

The Office of the Long Term Care Ombudsman

Residential
Facilities
(RFO)

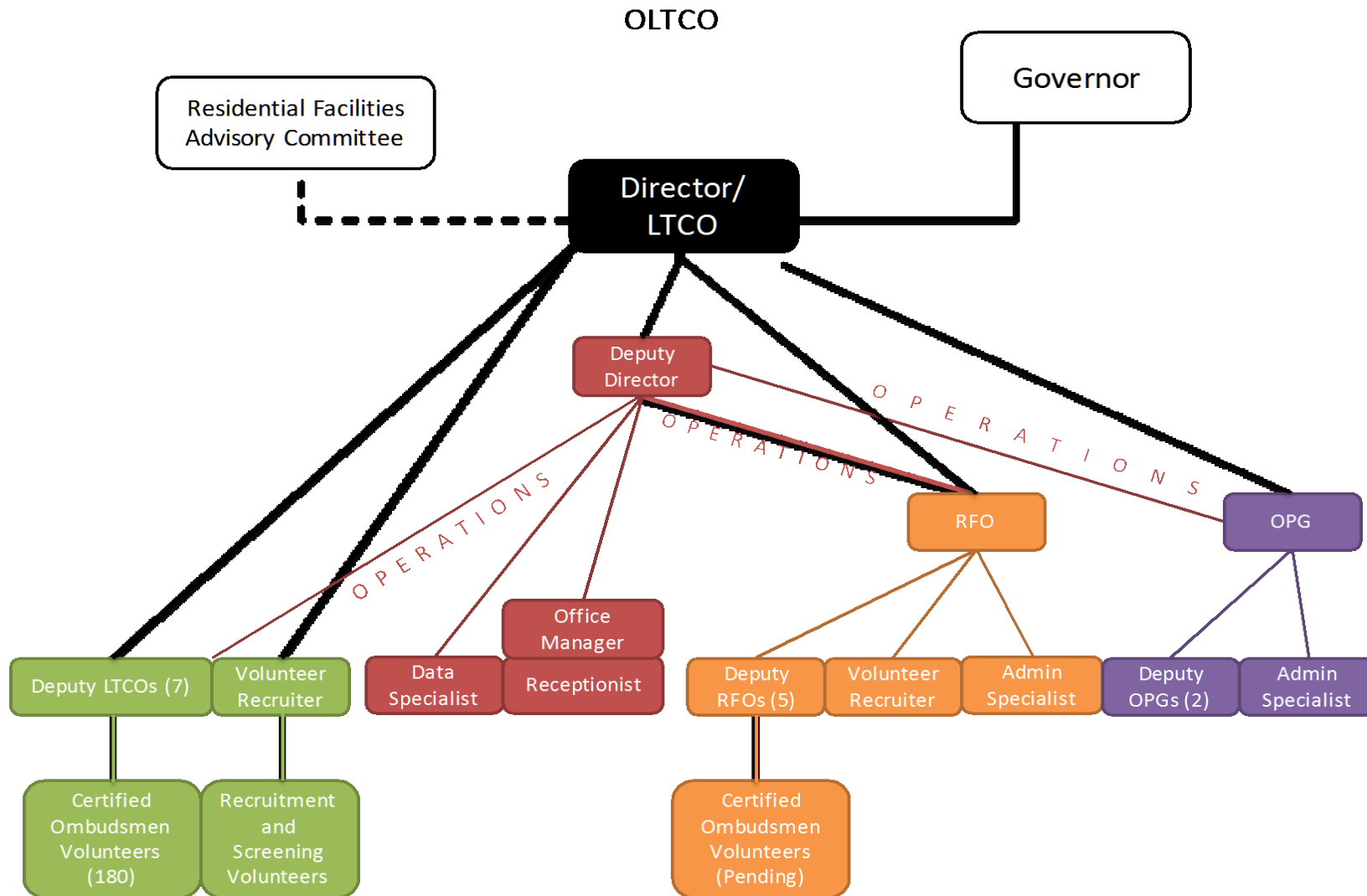
Long Term
Care
Facilities
(LTCO)

Public
Guardian/
Conservator
(OPG)

Residential
Facilities
Advisory
Committee

Ways and Means Presentation
March 20, 2017

OLTCO Agency Overview



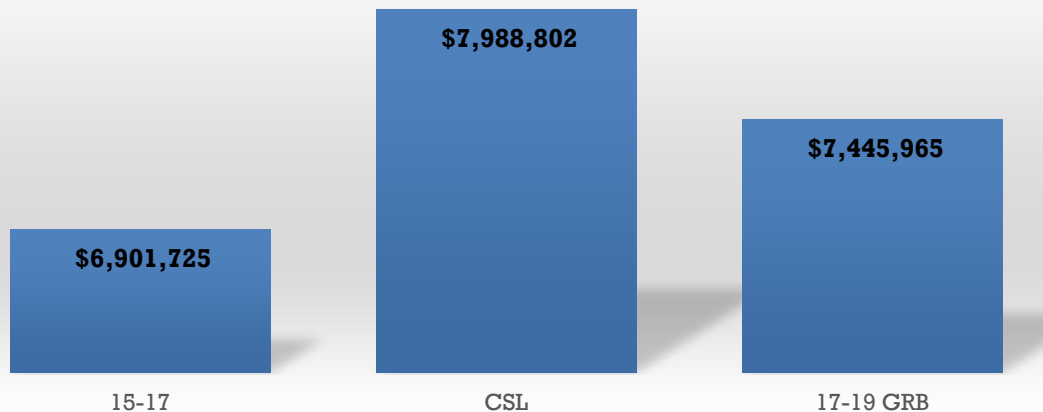
OLTCO: Our Mission

To protect the individual rights, promote independence, and ensure quality of life through informed advocacy and education for Oregonians living in long-term care and residential facilities and Oregonians with decisional limitations.

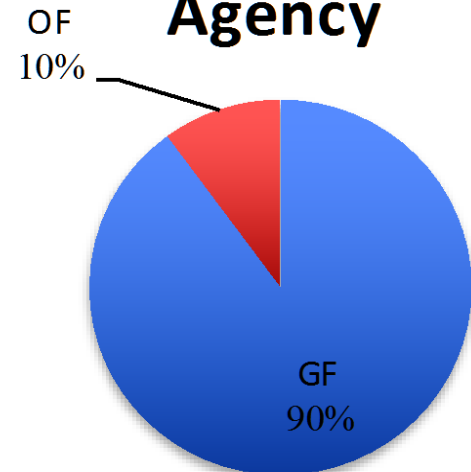
OLTCO: Our Budget

	15-17	CSL	17-19 GRB
Agency	\$ 6,901,725	\$ 7,988,802	\$ 7,445,965

Agency



Agency

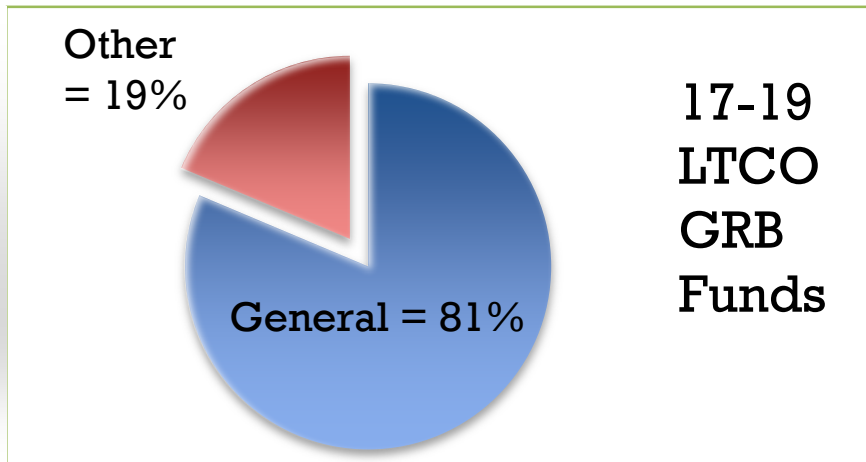
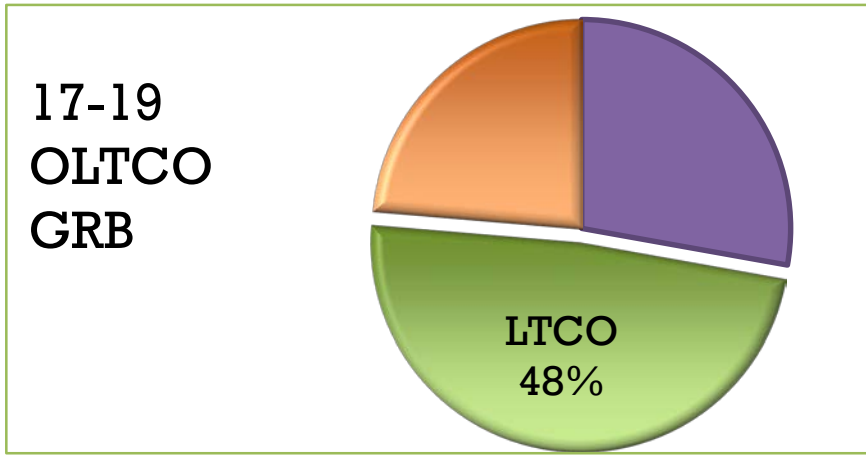
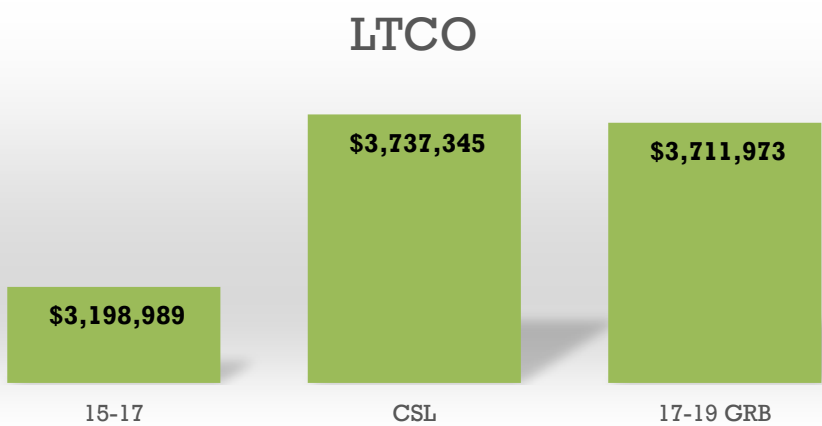


Long Term Care Ombudsman (LTCO)

Established: 1972 (Federal)
1985 (State)

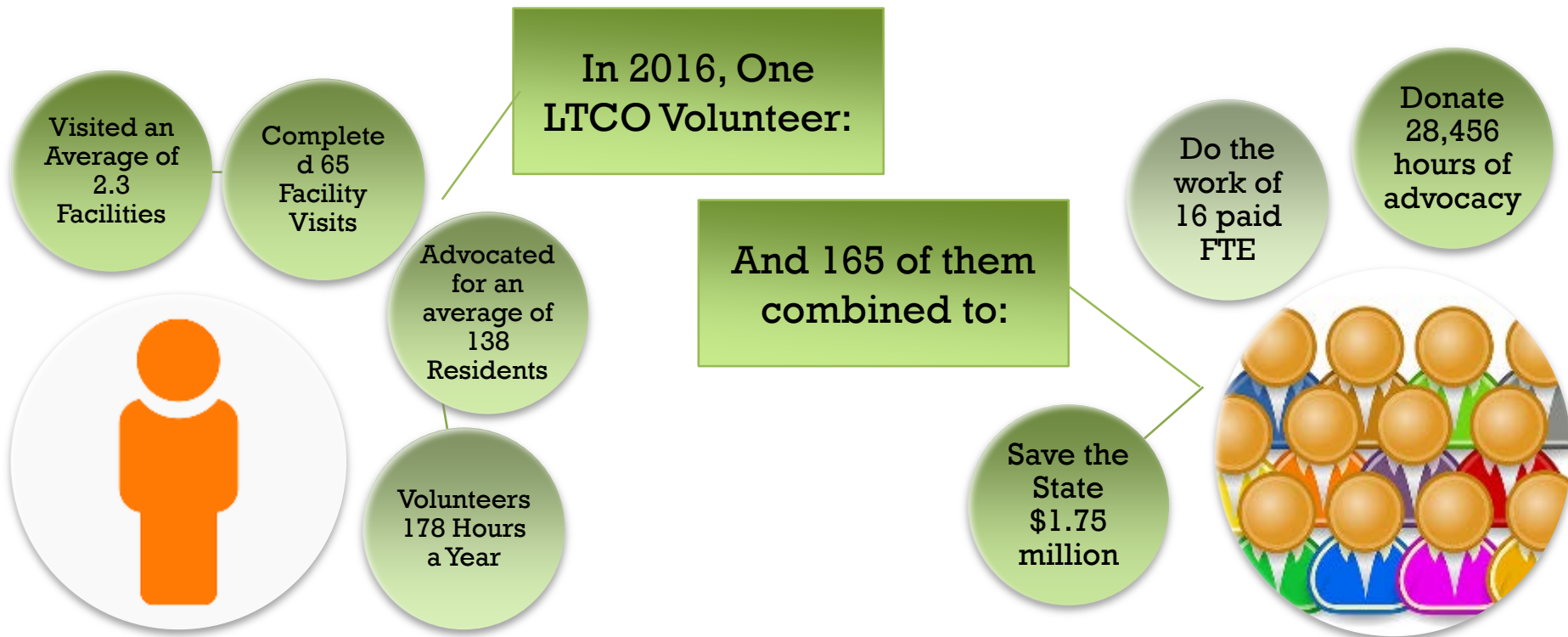
Scope: 44,000 Residents
Nursing Facilities
Assisted Living
Residential Facilities
Adult Foster Care

Current Capacity = 62%



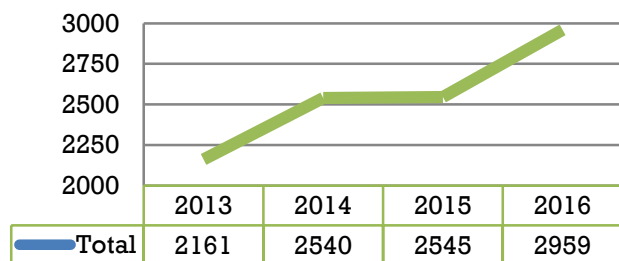
Long Term Care Ombudsman Volunteers

Volunteers visit their assigned facilities on a weekly basis, making them the most consistent and frequent State presence in a long-term care facility and uniquely able to identify potential issues involving resident safety, service quality, protection of rights and environmental factors well before any other State agency would be aware of them.



Long Term Care Ombudsman 2016: Key Accomplishments

- Completing over **14,000** facility visits.



+ 5%
over
2015

- Handling close to 3,000 phone complaints.

- Bringing about some level of resolution to **89%** of cases.

+ 65%
over
2015

- Increasing facility volunteer coverage from **45% in 2015 to 55%**.

Long Term Care Ombudsman

Key Accomplishments: MCI

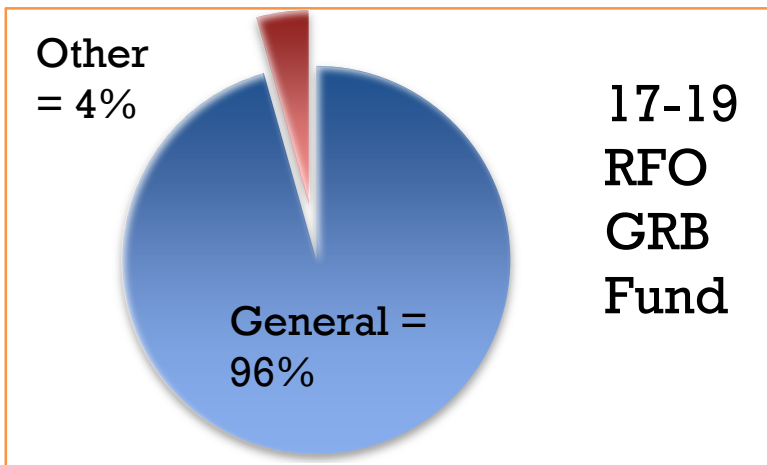
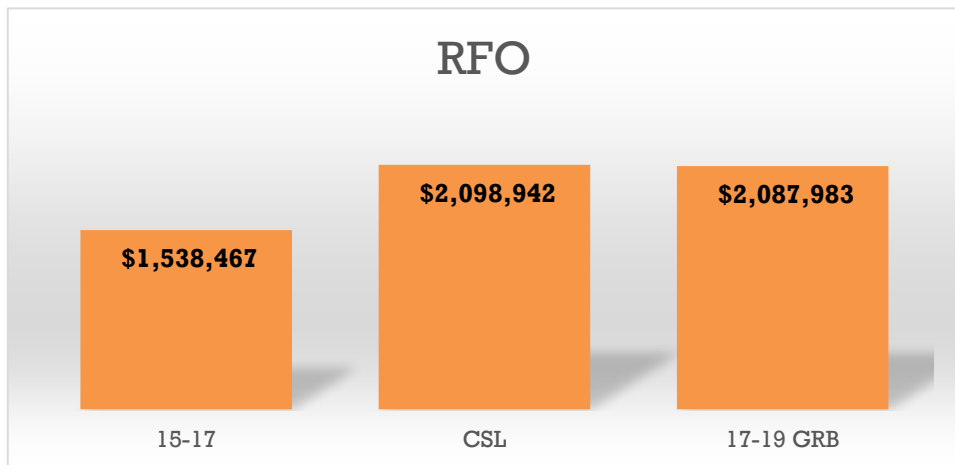
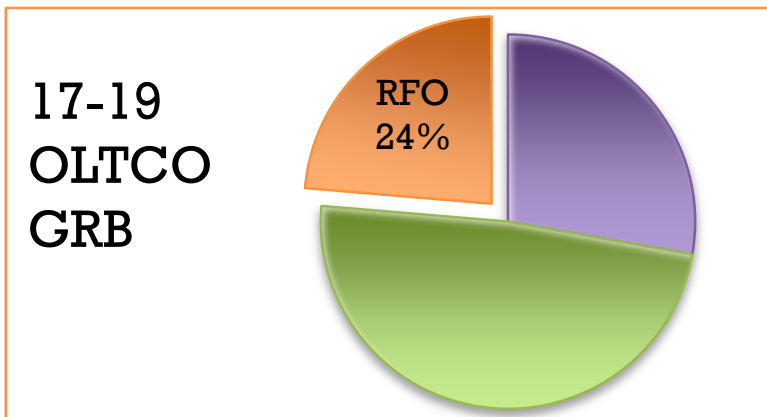
- Launching and completion of the Memory Care Initiative (MCI):
 - Certifying **30** existing CO's as Memory Care Specialists.
 - Visiting **49** Memory Care Endorsed Units on a weekly basis for six months.
 - Filing over **540** reports regarding their visits.
 - Collecting over **700** incident reports from participating facilities.
 - Attending the same trainings given to memory care staff.

Residential Facilities Ombudsman (RFO)

Established: 2013 (State)

Scope: 7,800 Residents
2,200 Facilities
24 Hour Group Homes
Residential Treatment
Foster Care Homes

Current Capacity = 24%



Residential Facilities Ombudsman

Key Accomplishments

- ❖ Hiring of administrative staff and Deputy RFO Ombudsmen (5)
- ❖ All I/DD and MH licensed facilities visited in Benton, Klamath and all Eastern Oregon Counties.
- ❖ Receiving complaint calls from 33.3% of counties statewide.
- ❖ 320 total visits conducted to 220 (of 2140) homes.
- ❖ 908 individuals (of 8,174) visited in those homes.
- ❖ Have opened 95 cases of which 49 have been completed.
- ❖ 100 Community Outreach Locations/Resources Reached.

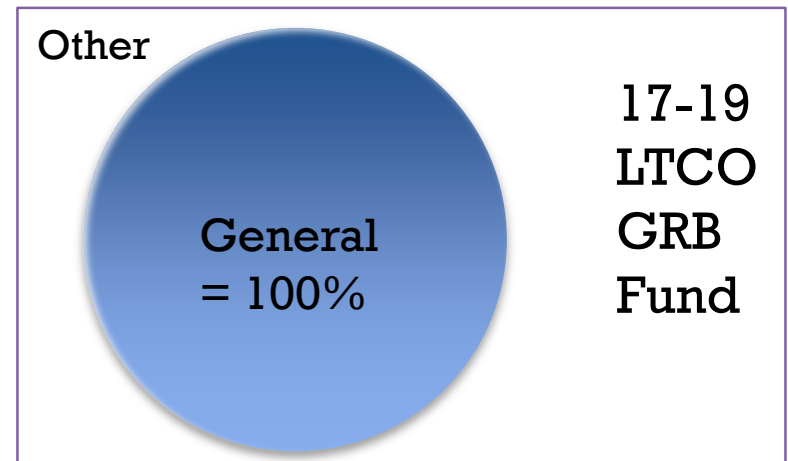
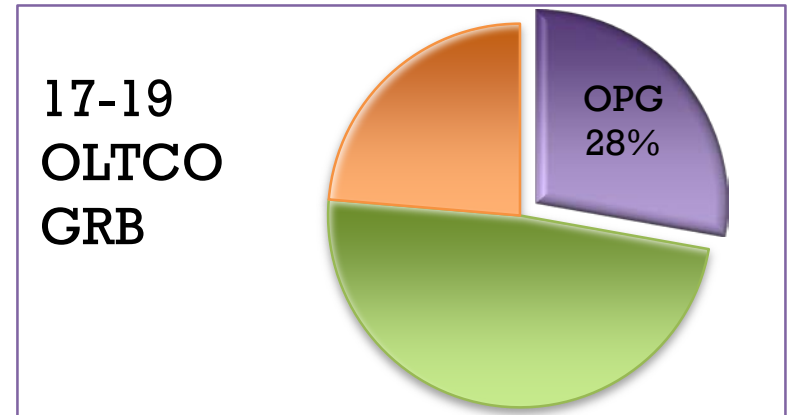
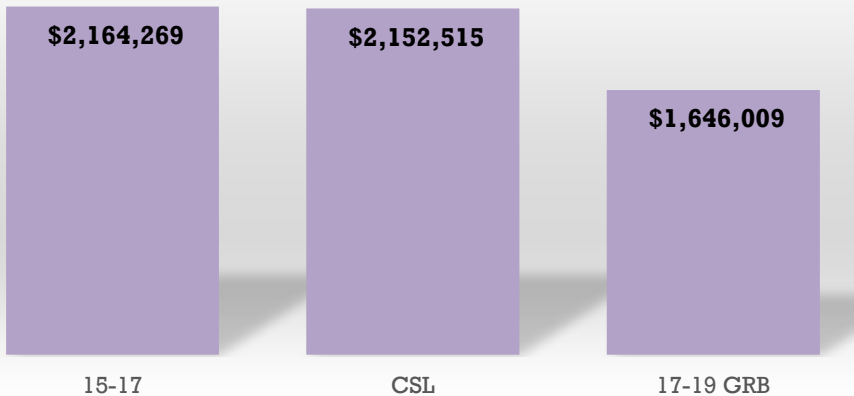
Oregon Public Guardian/Conservator (OPG)

Established: 2014 (State)

Scope: Oregonians Who:
 Are At Serious Risk
 Are Unable to Make Decisions
 Lack Any Other G/C Options

Current Capacity = 5%

OPG



Oregon Public Guardian/Conservator Key Accomplishments

- Responded to over **160** direct inquiries for assistance;
- Made **35+** diversion of persons to less restrictive alternatives;
- Performed **35+** comprehensive G/C evaluations;
- Processed over **25** referrals from High Risk Teams,
- Filed **22+** petitions for temporary and continuing guardianship;
- Appointed as a guardian for **15** protected persons residing in **10** counties.
- Worked with DAS procurement on **4** contracts for G/C services and IT Software
- Hired **3** OPG staff.

Residential Facilities Advisory Committee

❖ Established under ORS 441.416

❖ **441.417 Duties.**

(1) Monitor the Long Term Care Ombudsman Program.

(2) Advise the Governor and the Legislative Assembly on the Long Term Care Ombudsman Program.

(3) Nominate, after interviews and according to prescribed criteria, three persons to fill the Long Term Care Ombudsman position or to fill a vacancy in the position.