

HB 5020 BUDGET REPORT and MEASURE SUMMARY

Joint Committee On Ways and Means

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**Long Term Care Ombudsman
2025-27**

PRELIMINARY

Budget Summary*

	2023-25 Legislatively Approved Budget ⁽¹⁾	2025-27 Current Service Level	2025-27 Committee Recommendation	Committee Change from 2023-25 Leg. Approved	
				\$ Change	% Change
General Fund	\$ 13,833,416	\$ 14,294,236	\$ 16,187,279	\$ 2,353,863	17.0%
Other Funds Limited	\$ 1,558,347	\$ 1,345,139	\$ 1,345,139	\$ (213,208)	(13.7%)
Total	\$ 15,391,763	\$ 15,639,375	\$ 17,532,418	\$ 2,140,655	13.9%

Position Summary

Authorized Positions	41	36	41	-
Full-time Equivalent (FTE) positions	38.00	35.50	40.50	2.50

⁽¹⁾ Includes adjustments through January 2025

* Excludes Capital Construction expenditures

Summary of Revenue Changes

The Long Term Care Ombudsman (LTCO) is primarily funded with General Fund (approximately 92%). The Agency also receives funding from the Department of Human Services (DHS) for the LTCO program and the Residential Facilities Ombudsman (RFO) program. The LTCO program receives Senior Medicare Patrol grant funds and federal Older Americans Act (OAA) funds. These resources are expended as Other Funds within the LTCO budget. For the RFO program, LTCO receives civil penalties and fines from DHS, levied against licensed facilities serving individuals with intellectual/developmental disabilities and mental health clients. Lastly, the Oregon Public Guardian (OPG) program is almost entirely funded with General Fund, with a small amount coming from donations.

Summary of Human Services Subcommittee Action

LTCO’s mission is to protect individual rights, promote independence, and ensure quality of life for Oregonians living in long-term care and residential facilities, as well as those with decisional limitations. LTCO is made-up of three programs: (1) Long-Term Care Ombudsman; (2) Residential Facilities Ombudsman; and (3) the Oregon Public Guardian Program.

The Subcommittee recommended a budget of \$17,532,418 total funds (\$16,187,279 General Fund and \$1,345,139 Other Funds expenditure limitation) and 41 positions (40.50 FTE). This represents a total funds increase of 13.9% above the 2023-25 legislatively approved budget and a 12.1% increase compared to the 2025-27 current service level.

Long Term Care Ombudsman

The LTCO program, established per Title VII of OAA, coordinates a network of trained and certified volunteer ombudsmen who regularly visit long-term care residents and monitor facilities in which they reside. Volunteers assist Deputy Ombudsman who receive, investigate, and help resolve complaints made by, or on behalf of residents of licensed long-term care facilities. Some complaints are referred to local adult protective services offices for investigation. The agency is led by the State Long Term Care Ombudsman, who serves in the capacity of the agency director. The LTCO budget structure also includes funding for the RFO program, created by Senate Bill 626 (2013), which provides advocacy for persons with intellectual/developmental disabilities or a mental health diagnosis living in licensed community residential facilities. Volunteers for this program engage in complaint investigation, resolution, rights education, and advocacy for improvements in resident care and quality of life.

The Subcommittee recommended a budget of \$9,602,952 total funds (\$8,578,071 General Fund and \$1,024,881 Other Funds expenditure limitation) and 24 positions (23.50 FTE). The Subcommittee also recommended the following package:

Package 090: Analyst Adjustments. This package reduces General Fund by \$210,000 to recognize savings in services and supplies (rent).

Public Guardian and Conservator Program

The Oregon Public Guardian (OPG) program, established by Senate Bill 1553 (2014), serves adults in need of guardian and conservator services and who have no resources to obtain these services in the private sector nor any other individuals in their lives able to serve in this capacity.

The Subcommittee recommended a budget of \$7,929,466 total funds (\$7,609,208 General Fund and \$320,258 Other Funds expenditure limitation) and 17 positions (17.00 FTE). The Subcommittee also recommended the following package:

Package 101: Oregon Public Guardian (OPG) Short Session Expansion. This package adds \$1,661,912 General Fund for Personal Services and \$441,131 General Fund for position-related services and supplies to make permanent five limited-duration positions that were authorized during the 2024 legislative session to focus on the hospital discharge population. This includes four deputy public guardian positions (4.00 FTE) and one manager position (1.00 FTE) to oversee the OPG Intake Unit.

Summary of Performance Measure Action

See attached Legislatively Adopted 2025-27 Key Performance Measures form.

DETAIL OF JOINT COMMITTEE ON WAYS AND MEANS ACTION

Long Term Care Ombudsman

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DESCRIPTION	GENERAL FUND	LOTTERY FUNDS	OTHER FUNDS		FEDERAL FUNDS		TOTAL ALL FUNDS	POS	FTE
			LIMITED	NONLIMITED	LIMITED	NONLIMITED			
2023-25 Legislatively Approved Budget at Jan 2025 *	\$ 13,833,416	\$ -	\$ 1,558,347	\$ -	\$ -	\$ -	\$ 15,391,763	41	38.00
2025-27 Current Service Level (CSL)*	\$ 14,294,236	\$ -	\$ 1,345,139	\$ -	\$ -	\$ -	\$ 15,639,375	36	35.50
SUBCOMMITTEE ADJUSTMENTS (from CSL)									
SCR-010 - Long Term Care Ombudsman									
Package 90: CFO Analyst Adjustments									
Services and Supplies	\$ (210,000)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (210,000)		
SCR-020 - Public Guardian and Conservator Program									
Package 101: OPG Short Session Expansion Positions									
Personal Services	\$ 1,661,912	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,661,912	5	5.00
Services and Supplies	\$ 441,131	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 441,131		
TOTAL ADJUSTMENTS	\$ 1,893,043	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,893,043	5	5.00
SUBCOMMITTEE RECOMMENDATION *	\$ 16,187,279	\$ -	\$ 1,345,139	\$ -	\$ -	\$ -	\$ 17,532,418	41	40.50
% Change from 2023-25 Leg Approved Budget	17.0%	0.0%	-13.7%	0.0%	0.0%	0.0%	13.9%	0.0%	6.6%
% Change from 2025-27 Current Service Level	13.2%	0.0%	0.0%	0.0%	0.0%	0.0%	12.1%	13.9%	14.1%

*Excludes Capital Construction Expenditures

Legislatively Approved 2025 - 2027 Key Performance Measures

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Agency: Long Term Care Ombudsman

Mission Statement:

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 Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2026	Target 2027
2. Average initial response time, measured in business days, to LTCO non-referred cases.		Approved	1	1	1
3. Average time, measured in business days, to close LTCO non-referred cases.		Approved	29	17	17
4. Percent of NF and ALF/RCF facilities to which a Long-Term Care Certified Ombudsman is assigned.		Approved	33%	50%	50%
5. Long-Term Care Certified Ombudsman hours.		Approved	13,473	20,000	20,000
8. Customer Service - 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	76%	90%	90%
	Helpfulness		80%	90%	90%
	Expertise		82%	90%	90%
	Overall		80%	90%	90%
	Timeliness		83%	90%	90%
	Availability of Information			75%	90%
9. Comparison of the number of new crimes charged for all OPG protected persons in the year prior to guardianship with the number of new charges in the reporting year. Target: 99% reduction in criminal charges .		Approved		99%	99%
10. Comparison of the number of days all OPG protected persons were admitted inpatient to a hospital in the 1 year prior to OPG appointment with the number of days inpatient in the last reporting year. Target: 30% reduction in hospital days.		Approved		30%	30%
11. Comparison of the number of ER visits in the year prior to guardianship for all OPG protected persons with the number of ER visits in the reporting year. Target: 99% reduction in ER visits.		Approved		99%	99%
12. Percent of Adult Foster Homes receiving a visit by a staff member or volunteer of the LTCO program annually.		Approved		25%	25%
13. Average time first action taken in response to request for assistance from the RFO program. Target: 90% of requests for assistance will be responded to within 2 business days, excluding weekends and holidays.		Approved		90%	90%
14. Percentage of RFO homes and facilities visited annually.		Approved		30%	30%
1. Percentage of non-referred complaints to LTCO where action is needed that are partially or fully resolved.		Legislatively Deleted	87%		
6. Number of hospitalizations, ER visits, arrests, or psychiatric holds of OPGC clients during the reporting period.		Legislatively Deleted	1.36		

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2026	Target 2027
7. Number of referrals diverted away from OPGC by finding less restrictive alternatives.		Legislatively Deleted	53%		

LFO Recommendation:

The Legislative Fiscal Office recommends approval of the proposed 2025-27 Key Performance Measures and targets. The proposed new key performance measures (KPM) 9,10, and 11 improve and expand on KPM 6 which is proposed for deletion. Proposed new KPMs 12, 13, and 14 focus on areas of legislative interest that to date have not been reported, including annual LTCO visits to adult foster homes, and annual Residential Facility Ombudsman visits to homes and facilities licensed to serve individuals with developmental disabilities and/or mental health conditions.

SubCommittee Action:

The Human Services Subcommittee approved the LFO recommendation.

PRELIMINARY