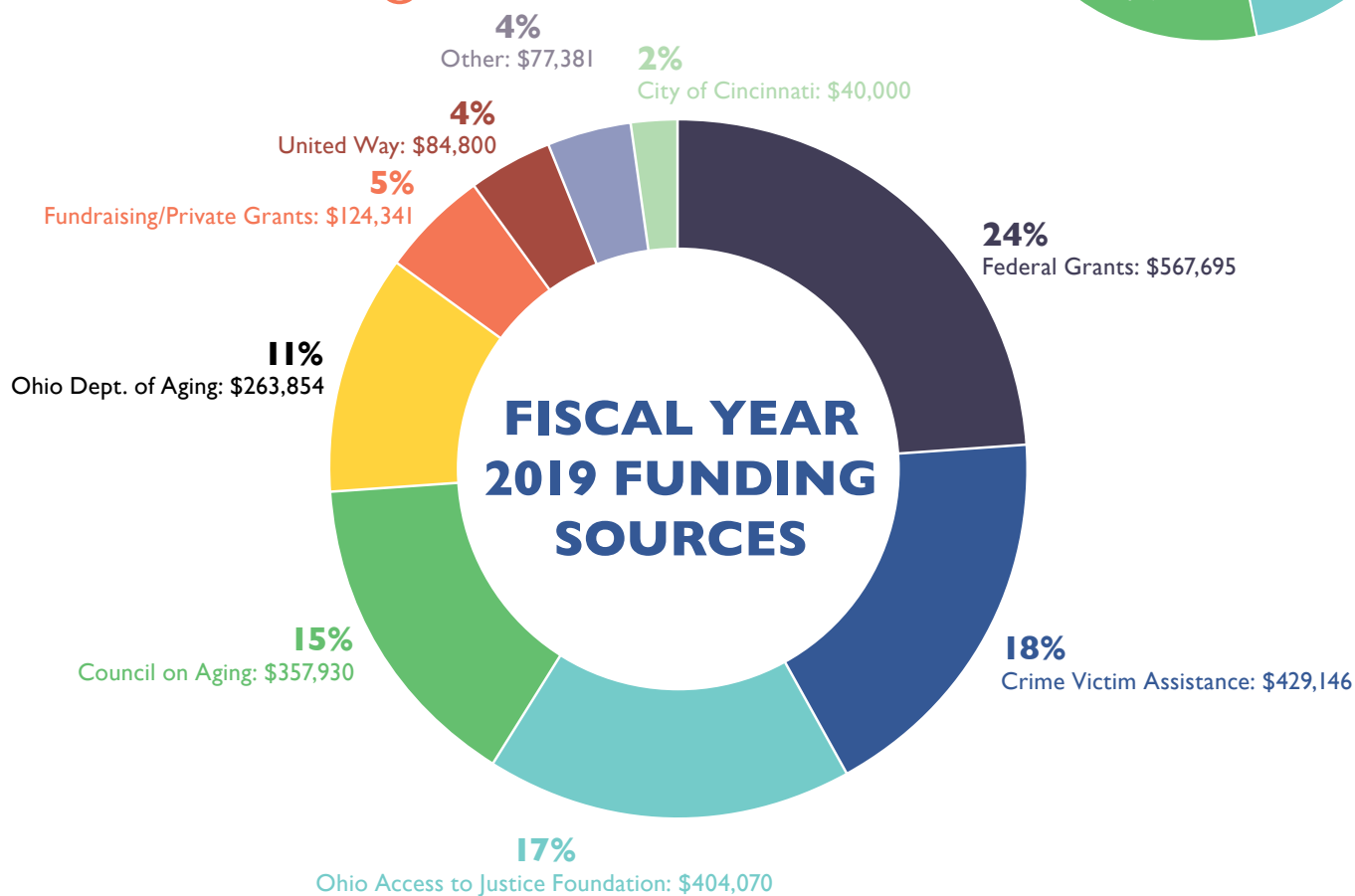
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We strive to serve seniors with the greatest need and carefully tailor our outreach to low-income, minority, disabled, and rural communities.



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Please forgive unintended errors and notify us of changes by calling (513) 458-5525.

SENIORS WHO ROCK

is our one-of-a-kind annual event that honors inspirational Ohio seniors who continue to be a vibrant part of the community. Our 2019 honorees were Maralyn Itzkowitz, Tom Cuni, Dolores J. Lindsay, and William Deimling. They are pictured here from left to right with Executive Director Dimity Orlet in the center.



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