



Long-Term Care Ombudsman Program Title III B & VII Project Description

Overview

The Long-Term Care Ombudsman Program (LTCOP) is a resident-directed advocacy program which protects and improves the quality of life for residents in a variety of long-term care settings through individual and systemic advocacy for and on behalf of residents, including representing the interests of residents before governmental agencies, reviewing and commenting on existing and proposed laws, seeking out and responding to media requests, the promotion and cultivation of best practices within long-term care services, and through the promotion of family and community involvement in long-term care facilities. In addition to, the General Revenue Funds and the Long-Term Care Provider Fund provided to complete investigations, direct service and other program related activities, the Illinois Department on Aging designates Title VII funds for Advocacy and Training.

Service Delivery Components

Investigative services

Every Regional Program shall receive, investigate and resolve complaints made by or on behalf of residents relating to actions, inactions, or decisions of providers, or their representatives, of long-term care services, of public agencies, or of social service agencies, which may adversely affect the health, safety, welfare or rights of such residents.

Regular presence in long-term care facilities

The Regional Program shall provide a regular presence visit to each long-term care facility in its service area at a minimum of at least once per quarter.

Issue advocacy

The Program shall assure that the interests of residents and participants are represented to governmental agencies and policymakers.

Information and Assistance

The Program shall provide information and assistance regarding long-term care issues and the needs and rights of residents and shall promptly respond to requests for information.



Resident and family councils

The Program shall provide technical support to resident and family councils. The Program shall respond to questions and provide literature and assistance relating to resident and family councils. Ombudsmen shall make every effort to be present at resident and family council meetings, when invited.

Volunteer management

The Program shall use volunteers to maximize its resources to benefit residents. The Volunteer Ombudsman shall visit residents in long-term care facilities and may assist, to the extent determined appropriate by the Regional Ombudsman, with issue advocacy activities and public information and education. The Regional Program shall submit its plan for recruitment, use, and supervision of volunteer staff in the Regional Program Annual Services Plan. The proposal shall be consistent with policies and procedures set forth by the State Office of the Long-Term Care Ombudsman requirements.

Community education

The Program shall provide general presentations and participate in community and health fairs targeted to community members, stakeholders, universities, state agencies, places of worship, or advocacy groups, etc. per State Office of the Long-Term Care Ombudsman requirements.

Education to long-term care facility staff

The Program shall provide training to long-term care facility staff per State Office of the Long-Term Care Ombudsman requirements.

Multidisciplinary Teams (MTeams)

The Regional Ombudsman may establish and facilitate a multidisciplinary team (M-Team). A Multi-disciplinary Team is a group of selected professionals from a variety of disciplines to discuss and provide consultation on specific cases. The M-Team shall act in an advisory role for the purpose of providing professional knowledge and expertise in handling complex cases.



Ombudsman Training

Per the IDOA Long-Term Care Ombudsman Program Policies and Procedures, Ombudsmen are required to complete required training for certification and a set number of mentoring hours in order to obtain their certification. All Ombudsmen are required to complete in-service training each federal fiscal year. The State Office of the Long-Term Care Ombudsman shall plan, develop, and implement training of the Ombudsmen and the Regional Ombudsman Programs. The Provider Agency shall provide professional development opportunities for all Ombudsman staff.

Title VII Funding Utilization

Long-Term Care Ombudsman Programs can utilize the designated Title VII funds to support the activities needed to perform the responsibilities outlined in the Policies and Procedures and attend trainings to ensure compliance with obligations. Expenses should be incurred in accordance with the 2CFR regulations consistent with the Older Americans Act funding.

Additional information on the above activities can be found in the Long-Term Care Ombudsman Program Policies and Procedures manual.