

**State of Alaska
FY2008 Governor's Operating Budget**

**Department of Revenue
Long Term Care Ombudsman Office
Component Budget Summary**

Component: Long Term Care Ombudsman Office

Contribution to Department's Mission

The mission of Alaska's Office of the Long Term Care Ombudsman is to promote and protect the health, safety, welfare and rights of Alaskan seniors, age 60 and over.

Core Services

- Complaint investigations
- Advocacy
- Review, develop and comment on public safety
- Education

End Results	Strategies to Achieve Results
<p>A: Seniors who reside in long term care (LTC) settings will be protected from poor quality of care, environments and/or practices which jeopardize their safety, and from violations to their rights.</p> <p><u>Target #1:</u> Complaints regarding resident quality of care from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year. <u>Measure #1:</u> Number of complaints received regarding LTC residents' quality of care.</p> <p><u>Target #2:</u> Complaints regarding violations of residents' rights from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year. <u>Measure #2:</u> Number of complaints received regarding violations of LTC residents' rights.</p> <p><u>Target #3:</u> Complaints regarding quality of life issues from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year. <u>Measure #3:</u> Number of complaints received regarding LTC quality of life issues.</p>	<p>A1: Identify, investigate and resolve complaints made by or on behalf of seniors residing in LTC settings.</p> <p><u>Target #1:</u> 100% of OLTCO staff and volunteers will be trained to identify situations regarding quality of care, and how to elicit information from seniors, their loved ones, and LTC staff in order to identify and resolve complaints or concerns. <u>Measure #1:</u> Percentage of OLTCO staff and volunteers who receive initial and on-going training.</p> <p><u>Target #2:</u> 100% of all complaints regarding residents' rights received by the OLTCO will be investigated and education provided to care providers on resident rights. <u>Measure #2:</u> Percentage of complaints investigated regarding LTC residents' rights.</p> <p><u>Target #3:</u> 100% of all complaints regarding quality of life issues received by the OLTCO will be investigated and education provided to care givers on quality of life issues. <u>Measure #3:</u> Percentage of complaints investigated regarding quality of life issues.</p> <p>A2: Develop and support the creation and maintenance of Family and Resident Councils.</p> <p><u>Target #1:</u> 100% of Assisted Living and Nursing Homes with 50 or more residents will have a Resident and/or Family Council. <u>Measure #1:</u> Percentage of Assisted Living and Nursing Homes with 50 or more residents that have a Resident and/or Family Council.</p>
End Results	Strategies to Achieve Results
<p>B: The rights, interests, and well-being of Alaskan seniors, age 60 and older, will be promoted and protected.</p>	<p>B1: Ensure the needs, interests, and opinions of Alaskan seniors are conveyed to policy makers.</p>

<p><u>Target #1:</u> Complaints from or on behalf of Alaskan seniors, age 60 or over are reduced by 10% compared to the previous fiscal year.</p> <p><u>Measure #1:</u> Number of complaints received in all categories.</p>	<p><u>Target #1:</u> 100% of proposed legislation affecting Alaskan seniors will be analyzed to evaluate its potential negative or positive impact to seniors.</p> <p><u>Measure #1:</u> Percentage of proposed pieces of legislation that are analyzed for potential impacts on Alaskan seniors.</p> <p><u>Target #2:</u> A majority of legislators or their staff will be contacted by the OLTCO in order to develop a working relationship, and to convey the needs, interests, and opinions of Alaskan seniors.</p> <p><u>Measure #2:</u> Percentage of legislators or their staff who are contacted by the OLTCO.</p> <p>B2: The OLTCO will actively advocate to protect the rights of seniors by educating care providers, nursing homes and assisted living facilities on issues that could potentially deprive seniors of their rights, quality of life and quality of care.</p> <p><u>Target #1:</u> Attendees of OLTCO training sessions, conferences and workshops will represent at least 75% of licensed nursing and assisted living homes statewide.</p> <p><u>Measure #1:</u> Percentage of licensed nursing and assisted living homes that send staff to OLTCO training sessions, conferences or workshops.</p>
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Major Activities to Advance Strategies

- Each complaint received by the OLTCO will be treated as an intake, or referred to the appropriate agency.
- Investigate each complaint by: on-site investigation; telephone and/or record review; monitoring other agency's actions
- Input each complaint being investigated or monitored by OLTCO staff into the Ombudsmanager database.
- Provide each OLTCO staff member and volunteer with initial training concerning the OLTCO program and its activities.
- Upon successful completion and demonstration of initial training, each OLTCO staff member and volunteer will be certified by the OLTCO.
- Provide each OLTCO staff member and volunteer with on-going training as appropriate, and as resources allow.
- Identify assisted living and nursing homes with 50 or more residents and determine if there is an existing Family or Resident Council.
- Provide information to each assisted living and nursing home with 50 or more residents on creating a Family and/or Resident Council.
- Annually contact each assisted living and nursing home with a Resident and/or Family Council to assess how they're doing.
- Review each piece of proposed legislation to determine if there is any potential impact to Alaskan seniors.
- Analyze each piece of proposed legislation which has been identified as having a potential impact to Alaskan seniors.
- Contact each member of the legislature, or their staff.
- Identify needed legislation or changes to existing legislation, and create or comment on as needed.
- Participate in groups, boards, and committees to ensure the interests, needs, and opinions of older Alaskans are represented.

FY2008 Resources Allocated to Achieve Results

FY2008 Component Budget: \$545,100	Personnel:	
	Full time	4
	Part time	0
	Total	4

Performance Measure Detail

A: Result - Seniors who reside in long term care (LTC) settings will be protected from poor quality of care, environments and/or practices which jeopardize their safety, and from violations to their rights.

Target #1:Complaints regarding resident quality of care from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Measure #1: Number of complaints received regarding LTC residents' quality of care.

Quality of Care Complaints

Fiscal Year	# of Complaints	% Change from Prior Year
FY 2004	84	n/a
FY 2005	55	-34.52%
FY 2006	53	-3.64%
FY 2007	Forecast: <50	

Analysis of results and challenges: Quality of care complaints involve negligence, lack of attention and poor quality in the care of the resident. Examples of these complaints include failure to respond to call lights when residents ring for assistance, incomplete personal care plans, improper medication management, poor personal hygiene, pressure (bed) sores, lack of pain management, improper toileting, etc. Typically, most of the complaints received involved improper medication management (failing to document doses given, duplication of medication) and personal hygiene not being addressed by staff.

The number of complaints received regarding poor quality of care of elders residing in long term care homes (nursing homes and assisted living homes) dropped from 84 in FY2004 to 53 in FY2006. It is believed that the OLTCO is doing an increasingly better job of educating long term care homes to improve their quality of care of elders and these numbers reflect that. However, the OLTCO over the past year and a half has made an aggressive effort to conduct outreach visits to elders around the state, especially in rural Alaska. Consequently, as the OLTCO makes elders more aware of the OLTCO and its ability to resolve their complaints once received, the office anticipates the number of complaints to remain about this level. The goal for FY2007 is a target of 50 complaints or less.

Target #2: Complaints regarding violations of residents' rights from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Measure #2: Number of complaints received regarding violations of LTC residents' rights.

Violations of Residents' Rights Complaints

Fiscal Year	# of Complaints	% Change from Prior Year
FY 2004	64	n/a
FY 2005	67	4.69%
FY 2006	53	-20.90%
FY 2007	Forecast: <50	

Analysis of results and challenges: Complaints regarding the violation of residents' rights include physical, verbal, or sexual abuse; financial exploitation; lack of information to the resident; not treating the resident with dignity and respect; improper admission/discharge or eviction; loss of personal property; and misuse of personal funds.

In FY 2006 the number of violation of rights complaints dropped from 67 to 53. It is believed this is a result of the OLTCO doing a better job of educating long term care homes on the increased rights an individual has when they become a resident of a long term care home (nursing home or assisted living home). The goal for FY2007 is a further 17 % reduction of last year's target of 60 or less to 50 complaints or fewer.

Target #3: Complaints regarding quality of life issues from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Measure #3: Number of complaints received regarding LTC quality of life issues.

Quality of Life Complaints

Fiscal Year	# of Complaints	% Change from Prior Year
FY 2004	42	n/a
FY 2005	42	0.00%
FY 2006	43	2.38%
FY 2007	Forecast: 38	

Analysis of results and challenges: Quality of life complaints involve social services for the residents and social interaction of residents. Examples are lack of activities appropriate for each resident, resident conflict, lack of transportation, lack of social services or failure to include social interaction. This category also includes dietary issues such as quantity, quality, choice, temperature, etc. of the meals served the residents, snack availability, therapeutic dietary issues and the environment in which the resident lives. By far, dietary issues account for most of the complaints in this category and are usually the top complaint of all categories of complaints.

The number of complaints regarding the quality of life of residents in long term care homes (nursing homes and assisted living homes) has remained stable over the past three years, however it is believed the OLTCO has made some progress in this complaint area. As the OLTCO has increased its outreach to elders, elders and their loved ones are more prone to notify the OLTCO of concerns involving quality of life, thus explaining the slight increase in complaints in FY2006. However, the OLTCO must, in the next year, give special emphasis and education to the long term care homes on this category of complaints, especially concerning elder resident dietary issues, which many elders consider the high point of their day. Of the total 43 complaints in this category, 21 or 49% involved dietary issues such as lack of variety of food, quality and quantity of food, temperature of food, etc. The goal for FY2007 remains at 38, the same as the previous year.

A1: Strategy - Identify, investigate and resolve complaints made by or on behalf of seniors residing in LTC settings.

Target #1: 100% of OLTCO staff and volunteers will be trained to identify situations regarding quality of care, and how to elicit information from seniors, their loved ones, and LTC staff in order to identify and resolve complaints or concerns.

Measure #1: Percentage of OLTCO staff and volunteers who receive initial and on-going training.

Quality of Care Training

Fiscal Year	Percent Trained
FY 2004	100%
FY 2005	100%
FY 2006	100%
FY 2007	Forecast: 100%

Analysis of results and challenges: 100% of staff and volunteers are trained. Informal quality of care training was provided to care givers on a case by case basis.

Target #2: 100% of all complaints regarding residents' rights received by the OLTCO will be investigated and education provided to care providers on resident rights.

Measure #2: Percentage of complaints investigated regarding LTC residents' rights.

Violations of Rights Complaints

Fiscal Year	% Investigated
FY 2004	100%
FY 2005	100%
FY 2006	100%
FY 2007	Forecast: 100%

Analysis of results and challenges: 100% of all complaint cases opened by the OLTCO were investigated. Informal training was provided to care givers on a case by case basis regarding LTC residents' rights.

Target #3: 100% of all complaints regarding quality of life issues received by the OLTCO will be investigated and education provided to care givers on quality of life issues.

Measure #3: Percentage of complaints investigated regarding quality of life issues.

Quality of Life Complaints

Fiscal Year	Percent Investigated
FY 2004	100%
FY 2005	100%
FY 2006	100%
FY 2007	Forecast: 100%

Analysis of results and challenges: 100% of all complaint cases opened by the OLTCO were investigated. Informal training was provided to care givers on a case by case basis regarding quality of life issues.

A2: Strategy - Develop and support the creation and maintenance of Family and Resident Councils.

Target #1: 100% of Assisted Living and Nursing Homes with 50 or more residents will have a Resident and/or Family Council.

Measure #1: Percentage of Assisted Living and Nursing Homes with 50 or more residents that have a Resident and/or Family Council.

Homes with Resident and/or Family Councils

Fiscal Year	% of Homes
FY 2006	100%
FY 2007	Forecast: 100%

This was a new measure in FY2006

Analysis of results and challenges: 100% of Assisted Living Homes with 50 or more residents have either resident and/or family councils.

B: Result - The rights, interests, and well-being of Alaskan seniors, age 60 and older, will be promoted and protected.

Target #1: Complaints from or on behalf of Alaskan seniors, age 60 or over are reduced by 10% compared to the previous fiscal year.

Measure #1: Number of complaints received in all categories.

Complaints - All Categories

Fiscal Year	Quality of Care	Quality of Life	Residents' Rights	Other	Total Complaints	% Change from Prior Year
FY 2004	84	42	64	37	227	n/a
FY 2005	55	42	67	59	223	-1.76%
FY 2006	53	43	53	53	202	-9.42%
FY 2007	Forecast: <50	Forecast: 38	Forecast: <50	Forecast: <44	Forecast: 182	

Analysis of results and challenges: Of the total complaints received, the three largest categories of complaints pertain to the quality of care, quality of life and violation of residents' rights. Most of the quality of care complaints centered on improper medication management, personal hygiene, and improper handling or falls of residents. The quality of life complaints primarily involved dietary issues and physical environment factors such as disrepair, offensive odors, and cleanliness. Complaints regarding the violation of residents' rights included physical, verbal, or sexual abuse; financial exploitation; lack of information to the resident; not treating the resident with dignity and respect; improper admission/discharge or eviction; loss of personal property; and misuse of personal funds.

The reduction of total complaints between FY2005 and FY2006 is indicative of increased education and advocacy by the OLTCO to the long term care home providers on their responsibility to properly care for their residents. As discussed in Measure A Target 3 above, additional emphasis will be placed during the upcoming year on quality of life issues, especially dietary issues. The goal for FY2007 is a further reduction of 10% from FY2006 complaints or 182 total complaints.

B1: Strategy - Ensure the needs, interests, and opinions of Alaskan seniors are conveyed to policy makers.

Target #1: 100% of proposed legislation affecting Alaskan seniors will be analyzed to evaluate its potential negative or positive impact to seniors.

Measure #1: Percentage of proposed pieces of legislation that are analyzed for potential impacts on Alaskan seniors.

Analysis of Legislation Affecting Alaskan Seniors

Fiscal Year	% of Legislation
FY 2006	100%
FY 2007	Forecast: 100%

Analysis of results and challenges: All 19 House bills and 9 Senate bills affecting seniors were reviewed. The OLTCO followed up with appropriate legislators regarding HB 399, Office of Elder Fraud & Assistance, concerning proposed placement of subject agency.

Target #2: A majority of legislators or their staff will be contacted by the OLTCO in order to develop a working relationship, and to convey the needs, interests, and opinions of Alaskan seniors.

Measure #2: Percentage of legislators or their staff who are contacted by the OLTCO.

Legislators and/or Staff Contacted by OLTCO

Fiscal Year	% Contacted
FY 2006	12%
FY 2007	Forecast: 100%

Analysis of results and challenges: During FY2006, seven legislators and/or legislative staff were contacted to develop a working relationship or to convey the needs of Alaskan seniors. For FY2007, the OLTCO will implement an informational campaign to raise awareness of their services to Alaskan seniors with the goal of contacting each legislator and/or their staff.

B2: Strategy - The OLTCO will actively advocate to protect the rights of seniors by educating care providers, nursing homes and assisted living facilities on issues that could potentially deprive seniors of their rights, quality of life and quality of care.

Target #1: Attendees of OLTCO training sessions, conferences and workshops will represent at least 75% of licensed nursing and assisted living homes statewide.

Measure #1: Percentage of licensed nursing and assisted living homes that send staff to OLTCO training sessions, conferences or workshops.

Analysis of results and challenges: During FY2006, six training sessions for new Certified Nursing Assistants (CNA) were conducted at several CNA classes at Job Crops, OPAG, and UAA. It is estimated that 75 students received CNA training from the OLTCO. In addition, the OLTCO co-sponsored the "Alaska ACCORD" to train care providers on enhancements to the quality of life for elders. The training workshop was attended by 80 care providers from around the state. The LTCO also gave presentations at various conferences for providers addressing elder care issues such as the "Future of Aging" conference which had over 250 attendees, and the statewide Medicare Part D training which had 200 attendees.

In total, the OLTCO provided training for approximately 605 people, although the actual number may be less due to overlap from trainees attending more than one conference or training session. In Alaska there are currently 15 licensed nursing homes and 220 licensed assisted living homes, however data is not yet available to match care providers trained by the OLTCO with their employers. During FY2007, employment data will be collected from trainees and conference attendees to determine the number of licensed homes whose staff are benefiting from the educational efforts of the OLTCO.

Key Component Challenges

- To meet increased demand for assistance on senior issues in spite of especially limited resources for long term care and other programs affecting the senior citizens of Alaska.
- To build a strong and reliable volunteer ombudsman program across the state that will assist the Long Term Care Ombudsman Office in meeting the needs of seniors.
- To enhance the reputation of the Long Term Care Ombudsman office so that recommendations and findings noted for the improvement of long term care of seniors are acted upon swiftly and effectively by long term care providers.
- To garner the necessary resources needed to adequately train long term care ombudsman in maintaining and expanding their level of expertise in the long term care field so they can provide effective solutions to a myriad of complaints and issues related to seniors.
- To advocate for sound public policy when considering changes to regulations, laws and existing programs that serve seniors.
- To establish credibility with the legislature and with other government entities as a source of information on senior long term care issues.
- The LTCO anticipates a funding shortfall in FY2007 and subsequent years due to uncertainty in federal funds available from the Division of Senior and Disability Services (DSDS) in the Department of Health & Social Services. DSDS annually receives \$100.0 GF and federal funding under Title III and Title VII designated for support of this program. The funds provided by DSDS is the LTCO's sole source of funding at this time. Other funding options will be explored.

Significant Changes in Results to be Delivered in FY2008

No changes in results delivered.

Major Component Accomplishments in 2006

- Responded to and completed actions on 246 complaints concerning the long term care of seniors, compared to 169 in FY05.
- Developed a state Long Term Care Ombudsman Office logo consisting of the words, "Alaska's Elders---Forget-Me-Not" encircling a bouquet of "forget-me-not" flowers to be used on stationery, brochures, etc.
- Expanded the Ombudsman website to include: "good ideas" noted at various long term care homes, how to select a long term care home, how to deal with "wandering" elderly residents, dementia training for direct-care workers, and expansion of lending library of tapes, DVDs, and books dealing with the care of the elderly.
- Provided staff training at Quyanna Care Center nursing home in Nome regarding elder abuse and proper reporting of such at their request.
- Participated in the development of a course curriculum for the "Prevention of Abuse and Neglect of Vulnerable Adults" for the University of Alaska-Anchorage.
- Presented information training about the role of the Office of Long Term Care Ombudsman Office to numerous Certified Nursing Assistance courses and to nursing students and geriatric students at the University of Alaska-Anchorage.
- Trained 9 new volunteer ombudsman to visit elders living in nursing and assisted living homes in Fairbanks and Anchorage. Volunteers in Fairbanks were first ever volunteers in that area.
- More than doubled the number of client visits to Assisted Living Facilities from 145 in FY05 to 294 in FY06.
- Increased visits to nursing homes outside the Anchorage area four-fold from the previous year, visiting 35 homes in FY06 compared to only 5 in FY05.
- Visited several communities with long term care homes for the first time ever meeting with elders and staff concerning the elders' care and rights. First ever community visits were conducted in Kotzebue, Nome, Dillingham, Cordova, Valdez, Seward, Kodiak, the Kenai Peninsula (Homer, Soldotna, Anchor Point, Kenai, Kasilof), and the Southeast communities of Petersburg, Ketchikan and Sitka.

Statutory and Regulatory Authority

AS 47.62 Office of the Long-term Care Ombudsman
Federal Older Americans Act Chapter 2, Section 712

Contact Information

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**Long Term Care Ombudsman Office
Component Financial Summary**

All dollars shown in thousands

	FY2006 Actuals	FY2007 Management Plan	FY2008 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	299.3	336.1	394.1
72000 Travel	25.0	45.0	33.0
73000 Services	108.3	108.6	109.3
74000 Commodities	6.6	7.1	8.7
75000 Capital Outlay	0.0	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	439.2	496.8	545.1
Funding Sources:			
1004 General Fund Receipts	0.0	0.0	48.3
1007 Inter-Agency Receipts	439.2	496.8	496.8
Funding Totals	439.2	496.8	545.1

Estimated Revenue Collections

Description	Master Revenue Account	FY2006 Actuals	FY2007 Managem nt Plan	FY2008 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Interagency Receipts	51015	439.2	496.8	496.8
Restricted Total		439.2	496.8	496.8
Total Estimated Revenues		439.2	496.8	496.8

**Summary of Component Budget Changes
From FY2007 Management Plan to FY2008 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2007 Management Plan	0.0	0.0	496.8	496.8
Adjustments which will continue current level of service:				
-Fund Source Adjustment for Exempt Employees Health Insurance Increases	0.6	0.0	-0.6	0.0
-FY 08 Health Insurance Increases for Exempt Employees	0.0	0.0	0.6	0.6
-Fund Source Adjustment for Retirement Systems Increases	47.7	0.0	-47.7	0.0
Proposed budget increases:				
-Retirement and Non-covered Employee Health Insurance Increases for Division of Personnel	0.0	0.0	0.4	0.4
-FY 08 Retirement Systems Rate Increases	0.0	0.0	47.3	47.3
FY2008 Governor	48.3	0.0	496.8	545.1

Long Term Care Ombudsman Office Personal Services Information					
Authorized Positions			Personal Services Costs		
	<u>FY2007</u> <u>Management</u> <u>Plan</u>	<u>FY2008</u> <u>Governor</u>			
			Annual Salaries		227,243
Full-time	4	4	Premium Pay		0
Part-time	0	0	Annual Benefits		166,857
Nonpermanent	0	0	<i>Less 0.00% Vacancy Factor</i>		(0)
			Lump Sum Premium Pay		0
Totals	4	4	Total Personal Services		394,100

Position Classification Summary						
Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total	
Admin Support Specialist	1	0	0	0	1	
Asst Long Term Care Ombudsman	1	0	0	0	1	
Asst Ltc OMB/Vol Coord	1	0	0	0	1	
Long-Term Care Ombudsman	1	0	0	0	1	
Totals	4	0	0	0	4	