



TITLE III B & TITLE VII LONG-TERM CARE OMBUDSMAN SERVICES

Program Goal: The Long-term Care (LTC) Ombudsman Program provides residents of LTC facilities with access to Ombudsman representatives who will advocate for their quality of care and quality of life. Ombudsman representatives strive to maintain a presence in the LTC facilities so that residents can build a relationship of trust with Ombudsman representatives and receive regular and timely access to Ombudsman services.

Program Definitions:

LTC Ombudsman: The program aims to identify, investigate, and resolve complaints made by or on behalf of residents of long-term care (LTC) facilities that impact the residents' health, safety, welfare or rights. The Program also receives and investigates reports of suspected elder and dependent adult abuse occurring in various types of LTC facilities, including residential care facilities (also known as board and care homes and assisted living facilities) and skilled nursing facilities. Local staff and volunteers witness advance health care directives and certain property transfers for residents in nursing facilities to ensure these transactions are entered with-out undue influence. The Program also provides community education to inform the public about LTC services and issues that affect residents.

Elder Abuse Prevention Programs: activities to develop, strengthen, and carry out programs for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect, and exploitation (including financial exploitation).

Funding Type available:

1. **Title III B LTC Ombudsman**
2. **Title VII A LTC Ombudsman (*Vulnerable Elder Rights Protection Activities*)**
3. **Title VII B Elder Abuse Prevention**
4. **LTC Ombudsman (*combines funding from: State Health Facilities Citation Penalties Account, Skilled Nursing Facilities Quality and Accountability Fund, Public Health Licensing and Certification Program Fund*)**

Service Type: Non-registered service or special reporting

Area to be Served: Santa Clara County

Service Area Target Population: All residents of LTC Facilities, regardless of age

Scope of Service & Funding

1. **Title III B Long Term Care Ombudsman Services:** \$146, 000
2. **Long Term Care Ombudsman:** \$136,500
3. **Title VII-A Ombudsman Program (*Vulnerable Elder Rights Protection Activities*):** \$52,000
4. **Title VII-B Elder Abuse Prevention:** \$21,000



Minimum Service Standard:

1. **Title III B Long Term Care Ombudsman Services:** Complaint investigation 141, Facilities visits 61
2. **Long Term Care Ombudsman:** Complaint investigation 427, Facilities visits 183
3. **Title VII-A Ombudsman Program (*Vulnerable Elder Rights Protection Activities*):** Complaint investigation 176, Facilities visits 77
4. **Title VII-B Elder Abuse Prevention:** Public information sessions 4, training sessions for professionals 14

Unit of Service(s):

- 1 facility visit = 1 unit of service
- 1 session = 1 unit of service
- 1 complaint investigation = 1 unit of service
- 1 product (material) – 1 unit of service
- 1 contact = 1 unit of service

Required Match: The minimum cash and in-kind match is 11.11% for Title III B Services. Title VII A/B and LTC Ombudsman does not have match requirement.

For additional budgeting requirements read the 2020-2024 Request for Proposal Bidders Guide available on the Sourcewise website: <http://www.mysourcewise.com/area-plan>

LTC Ombudsman Service

Program Specific Scope of Service:

1. Sourcewise will ensure that the Local Ombudsman Program is in accordance with policies and procedures established by the Office of the State Long-term Care Ombudsman, will:
 - a. Provide services to protect the health, safety, welfare and rights of residents.
 - b. Ensure residents in the service area of the Local Ombudsman Program have regular, timely access to State Certified Ombudsman Representatives and timely responses to complaints and requests for assistance.
 - c. Identify, investigate, and seek to resolve complaints made by or on behalf of residents that relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of the residents. Complaint investigations shall be done in an objective manner to ascertain the pertinent facts. Findings shall be reported to the complainant. If a complaint is not investigated; the complainant shall be notified in writing of the decision not to investigate and the reasons for the decision.
 - d. Identify, investigate, and seek to resolve complaints made by or on behalf of residents with limited or no decision-making capacity and who have no legal representative. If such a resident is unable to communicate consent to the Ombudsman representative, the Ombudsman representative shall seek evidence to indicate what outcome the resident would have communicated. In absence of evidence to the contrary, the Ombudsman representative shall assume that the resident wishes to have the resident's health, safety, welfare, and rights protected and work to accomplish that outcome.
 - e. Receive and investigate reports of suspected abuse, neglect and exploitation of elder or dependent adults occurring in long-term care facilities as defined in Welf. & Inst. Code § 15610.47.
 - f. Witness advance health care directives and property transfers of more than \$100 for residents of skilled nursing facilities.

- g. Collect and submit data in accordance with the statewide uniform reporting system established by the State Ombudsman and the reporting provisions specified by Sourcewise.
 - h. Represent the interests of residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, rights and well-being of residents.
 - i. Review, comment, and facilitate the ability of the public to comment on laws, regulations, policies, actions, and legislative bills that pertain to the rights and well-being of residents.
 - j. Support, actively encourage, and assist in the development of resident and family councils.
2. Carry out other activities that the State Ombudsman determines to be appropriate, including the following services:
 - a. Update, annually, a plan for maintaining an ongoing presence in long-term care facilities.
 - b. Provide public information and technical support pertaining to long-term care services, including inspection reports, statements of deficiency, and plans of correction for long-term care facilities within Santa Clara County.
 - c. Present community education and training programs to long-term care facility staff, human service workers, families and the general public about long-term care and residents' rights.
 - d. Refer other individuals' complaints and concerns that a representative becomes aware are occurring in the facility to the appropriate governmental agency.
 3. Paid staff and volunteer ombudsman representatives of the local ombudsman program will be individually certified by the State Ombudsman to serve as representatives of the State Long-Term Care Ombudsman Program.
 4. The service provider shall ensure that the Elder Abuse Prevention program shall do some or all of the following:
 - a. Provide for public education and outreach to identify and prevent elder abuse, neglect, and exploitation;
 - b. Provide for public education and outreach to promote financial literacy and prevent identity theft and financial exploitation of older individuals;
 - c. Ensure the coordination of services provided by AAAs with services instituted under the State adult protective service program, State and local law enforcement systems, and courts of competent jurisdiction;
 - d. Promote the development of information and data systems, including elder abuse reporting systems, to quantify the extent of elder abuse, neglect, and exploitation in the PSA;
 - e. Conduct analyses of local Adult Protective Services and Long-Term Care Ombudsman information concerning elder abuse, neglect, and exploitation and identifying unmet service, enforcement, or intervention needs;
 - f. Conduct training for individuals, including caregivers, professionals, and paraprofessionals, in relevant fields on the identification, prevention, and treatment of elder abuse, neglect, and exploitation, with particular focus on prevention and enhancement of self determination and autonomy.
 5. **Objectives:** The provider is required to demonstrate that each of the following programs areas are successfully completed within the awarded fiscal year from July 1, 2020 – June 30, 2021. Included in the Older American Act Application for Funding, list at least one measurable

objective for each of the following program areas; reaching the target population, staffing and volunteers, coordination with other agencies, public information, obtaining contributions, client input, and fundraising.

Targeting

Service providers must have established methods, other than use of means testing, to provide services to all persons aged 60 and over.

Service providers must show intent and methodology to serve the needs of:

- Age 75+
- Low Income (federal poverty)
- Minority
- Living Alone

Demonstrate serving the target population (at-risk socially/economically), keeping in line with the intent of the Older Americans Act.

Staffing & Volunteers

Service providers must demonstrate recruitment and training of staff & volunteers to support the program.

Staffing & Volunteers goal must describe specifically how many staff and volunteers will be required to support the Older Americans Act program and the kind of task that will be performed by volunteers.

Coordination

Service providers must form and administer cooperative agreements with other agencies to ensure comprehensive service delivery and avoid unnecessary duplication.

Public Information/Outreach

Service providers must have planned information and outreach activities, including distribution of printed materials advertising the program.

Client Input

Service providers must have procedures in place for obtaining the views of the participants of the service being provided, including a written and distributed client grievance procedure.

Describe the process by which regular client input is received and areas that are monitored for quality service.

Client Contribution

Service providers must provide clients with the opportunity to voluntarily contribute to the cost of the program.

Describe the process for collecting voluntary client contributions including (a) how clients will be informed of the opportunity to contribute to the cost of the service, (b) the amount of suggested client contribution and how it was determined and (c) the method used to collect and record client contributions to ensure confidentiality.

Reporting Requirements:

Service provider is required to use the National Ombudsman Reporting System (NORS).

As a “non-registered” service, requirements include reporting estimated enrollment of clients/audience and service units on a quarterly and annual basis. Upon award the required OSLTCO reporting templates will be provided by Sourcewise.