

# Oregon: Long-Term Care and the Office of the Long-Term Care Ombudsman in 2010

A Special Report to the Senate Human Services and Rural Health Policy Committee

Senator Bill Morrisette, Chair  
Senator Laurie Monnes Anderson, Member  
Senator Chris Edwards, Member  
Senator Chris Telfer, Vice Chair  
Senator Jackie Winters, Member

Prepared by the Office of the Long-Term Care Ombudsman  
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September 14, 2010

Senator Bill Morrisette invited Mary Jaeger, the State Long-Term Care Ombudsman, to report to the Senate Human Services and Rural Health Policy Committee on the current state of long-term care in Oregon and the operations of the Office of the Long-Term Care Ombudsman. This report provides background information for the Committee on these subjects and supports the testimony given by the Long-Term Care Ombudsman.

## Summary

***Seniors in Oregon:*** The senior population in the State of Oregon is growing much more rapidly than the total population of the State. There are 519,501 persons aged 65+ in Oregon in 2010, which is 13.4% of the estimated statewide total population of 3,865,840 persons. Today, one in every 7.4 Oregonians is 65+.

In the next five years, the total population is projected to grow at 1.0% per year, while the 65+ population is projected to grow at 3.6% per year. As the Baby Boomers start to celebrate their 65<sup>th</sup> birthdays in 2011, this growth in our senior population will accelerate and continue increasing through the mid – 2020s. The share of the State’s population aged 65+ will increase from the present 13.4% to well above 20% by 2030, when at least one of every five Oregon residents will be 65 years and older.

Curry County is the “oldest” county in the State with 28.4% of its citizens aged 65+. Washington County is the “youngest” county, with just 9.3% of its citizens aged 65+.

***Projected growth in the senior population:*** With the exceptions of Deschutes and Crook Counties, the highest concentrations of seniors and most of the projected growth in the senior population is occurring in northwestern Oregon. In declining order, Multnomah, Lane, Washington, Clackamas, and Marion Counties have 53% of the seniors; just ten counties have 75%. Nine of these ten counties are in western Oregon - - Deschutes County is the only eastern county in the top ten.

Deschutes and Crook Counties have the highest projected senior population growth rates between 2010 and 2015. The 65+ population is projected to grow by 31.3% in Deschutes County and by 29.7% in Crook County. Five other counties have projected 65+ growth rates of more than 20% in the five year period. They are Multnomah, Washington, Clackamas, Columbia, and Yamhill Counties. No county in Oregon is expected to have a decrease in its 65+ population between 2010 and 2015, whereas 13 counties are projected to have a decrease in their total population in this period.

***Senior income levels:*** Senior household income levels vary greatly between the counties. Benton County has the highest 75+ senior household income at \$46,650 - - the statewide average is \$31,990. In eastern Oregon, only Deschutes County exceeds the statewide average with \$32,272.

The 75+ senior households in nine Oregon counties have average annual income below \$25,000 per year. In declining order, they are Malheur, Baker, Coos, Curry, Wallowa, Union, Umatilla, Crook, and Harney Counties. The 75+ senior households in Harney County are estimated to have average household income of \$21,547 per year in 2010.

***Licensed long-term care facilities:*** There are currently about 2,274 licensed long-term care facilities in Oregon, including 140 nursing homes, 209 assisted living facilities, 235 residential care facilities, and 1,690 non-relative adult foster homes.. These facilities have about 42,590 licensed beds. The average nursing home has about 85 beds; the average assisted living facility has about 67 beds; the average

residential care facility has about 38 beds; and the average non-relative adult foster home has about 4.7 beds.

The number of facilities and beds available varies widely among the counties. The Statewide average is 172.9 licensed beds (in all four license categories) per 1,000 persons aged 75+ in 2010. The 75+ population is the age group most in need of long-term care services in the State.

Seven counties have more than 200 beds per 1,000 population aged 75+ in 2010. They are Gilliam, Hood River, Multnomah, Union, Wasco, and Yamhill Counties.

Sixteen counties have 150 or fewer beds per 1,000. Starting with Columbia County with 150.3 beds per 1,000, they are, in declining order, Columbia (150), Harney (149), Jackson (144), Deschutes (143), Benton (141), Marion (135), Polk (130), Crook (126), Douglas (123), Lincoln (122), Wallowa (122), Wheeler (122), Klamath (120), Curry (107), Lake (101), and Tillamook (100) Counties.

***Office of the Long-Term Care Ombudsman:*** LTCO is mandated by the Older Americans Act, as amended. Its mission is to enhance the quality of life, improve the level of care, and protect the - rights and promote the dignity of each Oregon citizen residing in a long-term care facility.

The Agency has 10.5 employees including the State Long-Term Care Ombudsman. As of September 1<sup>st</sup>, the Agency is supervising about 150 volunteers, including 132 trained Certified Ombudsmen advocates who are trained and assigned to licensed long-term care facilities across the State.

The Agency depends on these dedicated volunteers and its Deputies to investigate and resolve complaints and to advocate for the rights of seniors in long-term care facilities. The State Ombudsman and the Deputies train and supervise the activities of the volunteers.

The 132 Certified Ombudsmen are assigned to 707 of the State's 2,274 licensed facilities. These 707 facilities have about 53% of all the licensed beds in the State. The remaining 1,567 licensed facilities are visited by the six full-time LTCO Deputies in Salem.

In the first year of this biennium, the Certified Ombudsmen and Deputies visited 82% of all the licensed beds in the State at least once. They made 10,331 visits to 1,137 licensed facilities. They visited 98.6% of the nursing homes, 91.4% of the assisted living facilities, 87.7% of the residential care facilities, and 35.6% of the non-relative adult foster homes.

The average Certified Ombudsman is assigned to approximately 5.5 facilities with about 169 licensed beds. The six LTCO Deputies are covering an average of 261 licensed facilities and supervising about 22 Certified Ombudsmen each. The Deputies travel out of the LTCO office about 12 days per month to cover the facilities that do not have Certified Ombudsmen assigned.

Oregon was ranked 52<sup>nd</sup> - - last - - in a 2008 national AOA report ranking of states and territories in number of licensed beds per paid LTCO staff member. Oregon had 6,692 licensed beds per Deputy in 2008. The US average was 2,220 licensed beds per Deputy.

Oregon needs about 260 Certified Ombudsmen to cover 100% of the long-term care facilities and beds in the State - - about 128 more than are currently in service. These additional COs are essential to provide residents with ongoing routine visits from and advocate whom they know and trust. With the assistance of a new full-time recruiter, it is expected that the Agency will approach this level of Certified Ombudsmen volunteers by the end of the 2011 – 2013 biennium.

To adequately supervise these volunteers, address and resolve complaints quickly and effectively, and advocate for the needs of seniors in long-term care facilities, the Agency needs nine full-time Deputies - - three more than are currently in service. With nine Deputies, each would supervise about 29 volunteers and handle the more than 5,000 complaints that are received and resolved by the Agency every year.

## Introduction – the Long-Term Care Ombudsman

The U.S. Older Americans Act, as amended, requires that every State have a long-term care ombudsman. The mission of Oregon’s Office of the Long-Term Care Ombudsman (“LTCO”) is to enhance the quality of life, improve the level of care, protect the individual's rights, and promote the dignity of each citizen residing in a long-term care facility in Oregon. There are about 2,274 licensed long-term care facilities in the State with about 42,600 beds under the jurisdiction of the Office. The Agency depends on about 150 volunteers and six LTCO Deputies to advocate for seniors in need. Certified Ombudsman volunteers and Agency Deputies visit seniors living in about 260 licensed facilities every day - - more than 13,600 visits per year, and growing. We respond to the concerns and complaints of the residents, their friends and family, and other State agencies, and we provide a strong voice for those who are unable to speak for themselves. Our job is to monitor long-term care facilities under LTCO jurisdiction, to investigate and resolve complaints, to safeguard resident’s rights, to seek corrective action where it is required, and to participate in educational efforts for providers, consumers, and our volunteers.

### Seniors in Oregon

This table provides basic information on the senior population and demographics in Oregon in 2010, with projections through 2015.

*ESRI™ has provided the population and demographic information employed in this report.*

Oregon Senior Demographic Characteristics						
State of Oregon						
Oregon	Population			Annual Growth Rates		
	2000	2010	2015	2000	2010	2015
Total Population	3,421,399	3,865,839	4,069,317	3,421,399	3,865,839	4,069,317
Annual Growth Rate					1.2%	1.0%
Total Density PSM	36	40	42			
Median Age	36.3	38.2	38.4			
Population 65+	438,177	519,501	621,292	438,177	519,501	621,292
Annual Growth Rate					1.7%	3.6%
Density PSM	5	5	6			
65+ % of Total	12.8%	13.4%	15.3%			
Population 75+	218,835	246,307	254,409	218,835	246,307	254,409
Annual Growth Rate					1.2%	0.6%
Density PSM	2	3	3			
75+ % of Total	6.4%	6.4%	6.3%			
75+ Households	142,922	154,952	159,869			
Persons per H.H.	1.53	1.59	1.59			
75+ Median H.H. Income	\$ 23,637	\$ 31,990	\$41,704			
75+ Household Income in 2010		Households	% Total	Cum %		
<\$15,000		33,281	21.5%	21.5%		
\$15,000 - \$24,999		29,092	18.8%	40.3%		
\$25,000 - \$34,999		19,975	12.9%	53.1%		
\$35,000 - \$49,999		23,119	14.9%	68.1%		
\$50,000 - \$74,999		20,286	13.1%	81.2%		
\$75,000 - \$99,999		13,836	8.9%	90.1%		
\$100,000 - \$149,999		8,974	5.8%	95.9%		
\$150,000 - \$199,999		3,476	2.2%	98.1%		
>\$200,000		2,913	1.9%	100.0%		
		154,952	100.0%			
<i>Source: ESRI.</i>						

The information in this table supports the following observations about the senior population and demographics in Oregon in 2010 – 2015:

- The total population has increased at an annual rate of 1.2% per year between 2000 and 2010. This growth rate is projected to decline slightly through 2015. It is projected that there will be 4,069,000 persons living in Oregon’s 36 counties by 2015.

- The State population is slightly “older” than the US average in 2010. The median age of the population is 38.2 years, which is about 1.3 years older than the US average of 36.9 years.
- The 65+ population has grown at an annual rate of 1.7% per year between 2000 and 2010 and the rate of growth is projected to accelerate sharply through 2015. The 65+ population is projected to grow at 3.6% per year through 2015. This shows the impact of the aging of “Baby Boomers” - - persons born beginning in 1946 - - as they start celebrating their 65<sup>th</sup> birthdays in 2011. This accelerated growth rate is expected to continue over the next 15+ years. In 2010, about 13.4% of the total population is aged 65 years and older. By just 2015, this share is projected to increase to 15.3%. It will continue to increase through the mid 2020s.
- Persons aged 75 years and older are those in greatest need of long-term care services in Oregon. The 75+ population has increased at 1.2% per year between 2000 and 2010. This rate of increase is projected to slow in the coming five years to just 0.6% per year. Persons aged 75 in 2010 were born in 1935. Birth rates in the U.S. declined between 1935 and 1945, which included the Great Depression and WW II. It is expected that the growth rate of the 75+ population will continue to be very low until the Baby Boomers start turning 75 years old in 2021.
- There are 154,952 households in Oregon in which the primary householder is aged 75+ in 2010. The average 75+ household has 1.59 residents. Median household income in these 75+ households is reported to be \$31,990 per year. More than 40% of these households have annual incomes below \$25,000 per year. This has significant implications for the ability of these seniors to pay for long-term care services and for the need for Medicaid funding. Medicaid has long been the primary payor for long-term care services in the State.

The map that follows provides county-by-county information about the senior population in Oregon. The colors indicate the percentage share of the 65+ population to the statewide total. In 2010, there were 519,501 persons aged 65+ in Oregon.

The color scheme on the maps in this report shows the Counties in four different colors. On this map,

Purple = Counties with the largest 65+ population in 2010. Each County shown in purple has 7% or more of the total 65+ population.

Tan = Counties with 3% to 7% of the total 65+ population.

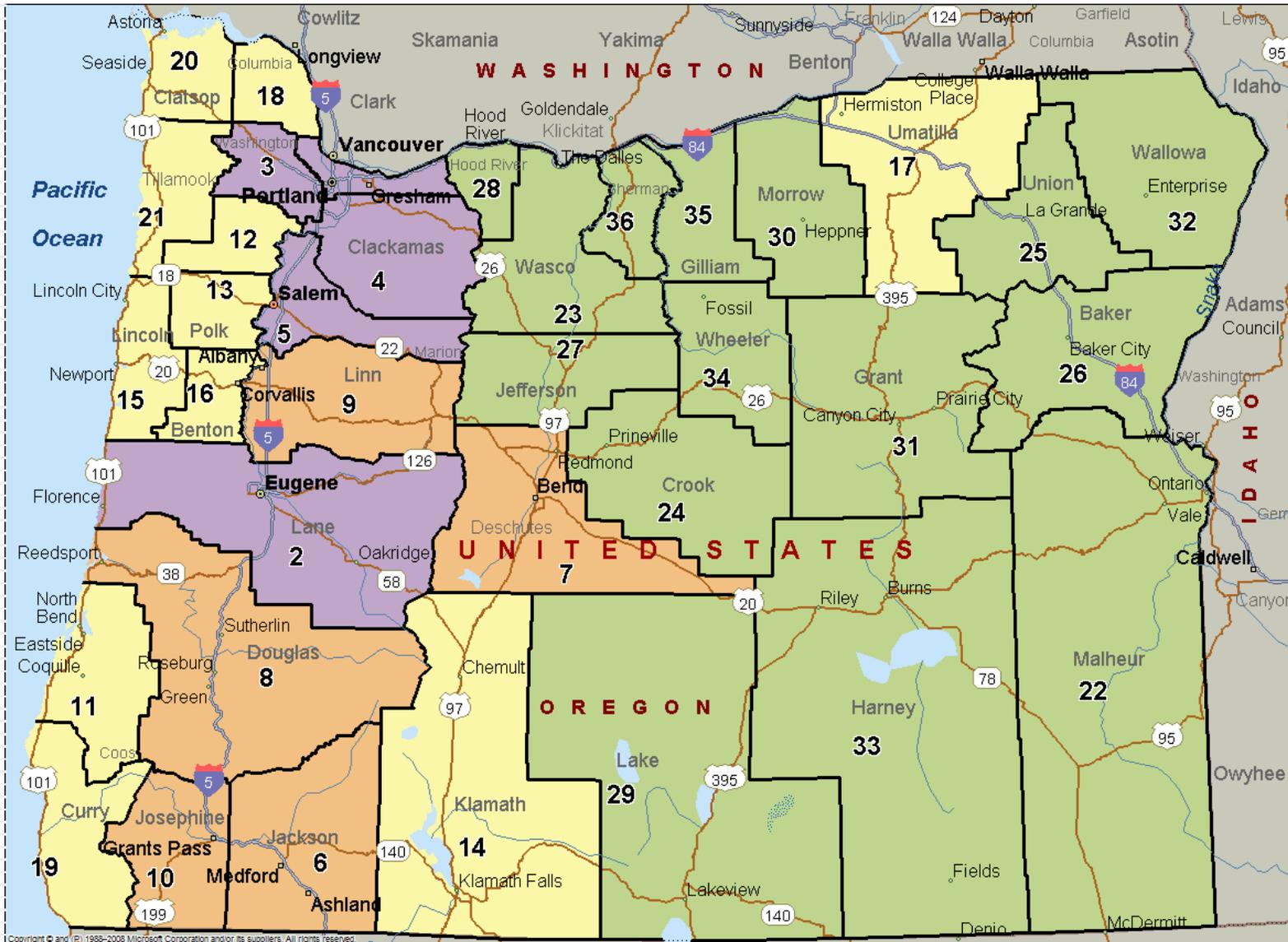
Yellow = Counties with 1% to 3% of the total 65+ population.

Green = Counties with the smallest concentrations of persons aged 65+ in 2010. These Counties have less than 1% of the total 65+ population.

The numbers in each county show the rank of the county in terms of its 65+ population. Multnomah County is ranked #1 and Sherman County is ranked last at #36. The map follows on the next page.

65+ Population by County – 2010 (*Multnomah is #1, Sherman is #36*)

Purple => 7% of the total    Tan = 3% - 7%    Yellow = 1% - 3%    Green = < 1%



This table shows the senior population information by County, ranked in declining order by the 65+ population:

	Total	65+	% of State Total		% 65+
			%	% Cum.	
Statewide	3,865,839	519,501	100.0%		13.4%
Multnomah	732,144	85,076	16.4%	16.4%	11.6%
Lane	349,631	50,457	9.7%	26.1%	14.4%
Washington	539,618	50,094	9.6%	35.7%	9.3%
Clackamas	384,785	49,185	9.5%	45.2%	12.8%
Marion	320,841	41,192	7.9%	53.1%	12.8%
Jackson	208,541	34,014	6.5%	59.7%	16.3%
Deschutes	168,710	23,803	4.6%	64.3%	14.1%
Douglas	106,128	19,709	3.8%	68.1%	18.6%
Linn	115,948	17,368	3.3%	71.4%	15.0%
Josephine	83,853	16,718	3.2%	74.6%	19.9%
Coos	63,281	13,162	2.5%	77.1%	20.8%
Yamhill	100,085	11,932	2.3%	79.4%	11.9%
Polk	74,431	11,392	2.2%	81.6%	15.3%
Klamath	66,425	10,085	1.9%	83.6%	15.2%
Lincoln	45,517	9,438	1.8%	85.4%	20.7%
Benton	84,791	9,345	1.8%	87.2%	11.0%
Umatilla	73,398	9,112	1.8%	88.9%	12.4%
Columbia	49,615	6,506	1.3%	90.2%	13.1%
Curry	21,589	6,132	1.2%	91.4%	28.4%
Clatsop	37,546	6,115	1.2%	92.6%	16.3%
Tillamook	25,738	5,316	1.0%	93.6%	20.7%
Malheur	31,485	4,250	0.8%	94.4%	13.5%
Wasco	24,117	4,180	0.8%	95.2%	17.3%
Crook	25,089	3,972	0.8%	96.0%	15.8%
Union	25,249	3,958	0.8%	96.7%	15.7%
Baker	16,329	3,306	0.6%	97.4%	20.2%
Jefferson	21,828	2,958	0.6%	97.9%	13.6%
Hood River	22,344	2,747	0.5%	98.5%	12.3%
Lake	7,363	1,444	0.3%	98.7%	19.6%
Morrow	12,371	1,423	0.3%	99.0%	11.5%
Grant	7,485	1,403	0.3%	99.3%	18.7%
Wallowa	6,989	1,370	0.3%	99.5%	19.6%
Harney	7,281	1,216	0.2%	99.8%	16.7%
Wheeler	1,562	405	0.1%	99.9%	25.9%
Gilliam	1,851	369	0.1%	99.9%	19.9%
Sherman	1,881	349	0.1%	100.0%	18.6%
	3,865,839	519,501	100.0%		13.4%

The information in the preceding table supports the following observations about the distribution of the senior population in the State in 2010:

- The five counties with the largest populations of persons aged 65+ have more than half of all of the seniors in Oregon. In declining order, Multnomah, Lane, Washington, Clackamas, and Marion Counties have 53.1% of the seniors in 2010.
- Just 10 counties account for about three-quarters of all of the 65+ population. Except for Deschutes County, all of these 10 counties are west of the Cascade Range.
- The 19 counties with the lowest numbers of persons aged 65+ have about 11% of the statewide total.
- 13.4% of the persons in Oregon in 2010 are 65 years or older, but the percentage varies widely among counties. Six counties have more than 20% of their population aged 65+. These include Curry (28.4%), Wheeler (25.9%), Coos (20.8%), Lincoln (20.7%), Tillamook (20.7%), and Baker Counties (20.2%). Curry County (28.4%) is the “oldest” county in the State and Washington County (9.3%) is the “youngest”.

The table on the next page shows information about the 75+ population, including information on senior household income levels in 2010.

Counties Ranked by 75+ Population				Median	
		% of State Total		75+ H.H.	Income
	75+	%	% Cum.	Income	Index
Statewide	246,307	100.0%		\$ 31,990	1.00
Multnomah	42,396	17.2%	17.2%	37,443	1.17
Lane	24,354	9.9%	27.1%	32,312	1.01
Washington	22,836	9.3%	36.4%	37,613	1.18
Clackamas	22,289	9.0%	45.4%	36,350	1.14
Marion	20,696	8.4%	53.8%	34,037	1.06
Jackson	16,722	6.8%	60.6%	32,937	1.03
Deschutes	10,076	4.1%	64.7%	32,272	1.01
Douglas	9,196	3.7%	68.4%	26,166	0.82
Linn	8,327	3.4%	71.8%	25,288	0.79
Josephine	7,774	3.2%	75.0%	25,681	0.80
Coos	6,225	2.5%	77.5%	24,859	0.78
Polk	5,832	2.4%	79.9%	31,253	0.98
Yamhill	5,732	2.3%	82.2%	33,188	1.04
Klamath	4,576	1.9%	84.1%	26,374	0.82
Benton	4,529	1.8%	85.9%	46,650	1.46
Umatilla	4,316	1.8%	87.6%	23,639	0.74
Lincoln	4,168	1.7%	89.3%	27,161	0.85
Clatsop	2,849	1.2%	90.5%	32,248	1.01
Curry	2,824	1.1%	91.6%	24,803	0.78
Columbia	2,755	1.1%	92.8%	27,244	0.85
Tillamook	2,377	1.0%	93.7%	27,348	0.85
Malheur	2,137	0.9%	94.6%	24,893	0.78
Wasco	2,062	0.8%	95.4%	27,436	0.86
Union	1,908	0.8%	96.2%	24,435	0.76
Baker	1,622	0.7%	96.9%	24,891	0.78
Crook	1,611	0.7%	97.5%	22,734	0.71
Hood River	1,363	0.6%	98.1%	30,032	0.94
Jefferson	1,179	0.5%	98.5%	30,028	0.94
Lake	663	0.3%	98.8%	25,135	0.79
Wallowa	653	0.3%	99.1%	24,759	0.77
Grant	628	0.3%	99.3%	26,474	0.83
Morrow	590	0.2%	99.6%	32,057	1.00
Harney	537	0.2%	99.8%	21,547	0.67
Gilliam	184	0.1%	99.9%	25,645	0.80
Sherman	165	0.1%	99.9%	26,221	0.82
Wheeler	156	0.1%	100.0%	30,662	0.96
	246,307	100.0%		\$ 31,990	

From the information on this table, we see that:

- There are 246,307 persons aged 75+ in Oregon in 2010. These seniors make up 6.4% of the statewide total population.
- The distribution of persons aged 75+ is very similar to that for the 65+ age group. The same five counties in the same order have 53.8% of the total 75+ population. The 19 counties with the lowest numbers of persons aged 75+ have 9.5% of the statewide total.
- Eight counties, all in eastern Oregon, have less than 1,000 persons aged 75+ in 2010. They include Lake, Morrow, Grant, Wallowa, Harney, Wheeler, Gilliam, and Sherman Counties. All together, these eight counties have 3,576 persons aged 75+, which is 1.5% of the statewide total.
- Median household income levels vary widely among the counties. The statewide median household income is \$31,990 in 2010 for the 75+ age group. The column “Income Index” shows the relationship between the median household income in each county and the statewide average.
  - For example, 75+ median household income is \$21,547 in Harney County in 2010. This income level is .67 of the statewide average, which means that the seniors in Harney County with the greatest need for long-term care services have income levels that are only 67% of the statewide average.
  - The counties with the highest median household incomes include Benton (1.46), Washington (1.18), Multnomah (1.17), Clackamas (1.14), Marion (1.06), Yamhill (1.04), and Jackson Counties (1.03).
  - The counties with the lowest median household incomes include Harney (.67), Crook (.71), Umatilla (.74), Wallowa (.77), Baker (.78), Malheur (.78), Coos (.78), Linn (.79), Lake (.79), and Curry Counties (.78). The seniors in these counties have the least capacity to pay for needed long-term care services and make the greatest per capita demands on Medicaid payments for long-term care services.

## Projected Growth in the Senior Population – 2010 – 2015

This table shows the projected growth in the 65+ and 75+ population between 2010 and 2015 in each county. The map that follows shows the rank of each county based on the projected growth in the 65+ population in this five year period.

Counties Ranked by Population Growth 2010-2015					
	Total				
	Population		65+		75+
Statewide	5.3%	Statewide	19.6%	Statewide	3.3%
Deschutes	13.9%	Deschutes	31.3%	Deschutes	15.7%
Crook	12.1%	Crook	29.7%	Crook	15.5%
Clatsop	10.2%	Multnomah	23.9%	Jefferson	9.1%
Yamhill	7.9%	Washington	22.8%	Wheeler	7.7%
Washington	7.6%	Clackamas	22.2%	Columbia	5.9%
Polk	6.9%	Columbia	20.9%	Morrow	5.6%
Multnomah	6.7%	Yamhill	20.8%	Clackamas	5.4%
Linn	6.6%	Benton	19.7%	Washington	5.0%
Clackamas	5.1%	Polk	19.1%	Yamhill	4.4%
Jackson	4.9%	Lane	18.6%	Linn	4.3%
Marion	4.7%	Linn	18.4%	Multnomah	4.3%
Benton	4.4%	Lincoln	18.4%	Harney	3.2%
Columbia	3.9%	Jackson	18.1%	Polk	3.1%
Lane	3.3%	Union	17.3%	Grant	3.0%
Jefferson	3.1%	Clatsop	17.0%	Lane	3.0%
Morrow	3.0%	Wheeler	16.5%	Benton	1.9%
Josephine	2.7%	Josephine	16.2%	Lake	1.8%
Hood River	2.5%	Marion	15.8%	Marion	1.5%
Union	1.6%	Tillamook	15.3%	Coos	1.3%
Douglas	1.6%	Wasco	14.8%	Jackson	1.1%
Wheeler	0.6%	Douglas	14.3%	Union	1.0%
Klamath	0.4%	Morrow	14.2%	Clatsop	1.0%
Wasco	0.1%	Klamath	13.5%	Baker	0.7%
Umatilla	-0.2%	Coos	13.3%	Douglas	0.6%
Tillamook	-0.2%	Jefferson	13.2%	Lincoln	0.6%
Malheur	-0.6%	Hood River	12.9%	Tillamook	0.0%
Lincoln	-0.6%	Lake	12.6%	Wasco	-0.3%
Coos	-0.6%	Wallowa	11.7%	Gilliam	-1.1%
Lake	-0.8%	Harney	10.9%	Curry	-1.3%
Sherman	-1.9%	Curry	10.5%	Josephine	-1.7%
Harney	-1.9%	Umatilla	10.3%	Klamath	-2.2%
Baker	-2.1%	Grant	10.0%	Umatilla	-2.3%
Wallowa	-2.3%	Baker	8.5%	Malheur	-2.9%
Gilliam	-2.5%	Gilliam	7.6%	Wallowa	-3.7%
Grant	-2.8%	Sherman	7.4%	Hood River	-3.8%
Curry	-3.5%	Malheur	7.1%	Sherman	-6.7%
	5.3%		19.6%		3.3%



The following observations are supported by the information in the preceding table and map:

- The 65+ population is projected to increase by 19.6% between 2010 and 2015 - - from 519,501 in 2010 to 621,292 persons in 2015.
- The most rapidly growing 65+ populations are expected to be in Deschutes (31.3%), Crook (29.7%), Multnomah (23.9%), Washington (22.8%), Clackamas (22.2%), Columbia (20.9%), and Yamhill Counties (20.8%).
- The 75+ population is projected to increase by 3.3% in the five year projection period, from 246,307 in 2010 to 254,409 in 2015.
- Eleven counties are projected to have growth in the 75+ age group that exceeds the statewide average of 3.3%. The most rapidly growing 75+ populations are projected to be in Deschutes (15.7%), Crook (15.5%), Jefferson (9.1%), Wheeler (7.1%), Columbia (5.9%), and Morrow (5.6%) Counties.
- Ten Oregon counties are projected to experience declines in the 75+ population between 2010 and 2015. The largest percentage declines are in Sherman (-6.7%), Hood River (-3.8%), and Wallowa (-3.7%) Counties.

### Licensed Long-Term Care Beds in Oregon

As of August 1, 2010, Oregon had approximately:

- 140 licensed nursing homes with 11,832 beds,
- 209 licensed assisted living facilities with 13,950 beds,
- 235 licensed residential care facilities with 8,942 beds, and
- 1,690 licensed non-relative adult foster homes with 7,866 beds.

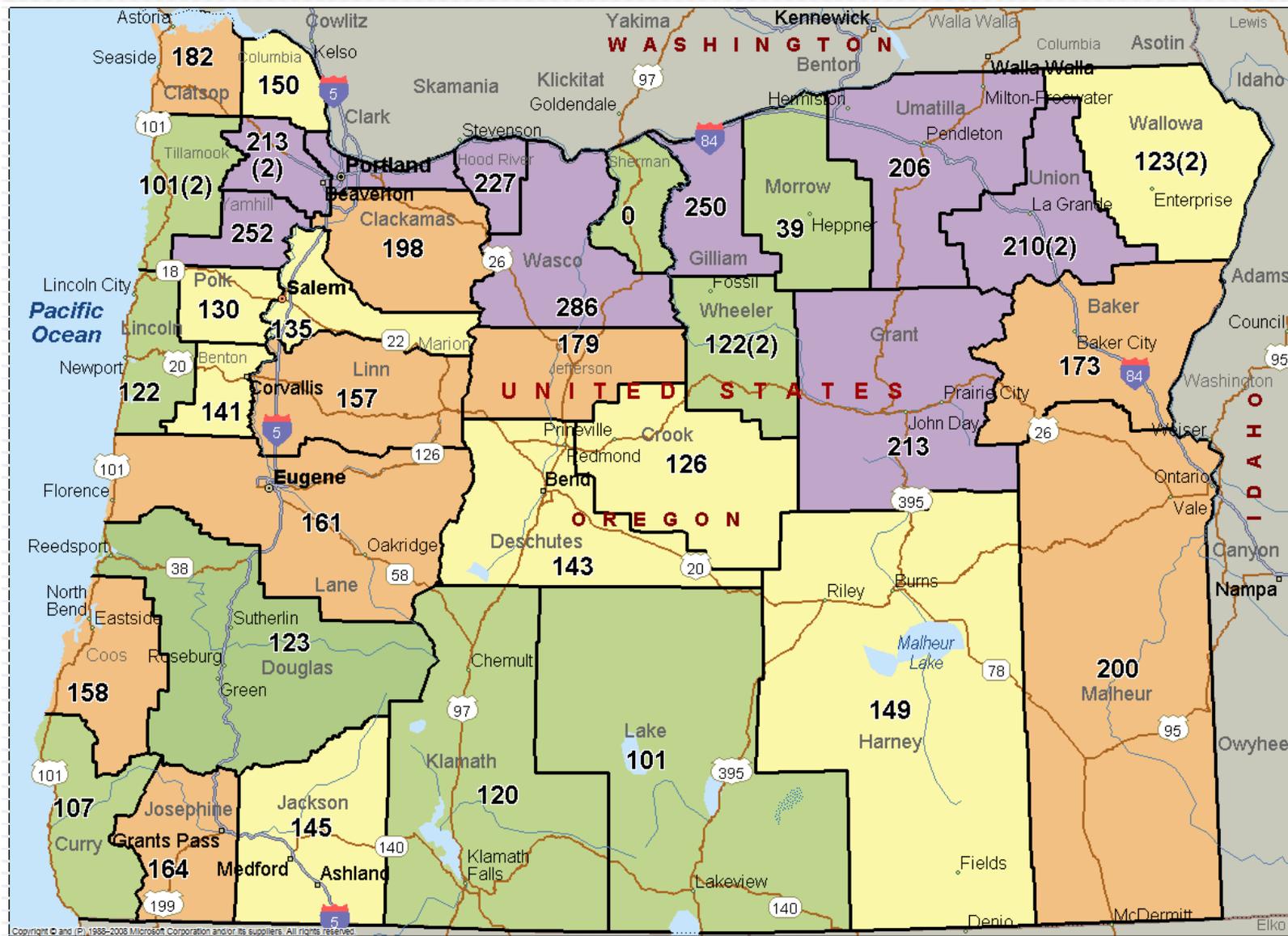
The following table shows licensed beds by county in each of these categories and the number of licensed beds in each county per 1,000 persons aged 75+ in 2010. Statewide, there are 42,590 licensed beds in these four groups of licensed facilities, which yield 172.9 beds per 1,000 population aged 75+.

Licensed Beds per 1,000 Population 75+											
County	Licensed Beds					2010	Beds/1,000 Persons 75+ in 2010				
	Nursing	Assisted	Res. Care	Adult	Total	75+	Nursing	Assisted	Res. Care	Adult	Total
	Homes	Living	Facil.	Foster		Pop.	Homes	Living	Facil.	Foster	
Statewide	11,832	13,950	8,942	7866	42,590	246,307	48.0	56.6	36.3	31.9	172.9
Baker	90	116	39	36	281	1,622	55.5	71.5	24.0	22.2	173.2
Benton	135	347	88	68	638	4,529	29.8	76.6	19.4	15.0	140.9
Clackamas	866	1,637	1,162	751	4,416	22,289	38.9	73.4	52.1	33.7	198.1
Clatsop	93	316	40	69	518	2,849	32.6	110.9	14.0	24.2	181.8
Columbia	133	233	28	20	414	2,755	48.3	84.6	10.2	7.3	150.3
Coos	325	320	187	156	988	6,225	52.2	51.4	30.0	25.1	158.7
Crook	63	91	15	34	203	1,611	39.1	56.5	9.3	21.1	126.0
Curry	71	95	92	45	303	2,824	25.1	33.6	32.6	15.9	107.3
Deschutes	301	577	286	273	1,437	10,076	29.9	57.3	28.4	27.1	142.6
Douglas	343	288	285	219	1,135	9,196	37.3	31.3	31.0	23.8	123.4
Gilliam	-	38	8	0	46	184	-	206.5	43.5	-	250.0
Grant	48	42	28	16	134	628	76.4	66.9	44.6	25.5	213.4
Harney	-	48	15	17	80	537	-	89.4	27.9	31.7	149.0
Hood River	131	140	39	0	310	1,363	96.1	102.7	28.6	-	227.4
Jackson	576	744	438	660	2,418	16,722	34.4	44.5	26.2	39.5	144.6
Jefferson	47	133	31	0	211	1,179	39.9	112.8	26.3	-	179.0
Josephine	511	311	205	245	1,272	7,774	65.7	40.0	26.4	31.5	163.6
Klamath	116	188	98	149	551	4,576	25.3	41.1	21.4	32.6	120.4
Lake	47	-	-	20	67	663	70.9	-	-	30.2	101.1
Lane	1,245	1,011	1,155	504	3,915	24,354	51.1	41.5	47.4	20.7	160.8
Lincoln	160	285	21	44	510	4,168	38.4	68.4	5.0	10.6	122.4
Linn	431	548	126	205	1,310	8,327	51.8	65.8	15.1	24.6	157.3
Malheur	129	155	120	23	427	2,137	60.4	72.5	56.2	10.8	199.8
Marion	395	877	864	655	2,791	20,696	19.1	42.4	41.7	31.6	134.9
Morrow	-	18	-	5	23	590	-	30.5	-	8.5	39.0
Multnomah	3,016	1,949	1,900	2033	8,898	42,396	71.1	46.0	44.8	48.0	209.9
Polk	201	217	238	104	760	5,832	34.5	37.2	40.8	17.8	130.3
Sherman	0	0	0	0	-	165	-	-	-	-	-
Tillamook	50	162	-	27	239	2,377	21.0	68.2	-	11.4	100.5
Umatilla	318	351	147	75	891	4,316	73.7	81.3	34.1	17.4	206.4
Union	154	131	45	70	400	1,908	80.7	68.7	23.6	36.7	209.6
Wallowa	32	36	-	12	80	653	49.0	55.1	-	18.4	122.5
Wasco	354	182	30	24	590	2,062	171.7	88.3	14.5	11.6	286.1
Washington	964	1,791	888	1229	4,872	22,836	42.2	78.4	38.9	53.8	213.3
Wheeler	-	-	19	-	19	156	-	-	121.8	-	121.8
Yamhill	487	573	305	78	1,443	5,732	85.0	100.0	53.2	13.6	251.7
	11,832	13,950	8,942	7,866	42,590	246,307	48.0	56.6	36.3	31.9	172.9

The map on the next page shows the number of licensed beds in each county per 1,000 persons aged 75+ in 2010.

Licensed Beds per 1,000 persons aged 75+ in 2010 (Statewide is 172.9, Multnomah has 209.9)

Purple => 200    Tan = 150 – 200    Yellow = 125 – 150    Green = < 125



This information supports the following observations about the concentrations of licensed long-term care beds in Oregon in 2010:

- All licensed facilities. There are approximately 2,274 licensed nursing homes, assisted living facilities, residential care facilities, and non-relative adult foster homes in the State as of August 1, 2010. These facilities have 42,590 licensed beds. These beds provide 172.9 beds per 1,000 population aged 75+ in Oregon in 2010. There are no licensed facilities in Sherman County, OR.
  - The highest concentrations of licensed beds in terms of the 75+ population are in Wasco (286.1 beds per 1,000 75+), Yamhill (251.7), Gilliam (250.0), Hood River (227.4), Grant (213.4), Washington (213.3), Multnomah (209.9), Union (209.6), and Umatilla (206.4) Counties.
  - The counties with the largest numbers of licensed beds in all categories are Multnomah (8,898 beds), Washington (4,872), Clackamas (4,416), Lane (3,915), and Marion (2,791) Counties. These five counties have 58.5% of the licensed beds in the State and 53.8% of the population aged 75+ in 2010.
- Nursing homes. The 140 licensed nursing homes provide 48 beds per 1,000 population aged 75+. There are no nursing homes in Gilliam, Harney, Morrow, Sherman, or Wheeler Counties.
  - The counties with the highest concentrations of nursing home beds are Wasco (171.7 beds per 1,000 75+), Hood River (96.1), Yamhill (85.0), Union (80.7), and Grant (76.4) Counties.
  - Deschutes and Crook Counties have the highest rates of projected growth in the 65+ and 75+ populations between 2010 and 2015. Deschutes County has 29.9 nursing home beds per thousand and Crook County has 39.1 - - both substantially below the statewide average of 48.0 beds per 1,000 75+.

- Assisted living facilities. The 209 licensed assisted living facilities provide 56.6 beds per 1,000 population aged 75+. There are no assisted living facilities in Lake, Sherman, or Wheeler Counties.
  - The counties with the fewest assisted living beds per 1,000 75+ are Morrow (30.5 beds per 1,000 75+), Douglas (31.3), Curry (33.6), Polk (37.2), and Josephine (40.0) Counties.
- Residential care facilities. The 235 licensed residential care facilities have a total of 8,942 licensed beds and provide 36.3 beds per 1,000 population aged 75+. There are no residential care facilities in Lake, Morrow, Tillamook, Sherman, or Wallowa Counties.
  - The counties with the fewest licensed residential care facility beds per 1,000 75+ are Lincoln (5.0 beds per 1,000 75+ population), Crook (9.3), Columbia (10.2), Clatsop (14.0), Wasco (14.5), and Linn (15.1) Counties.
  - Most of the 100+ endorsed Alzheimer’s Memory Care Communities (ACU) in Oregon are licensed as residential care facilities.
- Non-relative Adult Foster Homes. There are approximately 1,690 licensed adult foster homes in Oregon with 7,866 beds, which is an average of 4.65 beds per licensed facility. These facilities are providing 31.9 beds per 1,000 population aged 75+ statewide.
  - The counties with the greatest numbers of licensed adult foster care beds are Multnomah (2,033 beds), Washington (1,229), Clackamas (751), Jackson (660), and Marion (655) Counties. These five counties have 5,328 licensed adult foster care beds, which is 67.7% of all the beds in the State. These five counties have 50.7% of the 75+ population in Oregon in 2010.
  - The counties with the greatest numbers of beds per 1,000 population aged 75+ are Washington (53.8 beds per 1,000 75+), Multnomah (48.0), Jackson (39.5), Union (36.7), and Clackamas (33.7) Counties.

## The Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman is an independent state agency that serves long-term care facility residents through complaint investigation, resolution and advocacy for improvements in resident care. The purpose of the Long-Term Care Ombudsman, established under Title VII of the Older Americans Act (OAA), is to investigate and resolve complaints made by, or on behalf of, older persons who are residents of licensed long-term care facilities and to advocate for their interests.

Oregon's residents living in nursing facilities, residential care facilities, assisted living facilities and adult foster care homes deserve quality care. They should enjoy freedom from abuse and neglect and the freedom to make choices about their care.

The mission of the Office of the Long-Term Care Ombudsman is to enhance the quality of life, improve the level of care, and protect the individual rights and promote the dignity of each Oregon citizen residing in a long-term care facility.

The Office of the Long-Term Care Ombudsman derives its statutory authority from ORS 441.100 – 441.153. Section 441.103 (1) states in part “The office of the Long-Term Care Ombudsman is established. The Long-Term Care Ombudsman shall function separately and independently from any other state agency . . .” The Agency is monitored by the Long-Term Care Advisory Committee, per ORS 441.137.

The Office of the Long-Term Care Ombudsman derives its authority and responsibilities from both federal and state law. Administrative rules clarify the role, duties, and jurisdiction of the agency. These rules also specify the ombudsmen's access to the resident, long-term care facilities and relevant records. The administrative rules are contained in OARs 114-001-0000 through 114-006-0000.

The Office employs the State Long-Term Care Ombudsman and 9.5 FTEs and works with more than 150 certified volunteers statewide. The Agency sends an annual report is sent to the Legislature and the Administration on Aging detailing

the specific complaints and issues regarding long-term care residents that come to the attention of the Agency.

### Volunteers and Deputies

The Office of the Long-Term Care Ombudsman (“LTCO”) has two primary strategic objectives. They are to:

1. Increase the number of trained and fully-qualified Certified Ombudsman volunteers in order to have volunteers assigned to and advocating for seniors living in every licensed long-term care facility in the State.
2. Improve the quality of services provided to residents of long-term care facilities and continually advocate for advancements in the quality and availability of long-term care services to residents.

The Agency depends on trained volunteers and its Deputies to investigate and resolve complaints and to advocate for the rights of seniors in long-term care facilities. The Ombudsman and the Deputies train and supervise the activities of the volunteers.

The Agency’s main customers are the residents in licensed long-term care facilities, including:

- 140 nursing homes with 11,832 licensed beds,
- 209 assisted living facilities with 13,950 licensed beds,
- 235 residential care facilities with 8,942 licensed beds, and
- 1,690 non-relative adult foster homes with 7,866 licensed beds (this also excludes mental health and developmentally disabled homes).

As of September 1, 2010, the LTCO has approximately 150 volunteers and 6 full-time employed Deputies. 132 of the volunteers are Certified Ombudsmen - - trained volunteers who visit licensed long-term care facilities every day. The remaining volunteers are active in supporting the administrative needs of the Agency, including Volunteer Recruiting and Screening Committees and professionals skilled in finance, budgeting, and data collection and management.

The administrative volunteers provide thousands of hours of valuable support to the operations of the Agency.

Certified Ombudsmen volunteers are assigned to specific licensed long-term care facilities in the State. At September 1, 2010, the 132 volunteers were covering the residents in 52.7% of the licensed long-term care beds in the State.

- There are 132 Certified Ombudsmen (“COs”) assigned to 707 licensed long-term care facilities in the State.
- These 707 facilities have 22,425 licensed beds. These beds make up 52.7% of all the licensed long-term care beds in the State.
- Coverage varies substantially between types of long-term care facilities. COs are assigned to:
  - 65.7% of the 140 licensed nursing homes,
  - 52.2% of the 209 licensed assisted living facilities,
  - 47.7% of the 235 licensed residential care facilities, and to
  - 23.3% of the 1,690 licensed non-relative adult foster homes.
- The “average” Certified Ombudsman is assigned to advocate for the interests of the residents in approximately 5.5 licensed facilities with 169 licensed beds.

### Volunteer Visit Activity

Based on Agency records, Certified Ombudsman volunteers and the Deputies visited 1,137 licensed long-term care facilities in the first half of this biennium.

#### *Nursing Homes - - 98.6%*

There are approximately 140 licensed nursing homes in the State. In the first 12 months of the current biennium, Certified Ombudsman volunteers and Deputies have visited 138 of these licensed facilities at least once, for a visit rate of 98.6%. There have been 2,830 visits to licensed nursing homes in this 12 month period,

ranging from a maximum of 93 visits to a nursing home in Keiser to 27 visits to a Redmond nursing home to 4 visits to a facility in La Grande, OR.

#### *Assisted Living Facilities - - 91.4%*

There are about 209 licensed assisted living facilities. In the first 12 months, volunteers and Deputies have visited 191 of these facilities, for a visit rate of 91.4% in the half-biennium. There have been 2,651 visits to assisted living facilities in the first 12 months.

#### *Residential Care Facilities - - 87.7%*

There are about 235 licensed residential care facilities in the State. Volunteers and Deputies have visited 206 of these facilities at least once in the half-biennium. This yields a visit rate of 87.7%. There have been a total of 2,665 reported volunteer visits to these 206 licensed facilities.

#### *Adult Foster Homes - - 35.6%*

The Agency is assigned to licensed adult foster homes in Oregon excluding relative foster homes and homes for developmentally disabled residents.

Certified Ombudsman volunteers and Deputies have visited 602 individual adult foster homes in the half-biennium, for a visit rate of 35.6%. They have conducted 2,185 individual visits to these 602 different licensed facilities in the first half of this biennium.

#### *Total Volunteer and Deputy Visits*

In the 12 months ended September 30, 2010, Certified Ombudsman volunteers and LTCO Deputies have conducted 10,331 separate visits to licensed long-term care facilities in Oregon. This is a rate of nearly 200 visits per week in the half-biennium.

#### Role of the LTCO Deputies

The Agency has divided the 36 counties in the State into 21 separate LTCO Districts. For example, the 18 counties east of the Cascade Range in eastern Oregon are organized into seven separate LTCO Districts.

The six LTCO Deputies supervise the Certified Ombudsmen volunteers and they conduct visits to the facilities that do not have an assigned CO in each District. To make these visits, each of the six Deputies travels from the LTCO office in Salem about 12 days per month.

In the first 12 months of the current biennium, these Deputies visited many licensed facilities that did not have Certified Ombudsmen assigned. The Deputies visited 46 nursing homes, 82 assisted living facilities, 94 residential care facilities, and 208 adult foster homes that do not have volunteers assigned at least once in these 12 months.

Thus, the LTCO Deputies conducted visits to about 430 of the 1,137 facilities that were visited in the first half of this biennium. In addition to their duties to supervise and assist the 132 Certified Ombudsmen, the LTCO Deputies are devoting more than half of their typical work time to visiting licensed facilities that do not have Certified Ombudsmen assigned.

#### The Need for more Volunteers and Deputies

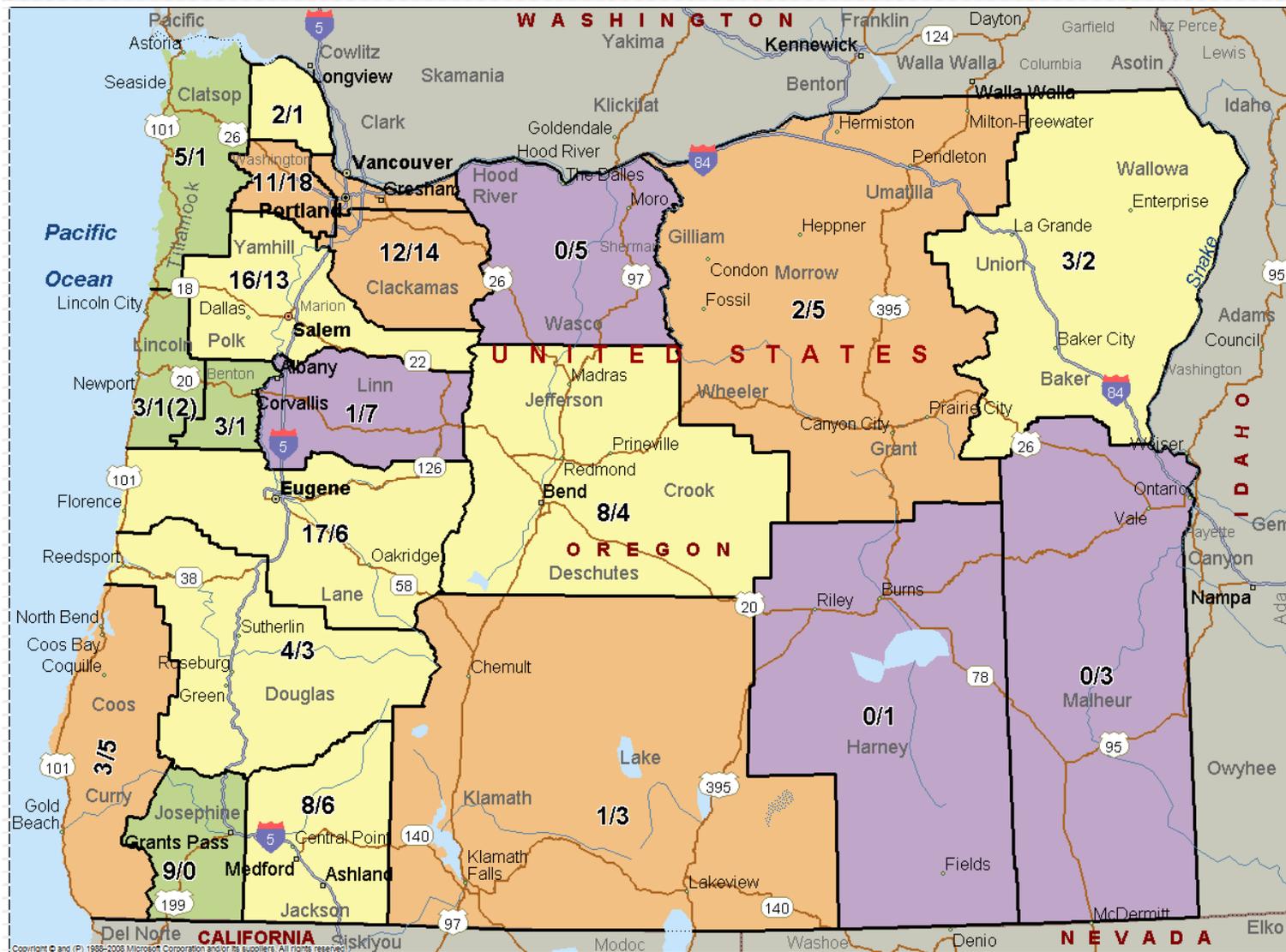
The Office of the Long-Term Care Ombudsman urgently needs more Certified Ombudsman volunteers and Deputies.

The six LTCO Deputies are currently assigned to cover 1,567 licensed facilities with a total of 20,165 beds. This implies that the “average” LTCO deputy is assigned to cover approximately 261 licensed facilities and 3,361 beds - - in addition to their duties to supervise the current 132 volunteers.

At the current coverage rates, the LTCO program would need approximately 260 Certified Ombudsman volunteers to cover all of the licensed long-term care facilities in the State - - about 128 more volunteers than are currently active in the program.

Oregon was ranked 52<sup>nd</sup> - - last - - in a 2008 national AOA report ranking of states and territories in number of licensed beds per paid LTCO staff member. Oregon has 6,692 licensed beds per paid staff member. The US average was 2,220 licensed beds per paid LTCO staff member.

This map shows the number of active Certified Ombudsmen volunteers in each LTCO District as of September 1, 2010 and the number of additional volunteers needed in each District to fully cover the existing licensed facilities. Multnomah County has 24 volunteers and needs 28 more.



Purple = Greatest Need   Tan = Need > Present Volunteers   Yellow = Substantial Need   Green = Modest Need

There is considerable disparity between the coverage of licensed facilities in eastern and western Oregon. This table shows the current distribution of Certified Ombudsmen between these two regions of the State.

Licensed Long-Term Care Facilities in Oregon August 1, 2010								
Showing Facilities with and without Certified Ombudsman Volunteers Assigned								
			Facilities		Licensed Beds			% Beds
			with	% with	With	Without		with
		Facilities	Volunteers	Volunteers	Volunteers	Volunteers	Total	Volunteers
Nursing Homes:								
	Western OR	118	84	71.2%	7,839	2,163	10,002	78.4%
	Eastern OR	22	8	36.4%	618	1,212	1,830	33.8%
	Total	140	92	65.7%	8,457	3,375	11,832	71.5%
Assisted Living Facilities:								
	Western OR	167	95	56.9%	6,522	5,182	11,704	55.7%
	Eastern OR	42	14	33.3%	795	1,451	2,246	35.4%
		209	109	52.2%	7,317	6,633	13,950	52.5%
Residential Care Fac:								
	Western OR	199	100	50.3%	4,427	3,595	8,022	55.2%
	Eastern OR	36	12	33.3%	372	548	920	40.4%
		235	112	47.7%	4,799	4,143	8,942	53.7%
Adult Foster Homes								
	Western OR	1,511	354	23.4%	1,677	5,435	7,112	23.6%
	Eastern OR	179	40	22.3%	175	579	754	23.2%
		1,690	394	23.3%	1,852	6,014	7,866	23.5%
All Licensed LTC Fac.								
	Western OR	1,995	633	31.7%	20,465	16,375	36,840	55.6%
	Eastern OR	279	74	26.5%	1,960	3,790	5,750	34.1%
		2,274	707	31.1%	22,425	20,165	42,590	52.7%

For all categories of licensed long-term care facilities, 55.6% of the licensed beds in western Oregon have a Certified Ombudsman assigned, but only 34.1% of the beds in eastern Oregon have a CO volunteer.

Despite the fact that eastern Oregon has just 13.5% of the licensed beds in the State, the seniors living in these facilities do not have the same access to the benefits of Certified Ombudsman volunteers that the residents in western Oregon enjoy. Because the projected growth in seniors aged 75+ in need is greatest in Deschutes, Crook, Jefferson, and Wheeler Counties, these disparities in representation will increase between 2010 and 2015 unless more volunteers are

recruited, trained, and assigned to advocate for the interests of seniors in these counties.

The Office of the Long-Term Care Ombudsman replaced its former senior Deputy with an employed full time volunteer recruiter on October 1, 2010. The new recruiter is responsible for recruiting new volunteers to become Certified Ombudsmen.

Our plans for the 2011 – 2013 biennium include recruiting and training 75 new Certified Ombudsmen volunteers each year. With the present rate of volunteer retirements in the remained of 2010 - 2011, the addition of 150 new volunteers in the next biennium is expected to bring the Agency close to its target of a volunteer for every licensed facility in the State by the end of the next biennium.

The recruiting efforts are presently concentrated in eastern Oregon, where 23 new volunteers are needed to supplement the 14 present Certified Ombudsmen volunteers to fully cover the licensed facilities in these 18 counties.

With eastern Oregon fully covered with COs, it is expected that the need for LTCO Deputies to travel to eastern Oregon to visit facilities that do not have volunteers will be reduced. This will give the present six Deputies more time to supervise the volunteer corps, which is expected to improve the quality of supervision and to allow the Agency to respond to complaints and resident needs quicker and more effectively.

Nonetheless, our existing staff of six Deputies is not sufficient. According to the AOA, Oregon's Office of the Long-Term Care Ombudsman ranks last in the U.S. in terms of licensed beds per staff member with 6,692 beds per staff member. This relative shortage of staff members negatively impacts our capacity to supervise volunteers and to respond to resident complaints in a timely and effective manner.

It is our view that three additional LTCO Deputies are needed to fully supervise the Certified Ombudsmen and to respond to complaints quickly and effectively. Our Deputies are currently supervising about 22 Certified Ombudsmen each and they are responsible for visiting the 1,567 licensed facilities that do not have volunteer assigned - - which is 261 facilities for each of the six Deputies.

With a full corps of 260 Certified Ombudsmen volunteers and nine Deputies, the Deputies would be responsible for supervising about 29 volunteers each and the Agency would have about 3,155 beds per staff member, which will be a very significant improvement in our coverage and our capacity to advocate effectively for the needs of Oregon's seniors living in long-term care facilities.

There is much work to be done to achieve our goals for the Office of the Long-Term Care Ombudsman. As the State's Long-Term Care Ombudsman, I am enthusiastic about our future prospects and dedicated to continuing to improve the capacity of our Agency to fulfill our mission of service to seniors in need in Oregon.

Respectfully submitted,

A handwritten signature in blue ink that reads "Mary Jaeger" with a long horizontal flourish extending to the right.

Mary Jaeger  
State Long-Term Care Ombudsman