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

Program Code:

The Older Americans Act (OAA) Title IIIB and Title VIIA Ombudsman Program program code is 3900200.

Description:

The OAA seeks to enable older individuals to maintain their well-being through locally developed community-based systems of services. The OAA Title IIIB and Title VIIA Ombudsman Program identifies, investigates and resolves complaints made by or on behalf of residents of long-term care (LTC) facilities that affect the residents' health, safety, welfare or rights. The Program also receives and investigates reports of suspected elder and dependent adult abuse occurring in LTC facilities, adult residential facilities, adult day programs, adult day health care facilities, intermediate care facilities for the developmentally disabled, congregate living health facilities, and adult residential facilities for persons with special health care needs. Local staff and volunteers witness advance health care directives and certain property transfers for residents in nursing facilities to ensure these transactions are entered into without undue influence. The Program also provides community education to inform the public about LTC services and issues that affect residents.

The Office of the State LTC Ombudsman has oversight responsibility for 35 local Ombudsman programs throughout California. Approximately 216 paid staff and 717 certified volunteers advocate on behalf of residents of LTC facilities. These facilities include 1,230skilled nursing and intermediate care facilities, and 7,307residential care facilities for the elderly, with a combined count of 308,011 LTC beds.

Benefits:

The LTC Ombudsman Program provides residents of LTC facilities with access to Ombudsman representatives who will advocate for their quality of care and quality of life. Ombudsman representatives strive to maintain a presence in the LTC facilities so that residents can build a relationship of trust with their Ombudsman and receive regular and timely access to Ombudsman services. The Program also benefits LTC facility staff by providing training on topics like obligations under State and federal law for mandated reporting of suspected abuse and neglect and the requirement to provide resident-centered care. Providing information and consultation to facility staff and other individuals on questions or concerns that may not rise to the level of complaints prevents issues from turning into larger problems.

The State LTC Ombudsman and representatives of the Office advocate to influence public policy related to long-term care. State Office staff provide technical assistance to, training for, and monitoring of local programs to ensure the quality of services delivered to residents. They also conduct semi-annual statewide training conferences to keep Ombudsman program coordinators up to date on LTC issues. Staff members act as liaisons to licensing and regulatory agencies to bring resident concerns to their attention. The Office maintains a 24-hour, seven-day-a-week CRISISline to receive complaints made by and on behalf of LTC residents.

Eligibility:

Eligibility Factor	Description
Age	Not applicable
Income	No requirement
Other	All residents of LTC facilities, regardless of age

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. Information on the LTC Ombudsman Program is available through the statewide toll-free Senior Information Line at **1-800-510-2020** and the California Department of Aging website (http://www.aging.ca.gov/).

Current State Fiscal Year Funding Information:

This information is for Fiscal Year 2019-20.

Funding	Description
Source	• OAA federal funds – Title IIIB, via Administration for Community Living (ACL) • OAA federal funds – Title VIIA, via ACL • State General Fund (GF) • State Health Facilities Citation Penalties Account • Skilled Nursing Facility Quality and Accountability Fund • Public Health Licensing and Certification Program Fund • Local funds
Match Requirements	Not applicable

Funding	Description
Other Information	Not applicable
Cycle	July 1 – June 30