

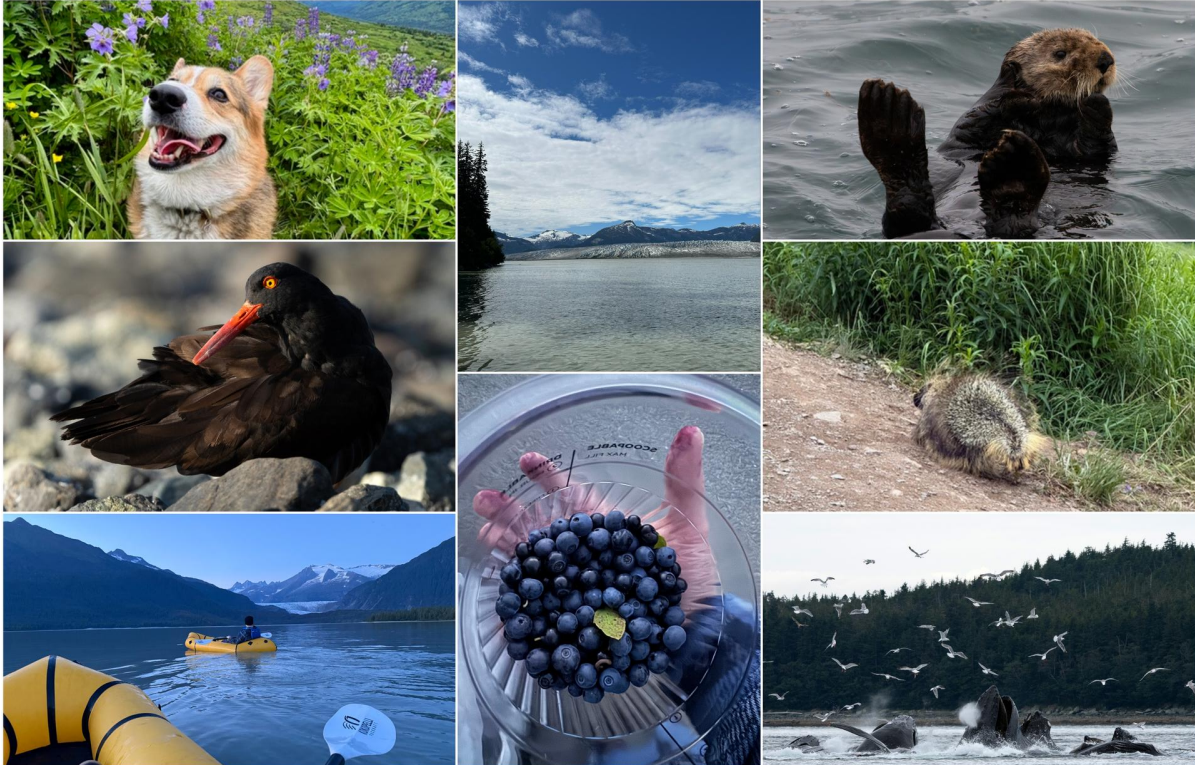


Summer 2026 Newsletter

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Success Stories

Not every complaint our office receives results in a report. This means that a lot of our work and positive outcomes happen outside of the public eye. These are some recently resolved complaints that our office counts among its successes.

The Alaska State Ombudsman received a complaint from a person who is incarcerated and disabled. They made a request to the Department of Corrections (DOC) for Americans with Disabilities Act (ADA) accommodations through the grievance process, which was denied. The ombudsman investigator found that the DOC Facility Standards Officer did not follow the policy and provide the complainant with the appropriate form to make the request. After the ombudsman's office contacted the facility, the complainant was provided with the form and additional support with reading and writing to make the request. The Superintendent confirmed with the Ombudsman Investigator that the Facility

Standards Officer had been informed about how to respond to such grievances in the future.

Our office received a complaint from a person who did not receive a response to messages sent to an Adult Protective Services (APS) employee. During a brief investigation, APS responded to the messages, resolving the complaint.

2026 Cases So Far



As of September 17, 2026, our office had opened 1,284 cases. We remain on pace to finish the year somewhere between last year's 1,892 cases and 2024's 1,605.

Out & About

In July, Ombudsman Jacob Carbaugh met with residents of an Alaska Housing Finance Corporation-operated apartment complex after residents requested a presentation from our office.

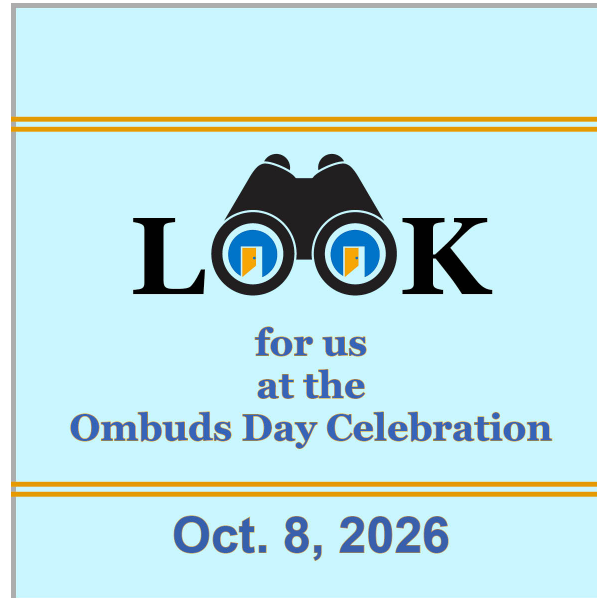
Carbaugh shared information about our office, including the work that we do and the sorts of complaints we can investigate, with a group of approximately 25 older adults.

If you would like more information about our office, it is always available online at ombud.alaska.gov/.

United States Ombudsman Association 45th Annual Conference

Three of our staff members attended the conference in Traverse City, Michigan in September and connected with other Ombuds across the country to learn about innovative ways to serve the public.

Get ready for Ombuds Day



Alaska's three Ombudsman offices are joining forces to [celebrate Ombuds Day](#) and highlight the vital work we do across the state. The Alaska Long Term Care Ombudsman, the State Ombudsman, and the Anchorage Municipal Ombudsman each serve different jurisdictions, but share a commitment to fairness, accessible services, and equitable outcomes for all Alaskans.

Join us Oct. 8 in the Wilda Marston Theater at Loussac Library (3600 Denali Street, Anchorage) for an evening of storytelling, case studies, and community engagement. You'll learn what an ombudsman is, why our work matters, and how we help make Anchorage — and Alaska — a better place to live. You'll also meet the people behind the offices and, hopefully, have some fun along the way.

Doors Open at 5:30 p.m., and presentations start at 6 p.m.

Know & Go

What: Ombuds Day Celebration

Who: The offices of the Alaska State Ombudsman, Alaska Long Term Care Ombudsman, Anchorage Municipal Ombudsman, and you.

When: Doors open 5:30 p.m., Thursday, Oct. 8.

Where: Wilda Marston Theatre at Loussac Library, 3600 Denali Street, Anchorage.

