



Nebraska Client Assistance Program

Hotline for Disability Services

Contact the Nebraska Client Assistance Program

Hotline for Disability Services

PO Box 94987

Lincoln, NE 68509

Toll Free Phone: 1-800-742-7594

Email: shari.bahensky@nebraska.gov

LONG TERM CARE OMBUDSMAN PROGRAM, NE

Description:

ADVOCATE FOR THE RIGHTS AND WELL BEING OF NURSING HOME AND ASSISTED-LIVING FACILITY RESIDENTS. SERVICES AVAILABLE INCLUDE: EDUCATION-TO INFORM OTHERS ON A VARIETY OF ISSUES RELATED TO AGING, LONG-TERM CARE AND RESIDENTS RIGHTS. INFORMATION AND REFERRAL CONSULTATION-TO MAKE RECOMMENDATIONS FOR PROTECTING THE RIGHTS OF RESIDENTS AND IMPROVING THEIR CARE AND QUALITY OF LIFE. INDIVIDUAL ADVOCACY SYSTEMS ADVOCACY

Eligibility:

ANYONE CAN CONTACT THE OMBUDSMAN PROGRAM TO DISCUSS OR SEEK ASSISTANCE IN RESOLVING A PROBLEM, CONCERN OR COMPLAINT IMPACTING ONE OR MORE RESIDENTS OF A LONG-TERM CARE FACILITY.

List of Provided Services:

Advocacy and Support: Protection and Advocacy

Information and Referral: Information and Referral

Contact Information:

Address:

DEPT OF HEALTH AND HUMAN SERVICES

PO BOX 95026

Lincoln NE 68509

Hours of Operation: 8:00-5:00 MONDAY-FRIDAY

Website: dhhs.ne.gov/medicaid/Aging/Pages/ltcombud.aspx

Main Phone: 800.942.7830

Other Phone(s):

Phone: 402.471.9345

Main Email:

Other Email(s):

penny.clark@nebraska.gov

Main Contact(s):

PENNY CLARK

Other Contact(s):

General Information

Agency ID: 1416

Counties Served:

Adams, Banner, Blaine, Boone, Box Butte, Boyd, Brown, Buffalo, Burt, Butler, Cass, Cedar, Chase, Cherry, Cheyenne, Clay, Colfax, Cuming, Custer, Dakota, Dawes, Dawson, Deuel, Dixon, Dodge, Douglas, Dundy, Fillmore, Franklin, Frontier, Furnas, Gage, Garden, Garfield, Gosper, Grant, Greeley, Hall, Hamilton, Harlan, Hayes, Hitchcock, Holt,

Hooker, Howard, Jefferson, Johnson, Kearney, Keith, Keya Paha, Kimball, Knox, Lancaster, Lincoln, Logan, Loup, Madison, McPherson, Merrick, Morrill, Nance, Nemaha, Nuckolls, Otoe, Pawnee, Perkins, Phelps, Pierce, Platte, Polk, Red Willow, Richardson, Rock, Saline, Sarpy, Saunders, Scotts Bluff, Seward, Sheridan, Sherman, Sioux, Stanton, Thayer, Thomas, Thurston, Valley, Washington, Wayne, Webster, Wheeler, York, Arthur, Antelope

Ages Served: All Ages

Disabilities Served:

Alcohol/Drug, BIMI (Behavioral Impairment/Mental Illness), Brain Injury/Head Injury, DD (Developmental Disability including ID), Hearing Impairment, LD (Learning Disability), OHI - Other Health Impairment, Orthopedic, Speech Disability, Visual Disability

Wheelchair Accessible: Yes

Fees:

Sliding Fee Schedule: Yes

Interpreters on Staff:

How to Appeal a Decision: