

**HB 5024**  
**Long Term Care Ombudsman**

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HB 5024 is the budget bill for the Long Term Care Ombudsman. The agency recruits and trains local volunteers to help it identify, investigate, and resolve non-abuse complaints made by, or on behalf of, residents in long-term care facilities.

The Human Services Subcommittee approved a total budget of \$2.6 million, including \$1.9 million General Fund, and 11 positions (10.75 FTE). The budget is 8.2 percent more than the 2011-13 legislatively approved budget and continues current programs.

The agency's performance measures were reviewed and approved.

The Human Services Subcommittee recommends HB 5024 be amended and reported out do pass, as amended.

**77<sup>th</sup> OREGON LEGISLATIVE ASSEMBLY – 2013 Session  
BUDGET REPORT AND MEASURE SUMMARY**

**JOINT COMMITTEE ON WAYS AND MEANS**

**MEASURE: HB 5024-A**

**Carrier – House: Rep. Gallegos**

**Carrier – Senate: Sen. Winters**

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**Action:** Do Pass as Amended and be Printed A-Engrossed

**Vote:**

House

Yeas:

Nays:

Exc:

Senate

Yeas:

Nays:

Exc:

**Prepared By:** Blake Johnson, Department of Administrative Services

**Reviewed By:** Laurie Byerly, Legislative Fiscal Office

**Meeting Date:** May 31, 2013

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Agency

Long Term Care Ombudsman

Biennium

2013-15

## **Budget Summary\***

	2011-13 Legislatively Approved Budget <sup>(1)</sup>	2013-15 Current Service Level	2013-15 Committee Recommendation	Committee Change from 2011-13 Leg. Approved	
				\$ Change	% Change
General Fund	\$ 1,753,933	\$ 2,011,827	\$ 1,977,698	\$ 223,765	12.8%
Other Funds	\$ 703,121	\$ 621,564	\$ 680,583	\$ (22,538)	-3.2%
Total	\$ 2,457,054	\$ 2,633,391	\$ 2,658,281	\$ 201,227	8.2%

## **Position Summary**

Authorized Positions	12	11	11	-1
Full-time Equivalent (FTE) positions	11.25	10.75	10.75	-0.50

<sup>(1)</sup> Includes adjustments through December 2012

\* Excludes Capital Construction expenditures

## **Summary of Revenue Changes**

General Fund supports about 75 percent of the budget for the Long Term Care Ombudsman (LTCO). The remainder is federal Older Americans Act funds received from the Department of Human Services (DHS) as Other Funds. In 2011-13, LTCO received a federal grant, also through DHS, for Senior Medicaid Patrol activities. As this grant spans both the 2011-13 and 2013-15 budget periods, associated revenues will need to be adjusted consistent with projected 2013-15 grant expenditures.

## **Summary of Human Services Subcommittee Action**

The mission of the Long Term Care Ombudsman is to enhance the quality of life, improve the level of care, protect the individual's rights, and promote the dignity of each Oregon citizen living in a long term care facility. The agency supports a network of certified local volunteers who investigate and help resolve complaints from residents in nursing facilities, assisted living facilities, residential care facilities and adult foster care homes.

The Human Services Subcommittee approved a budget of \$2,658,281 total funds, consisting of \$1,977,698 General Fund, \$680,583 Other Funds, and 11 positions (10.75 FTE). The approved budget is about 8.2 percent above the Legislatively Approved Budget. It carries forward all of the agency's current permanent staff and functions.

The Subcommittee approved Package 081: May 2012 E-Board. This package adds \$72,237 in one-time Other Funds expenditure limitation to accommodate 2013-15 agency activities performed under an \$180,000 Senior Medicare Patrol grant received in 2011-13. The grant is federally funded by the Older Americans Act but the funds are passed through the Department of Human Services and are budgeted as Other Funds.

The Subcommittee approved Package 091: Statewide Administrative Savings. This package, which results in decreases of \$2,222 General Fund and \$687 Other Funds expenditure limitation, is a placeholder for administrative efficiencies in finance, information technology, human resources, accounting, payroll, and procurement expenditures. The Department of Administrative Services will continue to work on details of these reductions with agencies and report back during the 2014 session.

Also approved by the Subcommittee was Package 092: PERS Taxation Policy, eliminating \$3,549 General Fund and \$1,394 Other Funds expenditure limitation. This package reflects the policy change in Senate Bill 822 that eliminates the increased retirement benefits resulting from Oregon income taxation of payments if the person receiving the payments does not pay Oregon income tax on those benefits and is not an Oregon resident. This change reduces state employer contribution rates by approximately 0.30 percent.

The Subcommittee recommended Package 093: Other PERS Adjustments. This package, which reduces General Fund by \$28,358 and Other Funds by \$11,137, reflects the policy change in Senate Bill 822 that modifies the cost-of-living adjustment under the Public Employees Retirement System. This change reduces state employer contribution rates by approximately 2.2 percent. An administrative action by the PERS Board, as directed by a budget note in the Senate Bill 822 budget report, will reduce state employer contribution rates by up to an additional 1.9 percent. However, no employer rate is reduced below its 2011-13 biennium rate.

### **Summary of Performance Measure Action**

See attached Legislatively Adopted 2013-15 Key Performance Measures form.

**DETAIL OF JOINT COMMITTEE ON WAYS AND MEANS ACTION**

**HB 5024-A**

**Long Term Care Ombudsman  
Blake Johnson -- (503)378-3195**

DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
2011-13 Legislatively Approved Budget at Dec 2012 *	\$ 1,753,933	\$ 0	\$ 703,121	\$ 0	\$ 0	\$ 0	\$ 2,457,054	12	11.25
2013-15 ORBITS printed Current Service Level (CSL)*	\$ 2,011,827	\$ 0	\$ 621,564	\$ 0	\$ 0	\$ 0	\$ 2,633,391	11	10.75
<b><u>SUBCOMMITTEE ADJUSTMENTS (from CSL)</u></b>									
<b>SCR 010 - General Program</b>									
Package 081: May 2012 E-Board									
Personal Services	\$ 0	\$ 0	\$ 41,880	\$ 0	\$ 0	\$ 0	\$ 41,880	0	0.00
Services and Supplies	\$ 0	\$ 0	\$ 30,357	\$ 0	\$ 0	\$ 0	\$ 30,357		
Package 091: Statewide Administrative Savings									
Personal Services	\$ (1,641)	\$ 0	\$ (622)	\$ 0	\$ 0	\$ 0	\$ (2,263)	0	0.00
Services and Supplies	\$ (581)	\$ 0	\$ (65)	\$ 0	\$ 0	\$ 0	\$ (646)		
Package 092: PERS Taxation Policy									
Personal Services	\$ (3,549)	\$ 0	\$ (1,394)	\$ 0	\$ 0	\$ 0	\$ (4,943)	0	0.00
Package 093: Other PERS Adjustments									
Personal Services	\$ (28,358)	\$ 0	\$ (11,137)	\$ 0	\$ 0	\$ 0	\$ (39,495)	0	0.00
<b>TOTAL ADJUSTMENTS</b>	<b>\$ (34,129)</b>	<b>\$ 0</b>	<b>\$ 59,019</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 24,890</b>	<b>0</b>	<b>0.00</b>
<b>SUBCOMMITTEE RECOMMENDATION *</b>	<b>\$ 1,977,698</b>	<b>\$ 0</b>	<b>\$ 680,583</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 2,658,281</b>	<b>11</b>	<b>10.75</b>
% Change from 2011-13 Leg Approved Budget	12.8%	0.0%	-3.2%	0.0%	0.0%	0.0%	8.2%	-8.3%	-4.4%
% Change from 2013-15 Current Service Level	-1.7%	0.0%	9.5%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%

\*Excludes Capital Construction Expenditures

## Legislatively Approved 2013-2015 Key Performance Measures

**Agency: LONG-TERM CARE OMBUDSMAN, Office of**

Mission: To Enhance The Quality Of Life, Improve The Level Of Care, Protect The Rights Of The Individual And Promote The Dignity Of Each Oregon Citizen Living In A Nursing Facility, Residential Care Facility, Assisted Living Facility Or Adult Foster Care Home.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2014	Target 2015
1 - Percentage of non-referred complaints where action is needed that are partially or fully resolved.		Approved KPM	96.00	97.00	97.00
2 - Average initial response time to non-referred cases.		Approved KPM	1.90	2.00	2.00
3 - Average time to close non-referred cases.		Approved KPM	36.00	30.00	30.00
4 - Percentage of nursing facilities visited at least once annually.		Approved KPM	97.00	100.00	100.00
5 - Percentage of assisted living and residential care facilities visited at least once annually.		Approved KPM	90.00	85.00	90.00
6 - Percentage of adult foster care homes visited at least once annually.		Approved KPM	60.00	45.00	50.00
7 - Number of requests for assistance from consumers, the public, facility staff and agencies.		Approved KPM	5,691.00	5,000.00	5,000.00
8 - Participation in system-wide advocacy meetings at the local, regional, state and national levels.		Approved KPM	400.00	500.00	500.00
9 - Total number of certified ombudsmen volunteer hours annually.		Approved KPM	28,079.00	25,000.00	25,000.00
10 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Accuracy	Approved KPM	89.00	85.00	85.00
10 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Approved KPM	91.00	85.00	85.00
10 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Expertise	Approved KPM	93.00	85.00	85.00

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<b>Legislatively Proposed KPMs</b>	<b>Customer Service Category</b>	<b>Agency Request</b>	<b>Most Current Result</b>	<b>Target 2014</b>	<b>Target 2015</b>
10 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Helpfulness	Approved KPM	93.00	85.00	85.00
10 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Overall	Approved KPM	86.00	85.00	85.00
10 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Timeliness	Approved KPM	91.00	85.00	85.00

**LFO Recommendation:**

Approve the KPMs as proposed. Approve targets for 2014 and 2015 as shown. Some targets do not show as an "achievement" over the most current result. This is on purpose and intended to set reasonable targets that account for historical KPM data/trends while allowing the agency time to validate the sustainability of more recent (and more positive) results.

**Sub-Committee Action:**

The Human Services Subcommittee approved the LFO Recommendation.

HB 5024-1  
(LC 9024)  
5/24/13 (TR/ps)

**PROPOSED AMENDMENTS TO  
HOUSE BILL 5024**

1 In line 7 of the printed bill, delete "\$665,965" and insert "\$680,583".

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