

Memorandum



CITY OF DALLAS

DATE October 9, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Office of Community Care City Council Agenda Item**

The following Office of Community Care (OCC) item will be considered by City Council on the October 13, 2020 Agenda:

Item Number 20-1457: Authorize the first of two, one-year renewal options to the service contract with Senior Citizens of Greater Dallas, Inc. to provide nursing home ombudsman services, which includes: receiving, investigating and resolving complaints and assisting in obtaining goods or services for seniors residing in nursing homes and assisted living facilities within the city of Dallas for the period of October 1, 2020 through September 30, 2021 - Not to exceed \$116,868.00 - Financing: General Fund (subject to annual appropriations)

Background

Senior Citizens of Greater Dallas, Inc., which is federally mandated by the Older Americans Act, Title VII, Chapter 2, the Long-Term Care Ombudsman Program, has served older adults in the Dallas area for 59 years. The mission of Senior Citizens of Greater Dallas, Inc., also known as the Senior Source, is to enhance the overall quality of life and empower all older adults in greater Dallas to thrive. This is accomplished through advocacy efforts of volunteer and paid certified ombudsmen who respond to long-term care residents' requests for assistance with complaints and concerns. Nursing home and assisted living monitoring by certified ombudsmen includes observation, research and investigation of concerns. The Ombudsman Program is also a resource for residents and families searching for a long-term care facility. The program provides training to nursing home and assisted living staff, as well as resident and family councils, on residents' rights, the role of the ombudsman, abuse and neglect, and reducing restraint use.

Ombudsman services help to improve the quality of life and care for the vulnerable elderly residing in long-term care facilities, and to promote those residents' health, safety, welfare and rights. This is accomplished through the advocacy efforts of volunteer and paid certified ombudsmen who respond to long-term care residents' complaints, concerns and requests for assistance. More than 50% of the residents of these facilities have some type of dementia and the majority residents have a variety of medical conditions and disabilities. This is exacerbated by the fact that most of these residents never have visitors, and therefore desperately need a someone to serve as their voice and advocate for their quality of care and quality of life.

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In past years, the Senior Services Ombudsman Program was funded with Community Development Block Grants (CDBG) Funds. City Council voted on June 12, 2019, to move all Senior Services programs to the General Fund, beginning FY 2019-2020.

For FY 2020-2021, the staff ombudsmen will serve the residents in thirty-one (31) nursing homes and three assisted living facilities located within the city of Dallas. The following is a list of the targeted nursing homes and assisted living facilities in Dallas:

Nursing Homes:

1.	Adora Midtown Park-8130 Meadow Road	75231
2.	Autumn Leaves Nursing Center-1010 Emerald Isle Drive	75218
3.	Brentwood Place One-3505 South Buckner Blvd., Building 1	75227
4.	Brentwood Place Two-3505 South Buckner Blvd., Building 2	75227
5.	Brentwood Place Three-3505 South Buckner Blvd., Building 3	75227
6.	Brentwood Place Four-3505 South Buckner Blvd., Building 4	75227
7.	C. C. Young-4829 West Lawther Drive	75214
8.	Diversicare of Lake Highlands-9009 White Rock Trail	75238
9.	Golden Acres-2525 Centerville Road	75228
10.	Juliette Fowler Communities-1260 Abrams Road	75214
11.	Lakewest Skilled Nursing & Rehab-2450 Bickers Street	75211
12.	Le Reve Rehabilitation & Memory Care-3309 Dilido Road	75228
13.	Monarch Pavilion Rehab Suites-6825 Harry Hines Boulevard	75235
14.	Presbyterian Village North-8600 Skyline Drive	75243
15.	Remarkable Healthcare of Dallas-3350 Bonnie View Road	75216
16.	Senior Care Health & Rehab Center-2815 MLK, Jr. Boulevard	75215
17.	Signature Pointe on the Lake-14655 Preston Road	75240
18.	Simpson Place Skilled Nursing-3922 Simpson Street	75246
19.	Skyline Nursing Center-3326 Burgoyne Street	75233
20.	South Dallas Nursing & Rehab-3808 South Central Expressway	75215
21.	The Highlands of Dallas-9009 Forest Lane	75243
22.	The Lennwood-8017 West Virginia Drive	75237
23.	The Meadows Health and Rehab Center-8383 Meadow Road	75231
24.	The Rehabilitation and Wellness Centre of Dallas-4200 Live Oak Street	75204
25.	The Renaissance at Kessler Park-2428 Bahama Drive	75211
26.	The Villa at Mountainview-2918 Duncanville Road	75211
27.	The Villages of Dallas-550 East Ann Arbor Avenue	75216
28.	Traymore Nursing Center-4315 Hopkins Avenue	75209
29.	Treemont Nursing and Rehabilitation-5550 Harvest Hill Road	75230
30.	Villages of Lake Highlands-8615 Lullwater Drive	75238
31.	Walnut Place-5515 Glen Lakes Drive	75231

Assisted Living Facilities:

1.	Fowler Christian Apartments-105 Juliette Fowler Street	75214
2.	Lakewest Assisted Living-3494 Kingbridge Street	75212

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3. Simpson Place Assisted Living-3922 Simpson Street 75246

Senior Citizens of Greater Dallas Performance Measures and Goals for the FY2019-20 Program year are listed below. The COVID-19 pandemic severely inhibited the ability of the organization to implement all aspects of the programming, most notably due to a months-long, state-mandated limitations for visitor access to nursing homes, which applied to ombudsman.

<i>PERFORMANCE MEASURES</i>	<i>GOALS</i>	<i>AMENDED</i>	<i>OUTCOMES (THROUGH 8/31/2020)</i>
<i>Number of nursing home and assisting living visits by certified staff and volunteer ombudsman</i>	765	550	344
<i>Number of unduplicated nursing homes and assisting living residents</i>	4,000	3,500	2,868
<i>Receive, investigate and resolve complaints</i>	590	500	373
<i>Provide ombudsman information to City of Dallas nursing homes and assisted living facilities</i>	34	34	0
<i>Recruit and place volunteer within the 34 contracted nursing homes and assisted living facilities</i>	500	500	947
<i>Consultations to nursing home and assisted living administrators</i>	510	510	502
<i>Attend inspections and fair hearings</i>	34	34	58
<i>Assist low-income residents in obtaining needed goods or services</i>	400	300	687
<i>Provide educational in-services for nursing homes and assisted living staff</i>	2	1	1

Budget

The budget for this program (Senior Services Ombudsman Program) is \$116,868 – Funding provided through City of Dallas Operating Budget (General Funds).

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Should you have any questions or concerns, please contact myself or Jessica Galleshaw, Director of Office of Community Care.



Kimberly Bizzor Tolbert
Chief of Staff

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors