

2014 Report to the Governor and Legislature



Our fingerprints don't fade from the lives we touch.

How Do Long-Term Care Ombudsman Volunteers Help Your Constituents?

Our volunteers are the *voices* of your constituents! Our volunteers are spread throughout the State and are available to assist any Oregonian in a licensed long-term care facility. Posters with our names and home phone numbers are placed in every facility. A toll-free number also connects residents with a senior staff member during business hours. Many volunteers (and staff) travel lots of miles to assure that anyone having an issue

or complaint can speak to someone who will be their advocate in addressing the concern. Ombudsman volunteers are not arbitrators or mediators. We represent resident wishes and always work to assure that a resident's rights are upheld in every care setting. This has been our mission since the inception of this program in 1985. Thousands of residents have benefited by our commitment and efforts to that goal.

What is the Residential Facilities Advisory Committee?

The Residential Facilities Advisory Committee monitors the Office of the Long-Term Care Ombudsman (LTCO) for the Governor and the Legislature pursuant to **ORS 441.137-147**. The Committee's oversight function is carried out in monthly public meetings in which it confers with the State Long Term Care Ombudsman, Agency Director Mary Jaeger, members of the staff, trained and certified volunteers, other agencies, and outside entities.

The meetings provide a forum for the Committee and invited speakers to discuss issues that impact residential care facility consumers directly such as abuse prevention and indirectly, the long-term care system itself. Six of the nine current members are active Certified Ombudsman volunteers serving in over thirty assigned facilities around the state. But the over-riding purpose is to make certain that everyone touched by Oregon's long-term care system has a place and a voice at the table.

Residential Facilities Advisory Committee (formerly Long-Term Care Advisory Committee)

- Dan Dunham, Chair
Corvallis
- Bill Bard, Vice-Chair
Portland
- Teena Ainslie
Portland
- Glenn Berk
Medford
- Michele Edwards
Baker City
- Peter Fuchs
Black Butte Ranch
- Claudia Kyle
Salem
- Meghan Moyer
Portland
- Betsy Welch
Milwaukee

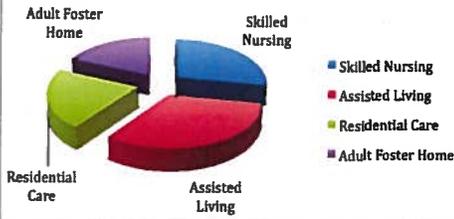
eMail:
RFAC@ltco.state.or.us

"My ombudsman really listened to me and got my problem solved!"



Agendas and Minutes of the Committee meetings can be found at:
www.oregon.gov/ltco

Licensed LTC Beds in Oregon



To achieve the Key Performance Measures set for the Agency by the Legislative Assembly, Volunteers and Staff have a goal to visit at least 90% of all licensed LTC facility types statewide at least once a year. The goal for Skilled Nursing, Assisted Living and Residential Care facilities is to make a visit once every week to ten days.

Agency Outreach...

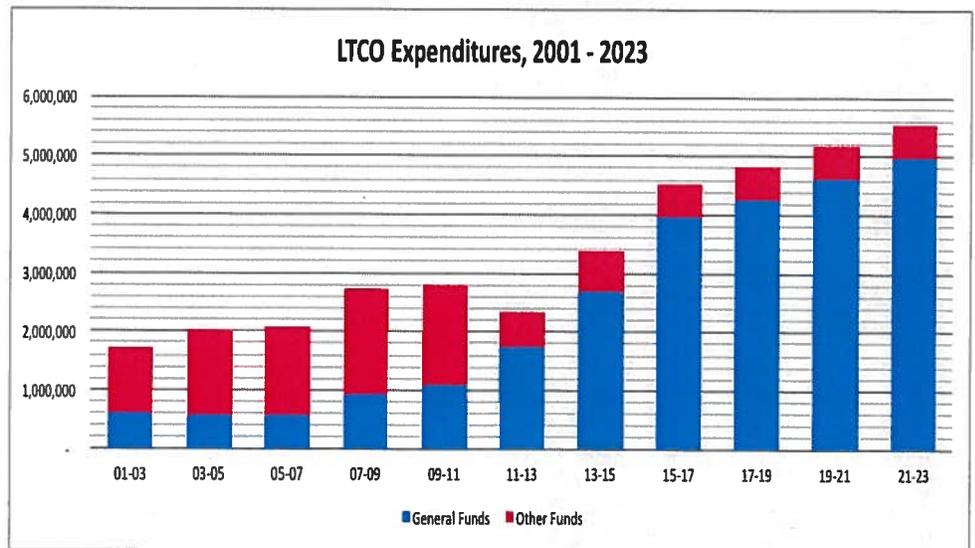
Using the latest social media platforms and conducting interactive training webinars for both current and prospective volunteers has brought positive results to recruiting and retaining an engaged group of citizen advocates from around the State.

An enhanced web site that is both user-friendly and accessible to our service base provides links and other useful resources that insure program transparency and provide easy access to all key elements of the program.

Where Is Long-Term Care in Oregon Going?

There are no quick or easy answers to this question! What we do know is that things are changing—for they must change. As new waves of seniors and people with disabilities enter our system with unique and perhaps more demanding needs than previous generations, costs and demand will soar. And more creative approaches to delivering care will be required from the national to the local level, community based care and services are the trend. And in most cases, such aging and disability supports are in line with what Oregonians say they want and need. Staying in one’s own home, with enhanced home support is a key strategy for Oregon’s K-Waiver. The Federal government and the State have developed this program to test a new way to

assist residents who wish to remain more independent but whose incomes do not permit it without assistance. In the current assisted living and residential care communities, the acuity or need for assistance with daily activities is increasing. The growing impact from Alzheimer’s and other dementias means reconfiguring and rethinking the physical plants and the technologies employed to keep people well and safe in congregate environments. There is a pilot project involving “housing with services”, a new model of residential service that is designed to address some of these needs. It is clear, however, that the demand for resident advocacy will only grow, and strong funding and support of the mission and programs of the Long-Term Care Ombudsman agency must be part of the planning for the future of long-term care in Oregon.



Source: Legislative Approved Budget 2001-2015 and Projected Revenue and Operating Expenditures through 2023.

**Top 10 LTC Consumer
Complaints for 2014**

Move-Out Notices

Medication Errors

Gross Neglect

Food

Call Lights

Dignity/Respect

Care Plan Issues

Roommate Conflict

Billing/Charges

Personal Property Lost

**To Contact the Office
of the Long-Term Care
Ombudsman**

eMail:

info@ltco.state.or.us

Web Site:

www.oregon.gov/ltco

Phone

800-522-2602

TTY Users Dial 711



About LTCO

The Office of the Long-Term Care Ombudsman (ORS 441) is an integral part of a very complex long-term care system. It reminds us of the importance of maintaining a focus on those individuals Oregon's long-term care system is intended to serve, particularly when those individuals are some of our most vulnerable citizens. It also represents a remarkable example of civic engagement by volunteers in communities throughout our great State. Funding is from Oregon's General Fund and through the Federal Older Americans Act.

A Personal Message from Mary Jaeger, State Long-Term Care Ombudsman

It is my privilege to lead the dedicated citizen volunteers and professional staff whose advocacy touches the lives of hundreds of residents in licensed long-term care facilities every week. This program gives an incredible return on investment to the people of Oregon and significantly impacts the care and safety of those residents on whose behalf we advocate. Oregon is fortunate to have such an amazing corps of passionate volunteers who enhance abuse prevention efforts and advocate for quality licensed long-term care.



An Ombudsman Volunteer Advocates for Resident Rights

In the game of life, a "pinch hitter" is very useful. An ombudsman steps in to advocate for the rights of facility residents, to improve their care, and to enhance the quality of their lives. If I can ensure the dignity of those more vulnerable than I by interceding to protect their health and safety, maybe someone will do the same for me when I need a "pinch hitter."

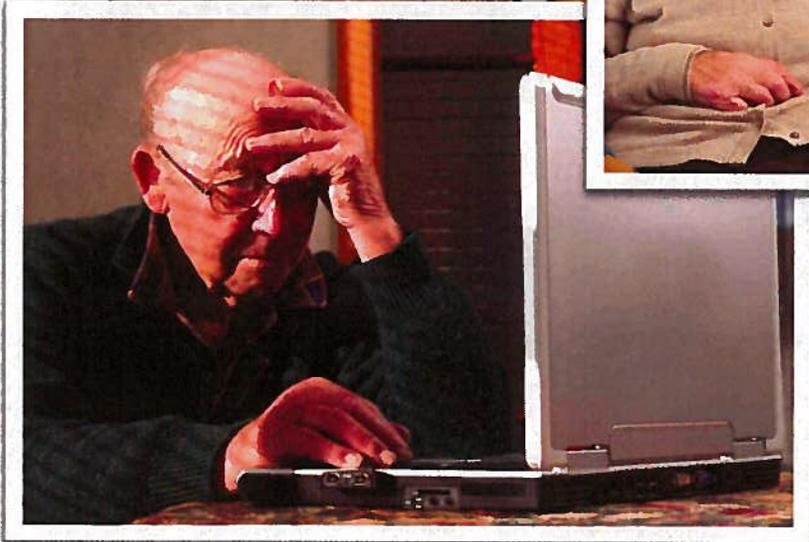
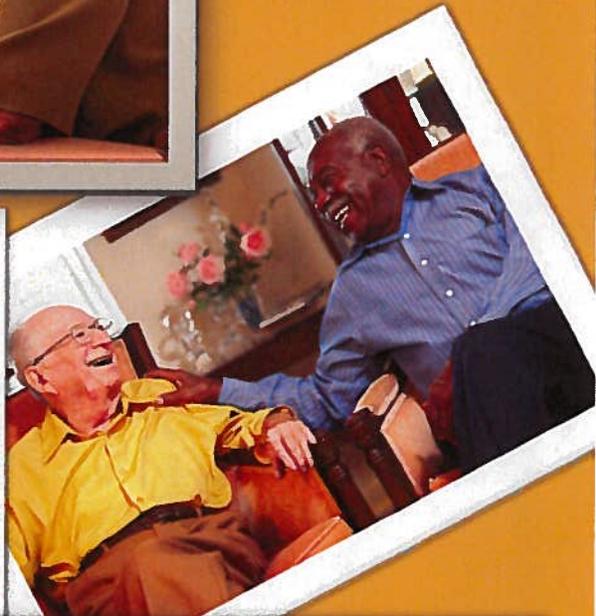
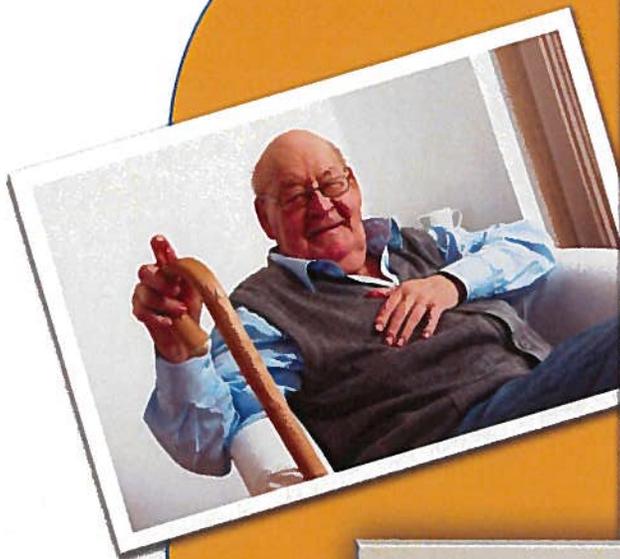
VeAnna Morgan, Portland
Certified Ombudsman Volunteer
Volunteering since 2002



LTCO Scope and Mission Expands!

LTCO's mission and scope are expanding starting July 1, 2014 as a result of key legislation approved in the 2013 and 2014 sessions. SB626 and SB1553 add new licensed care facilities to be included in our Ombudsman work. Group homes for DD and Mental Health residents will join the nearly 2200 Adults and People with Disabilities facilities already served by this office and its volunteers. The Residential Facilities Advisory Committee with four additional members replaces the "LTCAC". Finally, a new statewide Public Guardian and Conservator will be chosen and both new functions will be managed by State Long-Term Care Ombudsman, Mary Jaeger.

Advocating for Oregon's Elders Every Day



The Long-Term Care Ombudsman Program

By the Numbers: Highlights of Federal Fiscal Year 2012/2013

\$1.2 million = our total program budget for the year

80% = the percentage of our budget coming from the State of Oregon General Fund

20% = the percentage of our budget coming from the Federal Government

Our Statutory Base

43,000 = the number of licensed beds we serve across Oregon

99% of 139 Skilled Nursing Facilities visited (11,940 beds)

89% of 474 Residential Care / Assisted Living Facilities visited (24,405 beds)

64% of 1800+ Adult Foster Homes visited (7,000+ beds)

Our Corps of Citizen Volunteers

200+ = the total number of volunteers across the state

12,560 = the visits to Oregon's licensed long-term care facilities (**97%** by volunteers)

80% = the percentage of issues handled by volunteers (balance by paid staff)

100% = the percentage of issues resolved, or mostly resolved by the volunteers (and staff)

26,000+ = the hours of documented volunteer service

\$500,000+ = the value of volunteer services contributed to the State of Oregon

For more "LTCO by the Numbers" metrics, please check out our website at www.oregon.gov/LTCO

Fulfilling our Statutory Mission

In the last two Federal Fiscal Years, the Advisory Committee has conducted a series of meetings with key leadership staff and consumers from a number of government agencies, consumer advocacy organizations and community partners. As we monitor both the agency and significant long-term care trends and issues, we create opportunities for conversation, coordination, and specific systemic enhancements that will improve freedom, independence and choice for Oregon's elders and people with disabilities.

State, County and Federal Government

DHS/Adults and People with Disabilities

Leadership (Directors, Deputy Directors) and staff including ORLO (Licensing), OAAPI (Abuse), State Unit on Aging (Legal Services Developer, Senior Medicare Patrol), HR Administration (Background Checks), Innovation Fund

Department of Administrative Services (Budgets and Management, Human Resources)

Department of Justice (Legal Counsel)

Other Agencies/Commissions (Secretary of State, Insurance Division, Ethics Commission, ODVA, GCSS)

Governor's Office (Health Policy Advisors, Executive Appointments)

Legislative Branch (House and Senate Leadership, Sub-Committees, and Task Forces, Leg Fiscal, Leg Counsel)

Multnomah County Guardianship Program

Multi-Disciplinary County Task Forces (Abuse Prevention)

Agency for Community Living/Older American Act/District 10

Consumer Advocacy Organizations and Community Partners

Alzheimer's Association and Network, AARP, Elders in Action, NAMI, SEIU, O4AD, Leading Age, Oregon Health Care Association, Advocacy Coalition of Seniors and People with Disabilities, SAGE (LGBT Elders), Disability Rights Oregon, MOVE (Making Oregon Vital for Elders), Campaign for Seniors and People with Disabilities (COSPD)

Members have also represented the Committee on the following task forces, community advocacy groups, and special committees e.g. The Campaign for Seniors and People with Disabilities (COSPD), the Governor's Commission for Seniors Services (GCSS), Alzheimer's Association of Oregon, APD Stakeholders Group, AARP Diversity Coordinating Committee, SAGE Board (LGBT elders), Senior Medicare Patrol Steering Committee