

## Public Hearing dates for PASSE:

September 4<sup>th</sup> - 5:00 to 6:30  
Drew Memorial Hospital, Conference Room A  
778 Scogin Drive  
Monticello, Arkansas 71655

September 6<sup>th</sup> - 5:00 to 6:30  
University of Arkansas at Hope  
Hempstead Hall, Blevins Suite  
2500 South Main Street  
Hope, Arkansas 71801

If you are unable to attend, please submit comments to Becky Murphy.  
[Becky.Murphy@dhs.arkansas.gov](mailto:Becky.Murphy@dhs.arkansas.gov)

## What is an Ombudsman?

The term "ombudsman" describes someone who is a designated neutral person who provides confidential and informal assistance in resolving consumer complaints and disagreements. An ombudsman investigates consumer complaints, report findings, and mediates fair settlements, especially between an individual or group of individuals; and an institution or organization. As an independent, impartial and confidential party, the Ombudsman serves as an alternative means of dispute resolution by which issues may be raised, considered, given appropriate referral and/or resolved.

Contact:  
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