

PROGRAM DESCRIPTION

Department of Health and Senior Services							HB Section(s): <u>10.800, 10.825, 10.900</u>
Long Term Care Ombudsman Program							
Program is found in the following core budget(s):							
	DSDS Program Operations	DSDS Ombudsman Program	DRL Program Operations				TOTAL
GR	0	145,500	0				145,500
FEDERAL	224,099	0	0				224,099
OTHER	0	0	41,500				41,500
TOTAL	224,099	145,500	41,500				411,099

1a. What strategic priority does this program address?

Improve the health and safety of Missourians most in need.

1b. What does this program do?

- The Missouri State Long Term Care Ombudsman Program (LTCOP) is federally mandated by the Older American's Act. DHSS is the operating entity in Missouri for this program.
- LTCOP advocates for the rights of over 55,000 residents residing in approximately 1,180 licensed long-term care facilities across the state. Ombudsmen advocate by conducting visits to the facilities on a regular basis.
- LTCOP relies heavily on volunteers to sustain the program, and has ongoing efforts to recruit ombudsman volunteers state-wide to resolve complaints, such as resident rights and quality of care.
- LTCOP maintains a toll-free number for residents and family members to access ombudsman services.
- LTCOP provides educational materials to the public through publications, community events, and presentations on many topics involving LTC residents (i.e. resident rights, choosing a nursing home, preventing abuse and neglect, starting a resident or family council, etc.)
- Missouri's LTCOP program is a decentralized structure, which includes three and a half federally funded state employees, including the State Long Term Care Ombudsman (SLTCO); 15.5 regional ombudsman, either contracted or employed by the Area Agencies on Aging (AAA); and approximately 160 ombudsman volunteers across the state. The regional ombudsman are provided programmatic oversight by the SLTCO.
- State, regional, and volunteer ombudsmen are required to receive 28 hours of training to be certified and designated per the Ombudsman Federal Rule.

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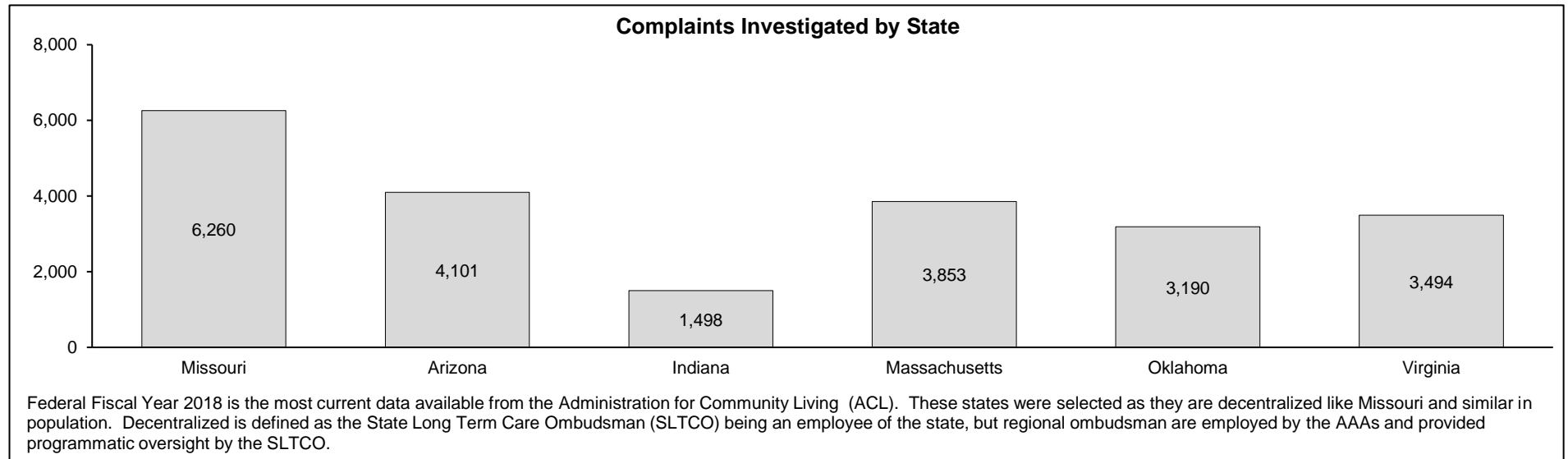
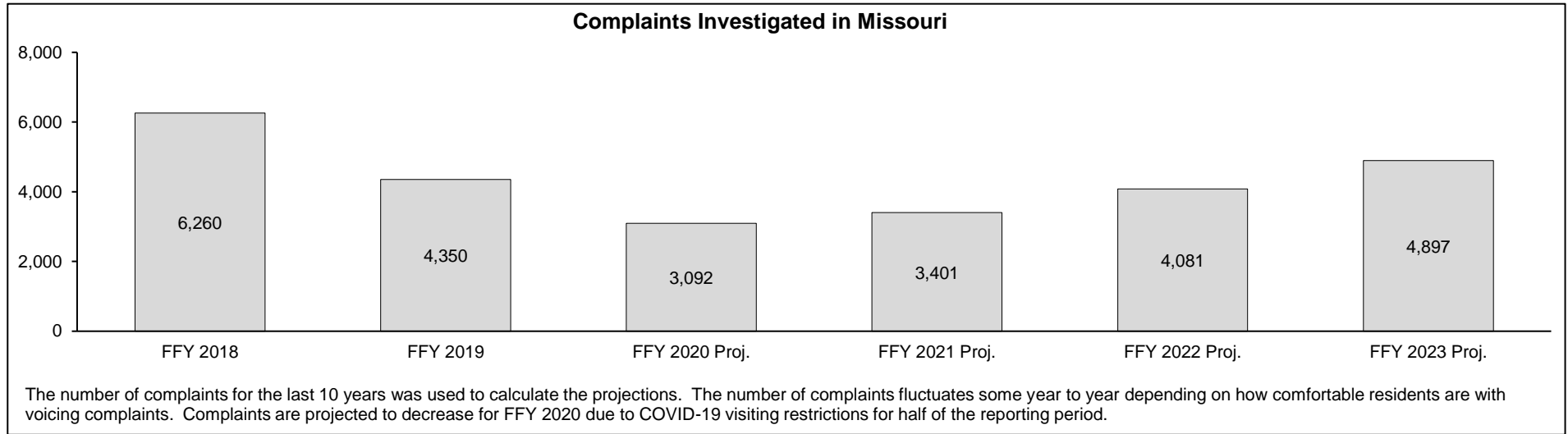
Department of Health and Senior Services

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Long Term Care Ombudsman Program

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2a. Provide an activity measure(s) for the program.



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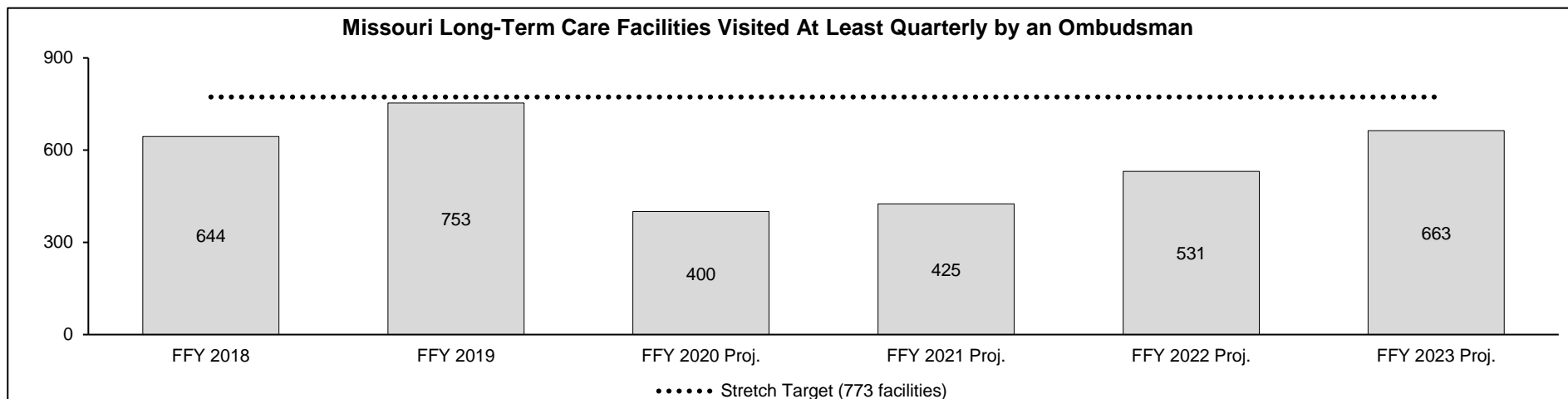
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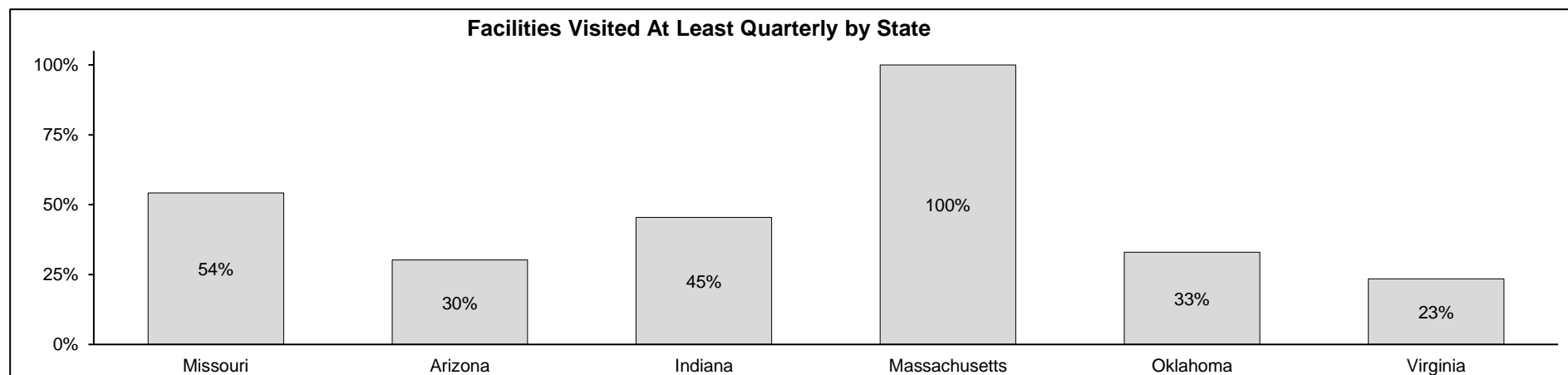
Long Term Care Ombudsman Program

Program is found in the following core budget(s):

2b. Provide a measure(s) of the program's quality.



Ombudsmen are encouraged to visit facilities on a regular basis. The minimum is twice a year per facility according to the Missouri Long-Term Care Ombudsman Policy and Procedure Manual. Due to COVID-19, ombudsmen have not been allowed to visit facilities in person since March 13, 2020 making projections for FFY 2020 to FFY 2021 much lower.



FFY 2018 is the most current data available from the Administration for Community Living (ACL). These states were selected as they are decentralized like Missouri and similar in population. Missouri ombudsmen are encouraged to visit facilities on a regular basis, with a minimum of two visits per year.

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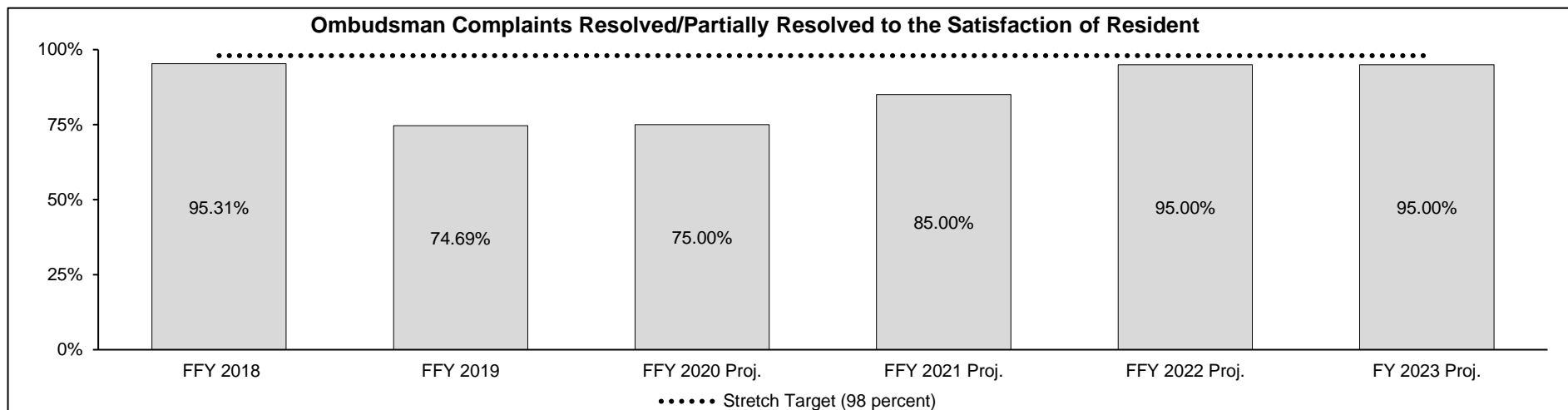
Department of Health and Senior Services

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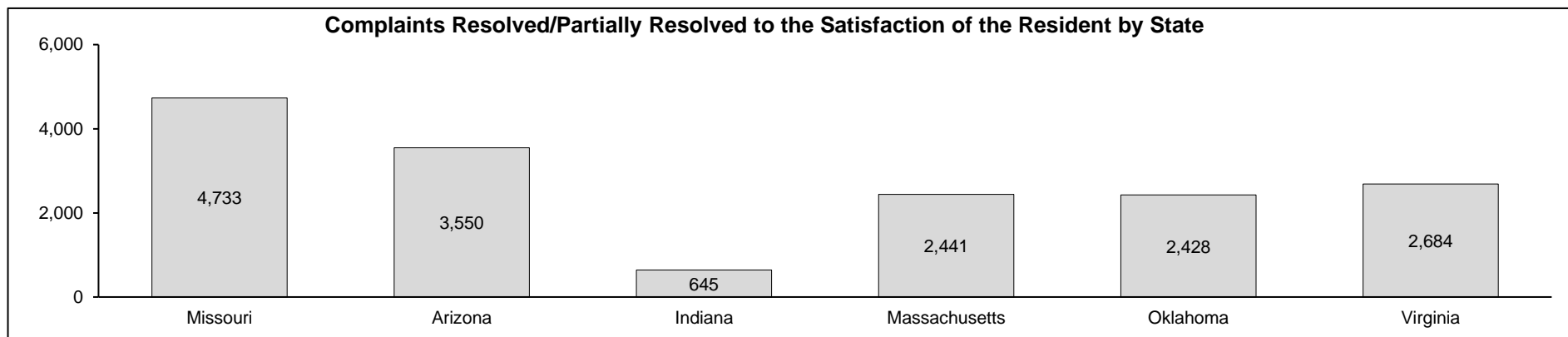
Long Term Care Ombudsman Program

Program is found in the following core budget(s):

2c. Provide a measure(s) of the program's impact.



Remaining complaints were either withdrawn, no action needed, referred to other agencies, or not resolved to the resident's satisfaction. In some cases, resident expectation may differ from what the Ombudsman has the ability to resolve, resulting in less resident satisfaction. FFY 2019 had less complaints than FFY 2018 impacting the percentage resolved. Projections for FFY 2020 and FFY 2021 remain lower due to COVID-19, preventing ombudsman from meeting with residents and families in person, making resolution more difficult in some cases.



FFY 2018 is the most current data available from the Administration for Community Living (ACL). These states were selected as they are decentralized like Missouri and similar in population.

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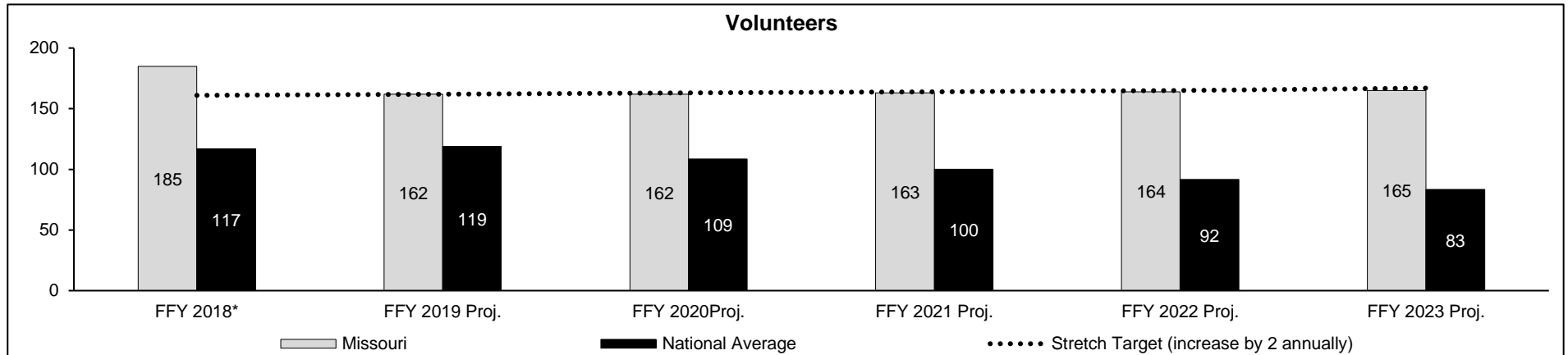
Department of Health and Senior Services

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Long Term Care Ombudsman Program

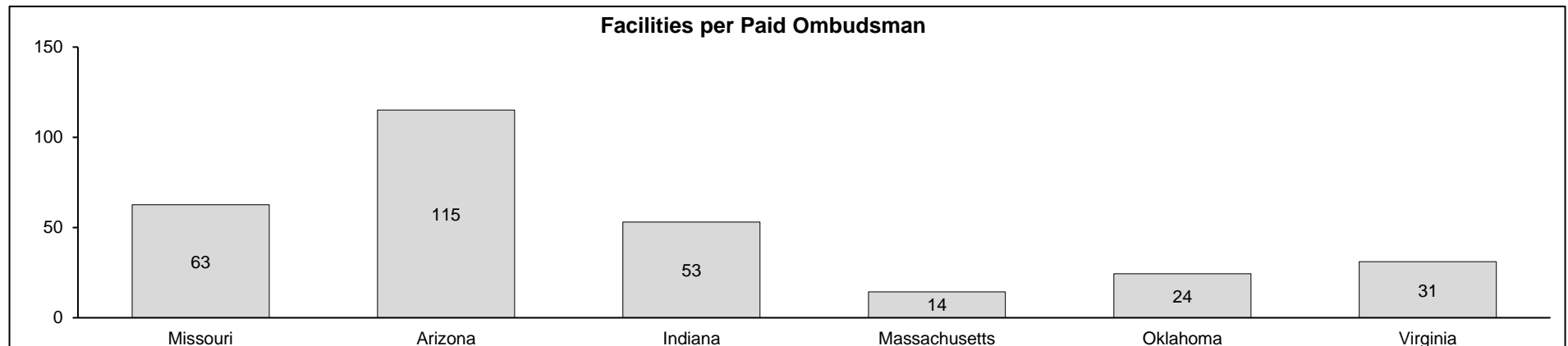
Program is found in the following core budget(s):

2c. Provide a measure(s) of the program's impact. (continued)



*The national average for FFY 2019 is not yet available from the Administration for Community Living (ACL); therefore, a projection has been provided. FFY 2018 national data is provided by the ACL. The number of volunteers is decreasing in Missouri and nationally due to volunteers aging out of the program and COVID-19. Projections for FFY 2020 remain at 162 because 29 additional volunteers were in the process of being certified at the end of the FFY 2019 reporting period.

2d. Provide a measure(s) of the program's efficiency.



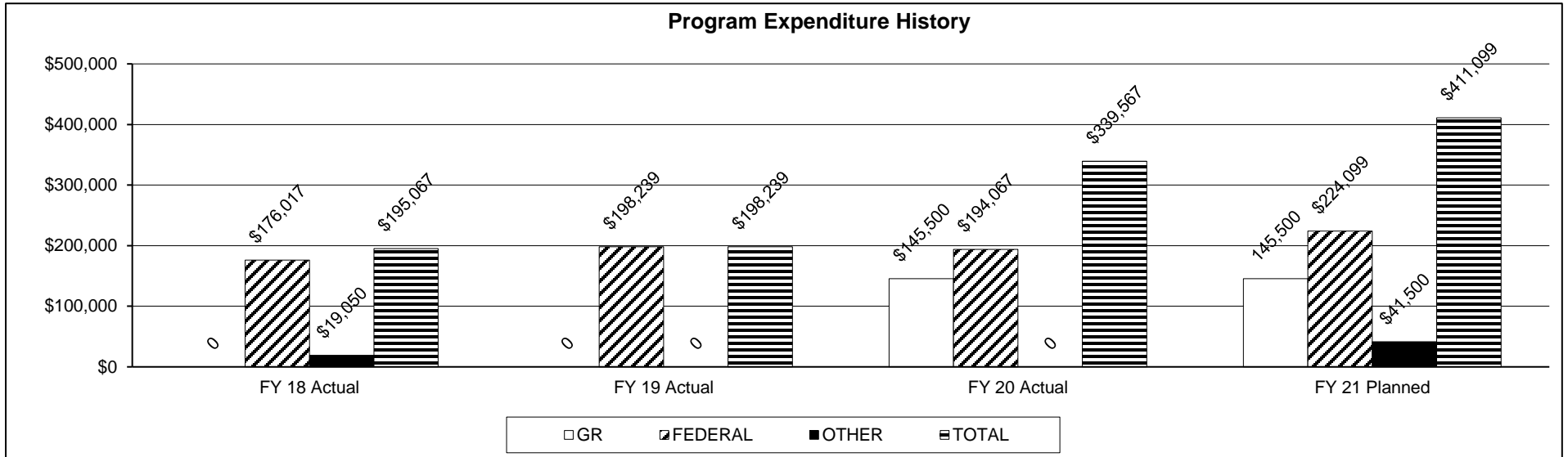
FFY 2018 is the most current data available from the Administration for Community Living (ACL). These states were selected as they are decentralized like Missouri and similar in population. The paid staff number also includes state office staff who do not make routine nursing home visits in Missouri.

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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Nursing Facility Quality of Care (0271).

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

PL 89-73 Older Americans Act, updated by PL 109-365; 42 U.S.C., Section 3058; and 192.2300 through 192.2315, RSMo.

6. Are there federal matching requirements? If yes, please explain.

No.

7. Is this a federally mandated program? If yes, please explain.

Yes, states receiving Older Americans Act funding are mandated to have a long-term care ombudsman serving residents statewide.