

**California Department of Aging**  
**Long-Term Care Ombudsman Program Narrative**  
**Older Americans Act Titles IIIB and VII**

**Program / Element / Component – 30.20**

**Description**

The Office of the State Long-Term Care Ombudsman has oversight responsibility for 35 local Ombudsman programs throughout the State. Approximately 156 paid staff and 787 certified volunteers advocate on behalf of residents of long-term care (LTC) facilities. These facilities include 1,259 skilled nursing and intermediate care facilities, and 7,550 residential care facilities for the elderly with a combined 297,371 LTC beds in California.

Staff and volunteers of the local programs:

- receive, investigate, and resolve complaints made by or on behalf of, residents of LTC facilities;
- receive and investigate reports of suspected abuse of elders and dependent adults occurring in LTC and some community care facilities;
- work with licensing agencies and law enforcement in the investigation of abuse in facilities;
- provide community education;
- maintain a regular presence in facilities;
- advocate to influence public policy related to long-term care;
- serve as members of interdisciplinary teams within their counties;
- witness advance health care directives for residents in nursing facilities; and
- address quality-of-care practices in facilities.

Staff of the State Office:

- provide technical assistance to and monitoring of local programs;
- conduct semi-annual statewide training conferences;
- act as liaisons to licensing and regulatory agencies;
- work to influence public policy through legislative bill analyses and commenting on legislation that affects residents;
- promulgate policies and regulations;
- act as a clearinghouse for information and data related to LTC issues;
- compile statewide data on the Ombudsman Program; and
- provide a 24-hour CRISISline telephone service to receive complaints by and on behalf of LTC residents.

## Benefits

The Program assists LTC residents, their friends, families, and the public in the following areas: (1) resolving LTC quality-of-life and quality-of-care issues; (2) investigating abuse occurring in LTC and community care facilities; (3) providing education about laws and regulations related to LTC; and (4) witnessing advance health care directives and certain property transfers for residents of skilled nursing facilities.

Paid staff and volunteers visit all licensed LTC facilities and protect residents' rights by providing a regular presence and access to Ombudsman services.

## Eligibility

<i>Income</i>	No requirements.
<i>Age</i>	All residents of LTC facilities in the State, aged 60 years or older, are eligible for Ombudsman services. The Program also assists residents younger than 60 years of age, as time and resources permit.
<i>Other</i>	The Ombudsman Program investigates elder and dependent adult abuse cases occurring in LTC facilities, adult residential facilities, adult day programs, adult day health care facilities, and other types of community care facilities.

## Access

Ombudsman Program Information and Assistance is available 24 hours a day via the CRISISline at **1-800-231-4024**. Every licensed LTC facility in the State is required to display at least one poster advertising this number in an area accessible to residents. Each poster also displays the name, address and telephone number of the local LTC Ombudsman Program. Individuals can also access Ombudsman services through the statewide toll-free Senior Information Line at **1-800-510-2020** and the California Department of Aging website at [www.aging.ca.gov](http://www.aging.ca.gov).

## Current State Fiscal Year Funding Information (2014-15)

<i>Source</i>	<b>State Operations</b> <ul style="list-style-type: none"><li>• State General Fund (GF)</li><li>• Federal Older Americans Act (OAA) Title IIIB-Supportive Services – Ombudsman</li><li>• Federal OAA Title VII-Ombudsman</li><li>• State Special Deposit Fund (derived from the State Health Facilities Citation Penalties Account)</li></ul>
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<i>Source (continued)</i>	<p><b>Local Assistance</b></p> <ul style="list-style-type: none"> <li>• Federal OAA Title IIIB-Ombudsman</li> <li>• Federal OAA Title VII-Ombudsman</li> <li>• State Special Deposit Fund (derived from the State Health Facilities Citation Penalties Account and the Skilled Nursing Facility Quality and Accountability Fund)</li> <li>• Grants, local fund-raising, donations</li> </ul>
<i>Allocation Formula</i>	<p>The Ombudsman Funding Formula is established in Welfare &amp; Institutions Code Section 9719.5 for allocations to local Ombudsman programs:</p> <ul style="list-style-type: none"> <li>• Each local program receives a base allocation of \$35,000, except in areas where there are fewer than 10 facilities and fewer than 500 beds.</li> <li>• Allocations to areas where there are fewer than 10 facilities and fewer than 500 beds are no less than the base allocation established in the 1986 Budget Act.</li> </ul> <p>Of the remaining funds, the Department allocates:</p> <ul style="list-style-type: none"> <li>• 50 percent based on the number of LTC facilities in the local program area in proportion to total LTC facilities in the State;</li> <li>• 40 percent based on the number of LTC beds in the local program area in proportion to total LTC beds in the State; and</li> <li>• 10 percent based on total square miles in the local program area in proportion to total square miles in the State.</li> </ul>
<i>Match Requirements</i>	N/A
<i>Other Funding Information</i>	N/A
<i>Funding Cycle</i>	July 1 – June 30