

**Grantee:**

## Long Term Care Services

**18**

**Project:**

Ombudsman

**Funding:**

\$364,698

**Funding Source:**

*(Check all that apply)*

- Title IIIB (Fed)
- Title VIIa (Fed)
- Title IIIB (state)
- LCPF (state)
- SDFL (state)
- SNF Q&A (state)

**Contract Year:**

FY2022-2023

**Renewal Recommendation:**

- Yes
- Yes with Contingencies (see H)
- Advisory Council Approval Required (see G)
- No

### SUMMARY

Long Term Care Services offers excellent professional service to clientele. The Federal mandate governing the Ombudsman program nationwide requires only one annual visit per facility; however, this provider has set its own mandate for Ventura County that stipulates all skilled nursing facilities would be monitored a minimum of once a week and all assisted living facilities a minimum of once a month. Unfortunately, due to the COVID-19 crisis, LTCS was not allowed into any facilities, which severely impacted its performance goals for FY1920 and FY2021. Although LTCS has been faced with many challenges over the past two years, its staff and volunteers continue to actively advocate for decent care and quality of life for more than 8,000 frail elderly in Ventura County's 237 long term care facilities – 60% of whom have no family or friends to watch out or visit them and are too fearful, vulnerable, or frail to represent themselves.

### A. Current Fiscal Year Contracted Service – Through March 31, 2022

Service Category	Unit of Measure	YTD Units Contracted	YTD Units Delivered	YTD % to Goal
<b>OUTCOME 1</b>				
Complaint Resolution Resolved	% open complaints	98.7%	94.4%	95.7%
Resident Council Participation	1 meeting attended	188	121	48%
Family Council Participation	1 meeting attended	6	0	N/A
Information and Assistance to Staff	1 consultation	1,481	3,543	179%
Information and Assistance to Individuals	1 I&C	3,450	8,241	179%
Community Education Sessions	1 session	38	46	92%
<b>OUTCOME 2</b>				
Facility Coverage – Nursing Facilities (SNFs) visited quarterly	1 visit	100%	554	554%
Facility Coverage – Residential Care Facilities visited quarterly	1 visit	100%	1780	1780%
# of F/T Equivalent OMB Staff	1 volunteer	4.63	5	107.9%
# of Certified LTC OMB Volunteers	1 ombudsman	40	43	107.5%
<b>OUTCOME 3</b>				
Training Sessions on NORS	1 session	1		

