

Memorandum



CITY OF DALLAS

DATE October 18, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Agenda Item #24, October 23, 2019 –Senior Services Ombudsman Program**

The following Office of Community Care (OCC) item will be considered by City Council on the October 23, 2019 Agenda:

Authorize a one-year service contract, with two one-year renewal options, for the Senior Services Ombudsman Program, by providing nursing home ombudsman, 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, 2019 through September 30, 2020 – Senior Citizens of Greater Dallas, Inc., sole source - Not to exceed \$116,868.00 – Financing: General Fund

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 someone to serve as their voice and advocate for their quality of care and quality of life.

The State Long-Term Care Ombudsman Program is mandated by the state and federal law to advocate for the quality of life and care for residents in nursing and assisted living facilities. In accordance with those laws, the State Ombudsman is authorized to designate local ombudsman entities to provide long-term care ombudsman services in distinct service areas of the state. Since 1981, the State Ombudsman has designated Senior Citizens of Greater Dallas, Inc. dba The Senior Source, as the local ombudsman entity for Dallas County. This designation means that The Senior Source is the sole agency with authority to provide long-term care ombudsman service in Dallas County's nursing homes and assisted living facilities.

Senior Citizens of Greater Dallas, Inc. has served older adults in the Dallas area for 58 years. The mission of Senior Citizens of Greater Dallas is to enhance the overall quality of life and empower all older adults in greater Dallas to thrive. Nursing home and assisted living monitoring by certified ombudsmen include observation, research and investigation of concerns. The Senior Services Ombudsman Program is also a resource for residents and families searching for a long-term care facility. The Program provides training to

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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.

For FY20, the Program has the following targets:

<u>Performance Measures</u>	<u>Goal</u>
Number of nursing home and assisted living visits by certified staff and volunteer ombudsmen	765
Number of unduplicated nursing home and assisted living residents visited	4,000
Complaints received, investigated and resolved	900
Provide ombudsman information to CDBG nursing homes and assisted living facilities	500
Consultations to nursing home and assisted living administrators	510
Attend inspections and fair hearings	34
Assist low-income residents in obtaining needed goods or services	300
Provide educational in-services for nursing home and assisted living staff	2

Outcomes Targets

- 1) Improve the quality of life and care for residents by resolving seventy-percent (70%) of complaints received by or on behalf of nursing home and assisted living residents.
- 2) Resolve at least eighty-five percent (85%) of those resolved complaints within ninety (90) days.
- 3) Enhance the quality of life for residents who need goods and services through a donation program for clothing and other needed supplies.

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.

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



Nadia Chandler Hardy

Assistant City Manager and Chief Resilience Officer

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney (Interim)
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager
Michael Mendoza, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Alequresh, Chief Innovation Officer
Liz Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors