

**LONG TERM CARE OMBUDSMAN**

The Office of the Long-Term Care Ombudsman (LTCO) is a federally-mandated consumer protection program under the federal Older Americans Act. The LTCO supports a network of certified volunteers to investigate and resolve complaints for those who live in Oregon’s nursing facilities, residential care facilities, assisted living facilities, and adult foster homes.

LONG TERM CARE OMBUDSMAN	2009-11 Actuals	2011-13 Leg. Approved	2013-15 Current Service Level	2013-15 Governor's Budget	2013-15 Co-Chairs' Budget (1.0)	% Change 2011-13 LAB to 2013-15 CSL
General Fund	1,084,316	1,753,933	2,011,827	1,977,698	0	14.7%
Other Funds	1,708,288	703,121	621,564	665,965	0	-11.6%
<b>TOTAL FUNDS</b>	<b>\$2,792,604</b>	<b>\$2,457,054</b>	<b>\$2,633,391</b>	<b>\$2,643,663</b>	<b>\$0</b>	<b>7.2%</b>
Positions	11	12	11	11	0	-8.3%
FTE	10.50	11.25	10.75	10.75	0.00	-4.4%

Major Revenues	Budget Environment	Comparison by Fund Type																				
<ul style="list-style-type: none"> <li>• Prior to the 2011-13 biennium, General Fund was used to match federal Title XIX Medicaid dollars. A change in federal regulations disallowed this practice and required an increase in General Fund to offset the lost federal revenues, which were passed through to the agency as Other Funds from the Department of Human Services (DHS).</li> <li>• LTCO still receives federal Older Americans Act dollars through DHS, which are also recorded as Other Funds and require a 5% match.</li> <li>• About \$57,000 in one-time federal funds from DHS covers training for volunteers in the Senior Medicaid Patrol program.</li> </ul>	<ul style="list-style-type: none"> <li>• Demand for services is related to the number of long-term care facilities and clients; both of these continue to grow.</li> <li>• The number of certified volunteers providing services is constrained by the number of LTCO staff available to provide training and technical assistance.</li> <li>• The agency’s 2013-15 goal is to increase the number of volunteers from 160 to 210; meeting this target requires an additional deputy ombudsman position.</li> <li>• In 2011, volunteers averaged more than 250 facility visits per week. Those visits resulted in 3,426 verified complaints ranging from billing errors to abuse and neglect.</li> </ul>	<p><b>LONG TERM CARE OMBUDSMAN</b></p> <table border="1"> <caption>Revenue Data from Chart (Millions of Dollars)</caption> <thead> <tr> <th>Year</th> <th>General Fund/Lottery</th> <th>Other Funds</th> <th>Federal Funds</th> </tr> </thead> <tbody> <tr> <td>2009-11</td> <td>\$1.1</td> <td>\$1.7</td> <td>\$0.0</td> </tr> <tr> <td>2011-13</td> <td>\$1.8</td> <td>\$0.7</td> <td>\$0.0</td> </tr> <tr> <td>2013-15 CSL</td> <td>\$2.0</td> <td>\$0.6</td> <td>\$0.0</td> </tr> <tr> <td>2013-15 GB</td> <td>\$2.0</td> <td>\$0.7</td> <td>\$0.0</td> </tr> </tbody> </table>	Year	General Fund/Lottery	Other Funds	Federal Funds	2009-11	\$1.1	\$1.7	\$0.0	2011-13	\$1.8	\$0.7	\$0.0	2013-15 CSL	\$2.0	\$0.6	\$0.0	2013-15 GB	\$2.0	\$0.7	\$0.0
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**MAJOR CHALLENGES AND DECISION POINTS**

1. Staffing and volunteer levels remain less than optimal and do not meet the agency’s facility coverage goals. In the year ending September 30, 2012 (federal fiscal year), just over 200 (180 are Certified Ombudsmen) volunteers covered/visited facilities as follows:

- 97% of 139 Nursing Facilities visited
- 90% of 465 Residential Care/Assisted Living Facilities visited
- 60% of 1700+ Adult Foster Homes visited

While coverage rates have improved, since 2009, LTCO estimates it needs 120 – 150 more volunteers to cover all off the long-term care facilities in Oregon.

An investment of about \$75,000 General Fund would support an additional half-time Deputy Ombudsman and be able to support another 35 volunteers. This investment was not included in the Governor’s budget.