

Average Burden Hours Per State		Notes
Closed Cases (FFY 2013)	123,666	See Tab "A-1 sel info by State"
Average Documentation Time (Minutes)	10	Based on average time required by early pilot states to document a case by computer
Documentation Time (Minutes)	1,236,660	Closed Cases X 10 Minutes
Documentation Time (Hours)	20,611	Minutes/60
AoA Report Documentation Time (Hours):	6,870.3	About two-thirds of the information entered for a typical case is for use at the state level and is not required for the AoA report
ORT Input Time (Hours)	832	A fair estimate for an average state is 2 days or 16 hours of staff time. Sixteen hours times 52 states totals 832
Total Hours	7,702.3	AoA Report Documentation Time (Hours) + ORT Input Time (Hours)
Average Burden Per State	148.1	Total Hours/52 (DC and Puerto are counted in addition to our 50 states)

Cost to Respondents		Notes
Average Burden Per State	148.1	Total Hours/52 (DC and Puerto are counted in addition to our 50 states)
Est. Average Local Salary Hourly Rate	\$22.32	Based on a 2015 NORC salary survey
Est. Time per Local (Hours)	132.10	
State Ombudsmen Hourly Rate	\$33.65	Based on a 2015 NORC salary survey
Est. Time Per State (Hours)	16	A fair estimate for an average state is 2 days or 16 hours of staff time.
State Ombudsman Respondent Cost	\$538	State Ombudsman Hourly Rate x Est. Time Per State (Hours)
Local Ombudsman Respondent Cost	\$2,948.47	Average Burden Per State x Est. Average Local Salary
	\$3,486.87	Sum of Local Ombudsman Respondent Cost + State Ombudsman Respondent Cost
Est. National Cost (Local)	\$153,321	Local Ombudsman Respondent Wage Cost x 52
	\$153,321	Benefits & overhead
Est. National Cost (State)	\$27,996.80	State Ombudsman Wage Respondent Cost x 52
	\$27,996.80	Benefits & overhead
Total Annual Costs to All Respondents	\$362,634.69	Sum of Local Ombudsman Respondent Cost and State Ombudsman Respondent Cost

Annualized Cost to Federal Government

GS Grade/Step*	Quantity	Percent Time
GS 15-4	1	2%
GS 13-8	1	5%
GS 13-4	1	10%
Contract Cost		

*GS table used relates to DC-Baltimore-NOVA area

Annualized Cost to Federal Government

Benefits & Overhead

Total by state

	2	\$1,076.80
	2	\$5,896.94
Total State		\$6,973.74
	2	\$306,641.09
	2	\$55,993.60
Total All		\$362,634.69

Annual Costs	Notes
\$2,777.42	Dropped to 2% from 5%
\$5,600.70	
\$9,990.50	Increased from 5% to 10%
\$172,500.00	
\$190,868.62	Sum of Annualized Costs

Grade	Step 1	Step 2	Step 3	Step 4	Step 5
1	22560	23314	24064	24810	25561
2	25364	25968	26808	27518	27829
3	27675	28598	29521	30444	31367
4	31069	32105	33141	34177	35213
5	34759	35918	37077	38236	39395
6	38747	40039	41330	42622	43914
7	43057	44492	45927	47361	48796
8	47684	49274	50864	52454	54044
9	52668	54423	56178	57934	59689
10	58000	59932	61865	63798	65731
11	63722	65847	67971	70095	72219
12	76378	78924	81471	84017	86564
13	90823	93851	96878	99905	102932
14	107325	110902	114480	118057	121635
15	126245	130453	134662	138871	143079

URL: <http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/15Tables/html/D/>

Step 6	Step 7	Step 8	Step 9	Step 10
26000	26742	27490	27518	28213
28648	29466	30285	31103	31922
32290	33213	34136	35059	35982
36249	37285	38321	39357	40393
40554	41713	42872	44031	45190
45206	46498	47790	49082	50374
50231	51666	53100	54535	55970
55634	57224	58814	60404	61994
61444	63199	64955	66710	68465
67664	69597	71530	73462	75395
74343	76467	78592	80716	82840
89110	91657	94203	96750	99296
105960	108987	112014	115041	118069
125213	128790	132368	135945	139523
147288	151496	155705	158700 *	158700 *

[CB.aspx](#)

Table A-1: Selected Information by State for FY 2013

State	Cases opened	Cases Closed/ Complain- ants	Complaints	Licensed Nursing Facilities		Licensed Board & Care & Similar Facilities ¹		All Facilities		Local Ombuds- man Entities	Paid Pro- gram Staff	Certified Volunteer Ombuds- men	Total Program Expen- ditures
	Number	Number	Number	Number	Beds	Number	Beds	Number	Beds	Programs	(FTE's)	Number	(\$000's)
Total 2013	124,958	123,666	190,592	16,516	1,716,787	53,376	1,272,804	69,892	2,989,591	575	1,233	8,290	\$92,502
2012	127,896	126,398	193,650	16,528	1,723,433	52,928	1,248,785	69,456	2,972,218	573	1,180	8,712	\$90,777
2011	134,830	132,387	204,144	16,602	1,733,444	52,550	1,233,786	69,152	2,967,230	575	1,187	9,065	87,577
2010	143,062	139,296	211,937	16,639	1,736,645	52,681	1,212,015	69,320	2,948,660	578	1,166	8,813	87,840
2009	161,222	157,617	233,025	16,653	1,737,301	52,371	1,163,008	69,024	2,900,309	573	1,203	8,661	84,946
2008	184,591	182,506	271,650	16,749	1,740,115	50,116	1,130,863	66,865	2,870,978	572	1,293	8,771	86,867
AK	655	713	1,316	17	776	636	3,632	653	4,408	0	5.0	17	\$729
AL	554	532	1,016	231	27,119	350	10,140	581	37,259	13	20.8	1	\$1,568
AR	1,066	1,066	1,126	238	25,531	139	7,427	377	32,958	8	15.0	338	\$942
AZ	2,260	2,260	3,714	146	16,370	2,086	32,540	2,232	48,910	8	23.0	74	\$1,520
CA	30,592	30,964	39,661	1,271	121,188	7,571	174,814	8,842	296,002	35	112.2	856	\$9,642
CO	1,961	1,961	3,678	203	20,158	569	17,718	772	37,876	16	31.5	26	\$2,234
CT	1,264	1,317	2,353	234	27,126	189	9,242	423	36,368	9	9.0	31	\$1,902
DC	555	522	1,198	19	2,766	136	1,744	155	4,510	0	9.0	37	\$557
DE	439	528	630	50	5,135	104	2,228	154	7,363	0	6.0	32	\$531
FL	2,752	2,926	6,480	682	83,342	3,397	86,751	4,079	170,093	17	24.0	366	\$2,959
GA	2,618	2,459	4,271	372	40,866	2,590	33,693	2,962	74,559	13	47.3	7	\$2,410
HI	62	53	99	50	4,300	1,638	7,774	1,688	12,074	0	2.0	40	\$167
IA	731	711	1,174	447	31,482	408	22,641	855	54,123	8	12.0	6	\$1,027
ID	984	992	1,746	78	5,960	287	9,335	365	15,295	6	17.5	54	\$673
IL	4,629	4,478	7,085	1,068	105,348	510	31,420	1,578	136,768	16	68.3	149	\$4,455
IN	1,025	986	1,345	517	51,596	270	18,404	787	70,000	17	20.1	24	\$897
KS	1,763	1,684	2,099	350	22,170	442	13,216	792	35,386	9	9.5	119	\$715
KY	4,184	3,991	5,947	310	27,687	214	6,313	524	34,000	15	36.3	109	\$1,528
LA	769	731	998	283	34,905	99	5,188	382	40,093	7	16.5	5	\$1,067
MA	4,360	4,376	6,036	431	48,503	80	2,475	511	50,978	24	38.3	308	\$2,844
MD	1,555	1,578	2,873	233	27,843	1,389	20,427	1,622	48,270	19	36.2	94	\$2,514
ME	753	649	1,211	106	6,977	251	7,126	357	14,103	0	8.2	62	\$729
MI	1,930	1,732	3,566	447	46,870	4,637	49,063	5,084	95,933	14	20.8	58	\$2,013
MN	1,262	1,320	2,693	375	29,871	2,275	101,225	2,650	131,096	16	21.0	49	\$2,058
MO	4,820	4,740	5,545	529	56,073	622	22,254	1,151	78,327	8	17.8	231	\$1,054

Table A-1: Selected Information by State for FY 2013

State	Cases opened	Cases Closed/ Complain- ants	Complaints	Licensed Nursing Facilities		Licensed Board & Care & Similar Facilities ¹		All Facilities		Local Ombuds- man Entities	Paid Pro- gram Staff	Certified Volunteer Ombuds- men	Total Program Expen- ditures
	Number	Number	Number	Number	Beds	Number	Beds	Number	Beds	Programs	(FTE's)	Number	(\$000's)
Total 2013	124,958	123,666	190,592	16,516	1,716,787	53,376	1,272,804	69,892	2,989,591	575	1,233	8,290	\$92,502
2012	127,896	126,398	193,650	16,528	1,723,433	52,928	1,248,785	69,456	2,972,218	573	1,180	8,712	\$90,777
2011	134,830	132,387	204,144	16,602	1,733,444	52,550	1,233,786	69,152	2,967,230	575	1,187	9,065	87,577
2010	143,062	139,296	211,937	16,639	1,736,645	52,681	1,212,015	69,320	2,948,660	578	1,166	8,813	87,840
2009	161,222	157,617	233,025	16,653	1,737,301	52,371	1,163,008	69,024	2,900,309	573	1,203	8,661	84,946
2008	184,591	182,506	271,650	16,749	1,740,115	50,116	1,130,863	66,865	2,870,978	572	1,293	8,771	86,867
MS	1,599	1,402	2,118	211	20,104	190	5,680	401	25,784	10	18.5	5	\$1,046
MT	536	534	1,062	128	7,556	198	5,418	326	12,974	9	16.3	1	\$948
NC	1,670	1,630	3,058	444	50,335	1,261	41,010	1,705	91,345	16	37.6	1,050	\$3,816
ND	634	626	835	118	6,715	141	4,482	259	11,197	6	4.6	50	\$264
NE	530	546	827	226	16,651	287	11,676	513	28,327	6	4.0	54	\$230
NH	323	194	431	82	7,522	154	5,258	236	12,780	0	6.0	23	\$477
NJ	2,265	2,343	5,093	385	51,877	520	25,290	905	77,167	0	26.0	217	\$2,755
NM	2,764	2,715	4,491	73	6,764	220	4,749	293	11,513	5	8.5	85	\$700
NV	748	760	1,586	51	5,837	491	7,741	542	13,578	0	13.3	7	\$1,180
NY	1,569	1,606	2,658	635	115,708	912	44,639	1,547	160,347	34	40.7	920	\$2,614
OH	5,318	5,264	9,004	973	94,915	1,326	51,489	2,299	146,404	12	92.8	319	\$7,848
OK	1,371	1,292	2,062	398	33,078	201	10,301	599	43,379	11	27.6	141	\$1,942
OR	2,190	1,974	2,865	139	12,185	2,188	32,262	2,327	44,447	21	9.0	167	\$1,154
PA	998	1,037	2,150	712	88,642	1,818	66,827	2,530	155,469	56	74.1	550	\$4,908
PR	1,447	1,389	3,722	12	716	765	15,970	777	16,686	2	11.0	0	\$413
RI	670	677	862	90	9,152	60	4,228	150	13,380	0	9.4	14	\$691
SC	3,814	3,628	7,908	274	22,848	1,297	19,801	1,571	42,649	10	22.2	26	\$1,539
SD	321	268	351	110	6,933	172	4,229	282	11,162	9	6.0	0	\$332
TN	1,457	1,431	1,780	327	37,349	353	17,776	680	55,125	9	13.0	324	\$901
TX	13,003	12,623	15,460	1,192	135,339	1,794	58,154	2,986	193,493	28	62.0	675	\$3,968
UT	907	911	1,290	115	8,605	183	5,932	298	14,537	12	10.9	11	\$571
VA	1,625	1,614	2,370	279	32,072	543	32,448	822	64,520	21	26.7	88	\$1,928
VT	385	422	583	39	3,212	124	3,175	163	6,387	1	5.8	11	\$494
WA	2,991	3,149	4,835	252	23,704	3,286	45,334	3,538	69,038	13	17.6	347	\$1,796
WI	1,015	1,147	3,158	398	35,119	3,396	46,333	3,794	81,452	1	26.0	109	\$2,133
WV	538	521	823	128	10,937	568	4,035	696	14,972	1	11.7	3	\$855
WY	727	694	1,350	38	2,950	39	1,777	77	4,727	4	5.0	0	\$265

¹ Includes only those covered by the LTCOP

Table A-1: Selected Information by State for FY 2013

State	Complainants per LTC Facility Bed	Complaints per LTC Facility Bed	Complaints per Complainant	Number of LTC Facility Beds per Paid Program Staff (FTEs)	Nursing Facilities Visited at least quarterly ²	Board & Care Facilities Visited at least quarterly ²	LTC Facilities Visited at least quarterly ²	Nursing Facilities Visited at least quarterly ^{2,3}
	Number	Number	Number	(Beds)	Total	Total	Total	Percentage
Total 2013	0.04	0.06	1.54	2,424	11,589	15,710	27,299	70.2%
2012	0.04	0.07	1.53	2,518	11,173	13,470	24,643	67.6%
2011	0.04	0.07	1.54	2,501	11,069	14,482	25,551	66.7%
2010	0.05	0.07	1.52	2,529	12,231	20,262	32,493	73.5%
2009	0.05	0.08	1.48	2,411	12,949	23,593	36,542	77.8%
2008	0.06	0.09	1.49	2,220	13,357	22,957	36,314	79.7%
AK	0.16	0.30	1.85	882	1	0	1	6%
AL	0.01	0.03	1.91	1,791	231	299	530	100%
AR	0.03	0.03	1.06	2,197	238	139	377	100%
AZ	0.05	0.08	1.64	2,123	144	268	412	99%
CA	0.10	0.13	1.28	2,637	853	2,220	3,073	67%
CO	0.05	0.10	1.88	1,201	203	569	772	100%
CT	0.04	0.06	1.79	4,041	234	89	323	100%
DC	0.12	0.27	2.30	501	19	70	89	100%
DE	0.07	0.09	1.19	1,227	50	94	144	100%
FL	0.02	0.04	2.21	7,087	168	371	539	25%
GA	0.03	0.06	1.74	1,575	327	1,501	1,828	88%
HI	0.00	0.01	1.87	6,037	49	20	69	98%
IA	0.013	0.022	1.65	4,510	24	2	26	5%
ID	0.06	0.11	1.76	877	78	287	365	100%
IL	0.03	0.05	1.58	2,002	679	371	1,050	64%
IN	0.01	0.02	1.36	3,476	407	90	497	79%
KS	0.05	0.06	1.25	3,725	299	15	314	85%
KY	0.12	0.17	1.49	938	297	206	503	96%
LA	0.02	0.02	1.37	2,430	283	99	382	100%
MA	0.09	0.12	1.38	1,332	431	80	511	100%
MD	0.03	0.06	1.82	1,333	233	304	537	100%
ME	0.05	0.09	1.87	1,714	106	251	357	100%
MI	0.02	0.04	2.06	4,603	202	3	205	45%
MN	0.01	0.02	2.04	6,243	212	255	467	57%
MO	0.06	0.07	1.17	4,413	485	208	693	92%

Table A-1: Selected Information by State for FY 2013

State	Complainants per LTC Facility Bed	Complaints per LTC Facility Bed	Complaints per Complainant	Number of LTC Facility Beds per Paid Program Staff (FTEs)	Nursing Facilities Visited at least quarterly ²	Board & Care Facilities Visited at least quarterly ²	LTC Facilities Visited at least quarterly ²	Nursing Facilities Visited at least quarterly ^{2,3}
	Number	Number	Number	(Beds)	Total	Total	Total	Percentage
Total 2013	0.04	0.06	1.54	2,424	11,589	15,710	27,299	70.2%
2012	0.04	0.07	1.53	2,518	11,173	13,470	24,643	67.6%
2011	0.04	0.07	1.54	2,501	11,069	14,482	25,551	66.7%
2010	0.05	0.07	1.52	2,529	12,231	20,262	32,493	73.5%
2009	0.05	0.08	1.48	2,411	12,949	23,593	36,542	77.8%
2008	0.06	0.09	1.49	2,220	13,357	22,957	36,314	79.7%
MS	0.05	0.08	1.51	1,394	211	190	401	100%
MT	0.04	0.08	1.99	796	128	198	326	100%
NC	0.02	0.03	1.88	2,431	353	903	1,256	80%
ND	0.06	0.07	1.33	2,461	118	139	257	100%
NE	0.02	0.03	1.51	7,082	129	61	190	57%
NH	0.02	0.03	2.22	2,130	14	4	18	17%
NJ	0.03	0.07	2.17	2,968	267	0	267	69%
NM	0.24	0.39	1.65	1,354	73	172	245	100%
NV	0.06	0.12	2.09	1,025	51	360	411	100%
NY	0.01	0.02	1.66	3,938	500	408	908	79%
OH	0.04	0.06	1.71	1,577	612	536	1,148	63%
OK	0.03	0.05	1.60	1,572	128	56	184	32%
OR	0.04	0.06	1.45	4,939	72	307	379	52%
PA	0.01	0.01	2.07	2,099	684	1,670	2,354	96%
PR	0.08	0.22	2.68	1,517	4	119	123	33%
RI	0.05	0.06	1.27	1,431	61	31	92	68%
SC	0.09	0.19	2.18	1,919	206	317	523	75%
SD	0.02	0.03	1.31	1,860	54	35	89	49%
TN	0.03	0.03	1.24	4,240	132	79	211	40%
TX	0.07	0.08	1.22	3,121	981	184	1,165	82%
UT	0.06	0.09	1.42	1,331	23	52	75	20%
VA	0.03	0.04	1.47	2,421	84	61	145	30%
VT	0.07	0.09	1.38	1,101	39	124	163	100%
WA	0.05	0.07	1.54	3,932	184	1,827	2,011	73%
WI	0.01	0.04	2.75	3,133	64	0	64	16%
WV	0.03	0.05	1.58	1,285	126	27	153	98%
WY	0.15	0.29	1.95	945	38	39	77	100%

² Numbers are for facilities (unduplicated) visited on a regular basis; not in response to a complaint. "Regular basis" is defined as at least quarterly.

Numbers are for local projects except for those states in which the state office does more visiting.

³ Percentages are based on the local numbers reported (see footnote 2) and may slightly underrepresent the actual number of facilities visited for some states.

Table A-1: Selected Information by State for FY 2013

State	Board & Care Facilities Visited at least quarterly ^{2,3}
	Percentage
Total 2013	29.4%
2012	25.4%
2011	27.6%
2010	38.5%
2009	45.0%
2008	45.8%
AK	0%
AL	85%
AR	100%
AZ	13%
CA	29%
CO	100%
CT	47%
DC	51%
DE	90%
FL	11%
GA	58%
HI	1%
IA	0%
ID	100%
IL	73%
IN	33%
KS	3%
KY	96%
LA	100%
MA	100%
MD	22%
ME	100%
MI	0%
MN	11%
MO	33%

Table A-1: Selected Information by State for FY 2013

State	Board & Care Facilities Visited at least quarterly ^{2,3}
	Percentage
Total 2013	29.4%
2012	25.4%
2011	27.6%
2010	38.5%
2009	45.0%
2008	45.8%
MS	100%
MT	100%
NC	72%
ND	99%
NE	21%
NH	3%
NJ	0%
NM	78%
NV	73%
NY	45%
OH	40%
OK	28%
OR	14%
PA	92%
PR	16%
RI	52%
SC	24%
SD	20%
TN	22%
TX	10%
UT	28%
VA	11%
VT	100%
WA	56%
WI	0%
WV	5%
WY	100%