

**State of Alaska
FY2009 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 for senior citizens of state
- Review, develop and comment on public safety concerning seniors
- Education and outreach on issues affecting seniors, especially long term care

End Result	Strategies to Achieve End Result
<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 Result	Strategies to Achieve End Result
<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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<h3 style="text-align: center;">Major Activities to Advance Strategies</h3>	
<ul style="list-style-type: none"> • Each complaint received by the Office of Long Term Care Ombudsman (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. • Input each complaint being investigated or monitored by OLTCO staff into the Ombudsmanager database. • Monitor other state, social and health care provider agencies' actions concerning senior care issues • Provide each OLTCO staff and volunteers with initial and on-going training concerning the OLTCO program and its activities. • Provide a training certification program. 	<ul style="list-style-type: none"> • Identify long term care homes with 50 or more residents and facilitate formation of resident/family councils as needed. • Review and analyze each piece of proposed legislation to determine if there is any potential impact to Alaskan seniors. • Identify needed legislation or changes to existing legislation around seniors and work with appropriate partners to create or comment on as needed. • Contact each member of the legislature or their staff on legislative issues, or to educate them on the OLTCO's role in advocating for seniors. • Provide education and outreach to seniors and senior care providers on senior rights and long term care issues. • Participate in groups, boards, and committees to ensure the interests, needs, and opinions of older Alaskans are represented.

FY2009 Resources Allocated to Achieve Results

FY2009 Component Budget: \$498,000	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

Year	# of Complaints	% Change from Prior Year
FY 2004	84	n/a
FY 2005	55	-34.52%
FY 2006	53	-3.64%
FY 2007	58	9.4%

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 but rose to 58 in FY07. 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 two and a half years 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.

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

Year	# of Complaints	% Change from Prior Year
FY 2004	64	n/a
FY 2005	67	4.69%
FY 2006	53	-20.90%
FY 2007	73	37.7%

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 was a result of the OLTCO doing a better job of informally 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). However, in FY07 the number of complaints for this category jumped to 73. It is believed this increase may have been attributable to formal one-day courses called "Prevention of Abuse and Neglect of Vulnerable Adults" which focused also on proper required reporting of potential abuse and violation of residents rights. This training was provided by the OLTCO at four nursing homes in Seward, Fairbanks, Juneau and Homer during the period November 2006 through Jan 2007. Fifty-eight (58) caregivers at these nursing homes and in long term care homes in these locales received this training. In addition, other entities, public and private, were also teaching this same course in various areas of the state as part of a grant through the University of Alaska-Anchorage Geriatric Education Center. Thus, we have seen a higher awareness of what abuse of residents' rights are among caregivers and have seen a resultant increase in the reporting of complaints of possible violation of residents' rights.

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

Year	# of Complaints	% Change from Prior Year
FY 2004	42	n/a
FY 2005	42	0.00%
FY 2006	43	2.38%
FY 2007	33	-23.2%

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 evidenced by the FY2007 figures. 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 has, in the past year, given special emphasis and education to the long term care homes on this category of complaints. Consequently, we have seen a reduction in this category of complaints.

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

Year	Percent Trained
FY 2004	100%
FY 2005	100%
FY 2006	100%
FY 2007	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

Year	% Investigated
FY 2004	100%
FY 2005	100%
FY 2006	100%
FY 2007	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

Year	Percent Investigated
FY 2004	100%
FY 2005	100%
FY 2006	100%
FY 2007	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

Year	% of Homes
FY 2006	100%
FY 2007	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.

Number of Complaints - All Categories

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	58	33	73	59	223	10.4%

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 increase of total complaints between FY2006 and FY2007 overall is attributed largely to a major push to educate caregivers around the state on the prevention of abuse, further awareness that abuse does not need to be physical only, but can also include verbal and mental abuse, neglect and financial exploitation, and proper reporting of potential abuse by caregivers. Consequently, due to this increased awareness more complaints are being received. Additionally, the growth in senior assisted living homes in the state in recent years has continued to a high of 239 as of June 2007 which has increased the number of elder residents susceptible to improper care.

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

Year	% of Legislation
FY 2006	100%
FY 2007	100%

Analysis of results and challenges: All House and Senate bills affecting seniors were reviewed. The OLTCO followed up with appropriate legislators regarding the Senior Benefits bill.

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

Year	% Contacted
FY 2006	12%
FY 2007	100%

Analysis of results and challenges: During FY2007, the OLTCO contacted each legislator requesting their support for the passage of the Seniors Benefits bill.

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 FY2007, five training sessions for new Certified Nursing Assistants (CNA) were conducted at CNA classes at OPAG. It is estimated that 60 students received CNA training from the OLTCO. In addition, the OLTCO provided "Prevention of Elder Abuse" training in Juneau, Fairbanks, Seward and Homer to train care providers to prevent and report elder abuse. The training workshop was attended by 59 care providers in these locales. The OLTCO also gave presentations at various conferences for providers addressing elder care issues such as the "Best Practices" conference which had over 80 attendees, and "Anchorage Senior Housing Fair, which had over 200 attendees.

Key Component Challenges

- To meet increased demand for assistance on senior issues, long term care and other programs affecting the senior citizens of Alaska caused by a high rate of growth in senior population, the second highest in the nation, which will add 40,000 seniors to the state population in the next 7 years.
- To meet the long term care needs of seniors with chronic mental illnesses by overcoming the lack of an adequate number assisted living homes (134 beds in 9 dually licensed homes statewide) that are licensed to care for seniors with this illness.
- To continue to build a strong and reliable volunteer ombudsman program, especially in Interior and Southeast Alaska, that will assist the Long Term Care Ombudsman Office in meeting the increasing needs of seniors.
- To continue 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 conduct outreach and education to long term care givers across the state so they will envision the Long Term Care Ombudsman office as a resource to use in providing appropriate care to their residents.
- To advocate for sound public policy locally, state-wide and nationally when considering changes to regulations, laws and existing programs that serve seniors.

Significant Changes in Results to be Delivered in FY2009

No changes in results delivered.

Major Component Accomplishments in 2007

- Responded to and completed actions on 256 complaints concerning the long term care of seniors (including 28 allegations of abuse, 27 public housing issues) compared to 246 in FY2006.
- Increased the number of client visits to assisted living facilities by 17% from 294 in FY2006 to 353 in FY2007.
- Trained 14 new volunteer ombudsmen to visit elders living in nursing and assisted living homes in Soldotna, Kenai, Kodiak and Anchorage. Volunteers in Soldotna, Kenai and Kodiak were first ever volunteers in that area.
- In January, held the first ever Volunteer Ombudsman Summit with certified volunteer long term care ombudsmen from across the state seeking feedback and providing additional training to enhance their volunteer experience. A second Summit was held in May.
- Advocated for the extension of the "Senior Care" benefits for lower income seniors in some form during the special legislative session held in June.
- Presented the course "Prevention of Abuse and Neglect of Vulnerable Adults" to 59 long term care providers in Seward, Juneau, Fairbanks and Homer on methods to prevent and report abuse of seniors.
- Presented information training about the role of the Office of Long Term Care Ombudsman Office to approximately 60 graduates at 5 Certified Nursing Assistance courses.

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

	FY2007 Actuals	FY2008 Management Plan	FY2009 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	331.1	346.4	347.0
72000 Travel	23.8	33.0	33.0
73000 Services	109.9	109.3	109.3
74000 Commodities	12.3	8.7	8.7
75000 Capital Outlay	1.7	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	478.8	497.4	498.0
Funding Sources:			
1004 General Fund Receipts	38.0	103.4	104.0
1007 Inter-Agency Receipts	440.8	394.0	394.0
Funding Totals	478.8	497.4	498.0

Estimated Revenue Collections

Description	Master Revenue Account	FY2007 Actuals	FY2008 Management Plan	FY2009 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Interagency Receipts	51015	440.8	394.0	394.0
Restricted Total		440.8	394.0	394.0
Total Estimated Revenues		440.8	394.0	394.0

**Summary of Component Budget Changes
From FY2008 Management Plan to FY2009 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2008 Management Plan	103.4	0.0	394.0	497.4
Adjustments which will continue current level of service:				
-Correct Unrealizable Fund Sources for Salary Adjustments: Exempt	0.4	0.0	-0.4	0.0
-FY 09 Health Insurance Increases for Exempt Employees	0.2	0.0	0.4	0.6
FY2009 Governor	104.0	0.0	394.0	498.0

Long Term Care Ombudsman Office Personal Services Information					
Authorized Positions			Personal Services Costs		
	<u>FY2008</u>		<u>FY2009</u>		
	<u>Management</u>		<u>Governor</u>		
	<u>Plan</u>				
Full-time	4		4	Annual Salaries	230,522
Part-time	0		0	Premium Pay	0
Nonpermanent	0		0	Annual Benefits	116,452
				<i>Less 0.00% Vacancy Factor</i>	(0)
				Lump Sum Premium Pay	0
Totals	4		4	Total Personal Services	346,974

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	