

2023

OMBUDSMAN OF THE YEAR

STATE OF ALABAMA LONG-TERM CARE OMBUDSMAN PROGRAM

FRANK WILLIS

SOUTH ALABAMA REGIONAL
PLANNING COMMISSION

AREA AGENCY
ON AGING

FRANK'S WORK IN 2022:

- 67 complaints addressed
- 1,195 individual consultations
- 54 community education presentations on long-term care issues
- 39 staff training sessions organized
- 1,046 consultations provided to facilities



*Congratulations
Frank!*

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Willis has exceeded typical daily requirements of the ombudsman program by delivering care packages, robotic pets, and dressing as Santa Claus to deliver gifts at Christmas to residents in long-term care facilities. His tireless efforts, hard work, and dedication to his role as the local ombudsman representative is to be commended.”

- Alabama's State Long-Term Care Ombudsman Program
Director Virginia Moore-Bell.

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