Below are listed the states that submitted a best practice, grouped by category, with a brief description of the practice. Conference attendees that have submitted a best practice also have the category of their submission displayed on their name badge – be sure to ask them if you are interested in learning more about the successful practices they have implemented in their states! The full list of best practices will also be available on the NORC website (www.ltcombudsman.org) following the conference.

**Addressing Abuse Cases**

**New Hampshire**
Approximately 250 people attended the New Hampshire Abuse Prevention Conference, “Supporting Elders: Prevention, Planning and Possibilities”, held on November 10 in West Lebanon. The conference was presented by the Office of the State Long-Term Care Ombudsman (OLTCO) and the NH DHHS Bureau of Elderly and Adult Services (BEAS)-Adult Protective Services, and sponsored by the Friends of the NH OLTCO.

**Legislative Advocacy**

**California**
The Office of the State Long-Term Care Ombudsman (OSLTCO) supported two bills that will improve protections for people living in Residential Care Facilities for the Elderly (RCFEs). The OSLTCO worked closely with legislative staff to ensure amendments that would improve protections for residents were included.

**District of Columbia**
In December 2011, DC Long-Term Care Ombudsman Program testified before city council against a proposed bill which would require that Advisory Neighborhood Commissions(ANCs) be notified each time a community residence facility was located in their ward of the city. The Ombudsman Program testified that this bill would violate the privacy of all CRF residents and provided examples how this law would specifically be detrimental to residents who lived in mental health CRFs. The bill was not passed.

**District of Columbia**
After years of continued advocacy by the DC Long-Term Care Ombudsman Program, the DC Council passed two bills which changed the law pertaining to the Ombudsman Program: increasing ombudsman access to nursing homes to 24/7 access and expanding the LTCOP access to home care consumers.
Alabama
Encouraged Local Ombudsmen Programs to partner with nursing homes within their regions to recognize at least one certified nursing assistant from each nursing home to be honored at a local appreciation luncheon and/or banquet organized by the LLTCOP.

Colorado
The Colorado SLTCOP recognized Cel Santistevan as an exemplary volunteer ombudsman. Cel has been a volunteer Lead Ombudsman for the past year covering six counties in his region of 9,534 square miles. He has overseen two volunteers as well as directly delivering Ombudsman services to 11 nursing homes and eight assisted living facilities. Cel is remarkable in many ways and not least of all is his willingness and volunteering to do tasks without being asked.

Hawaii
To compensate for a staffing set-back, the SLTCOP is working with Hawaii Pacific University and has accepted 5 BSW students and 1 MSW student for their practicum requirements and they will be with the SLTCOP for the next 1 ½ years. It’s a lot of work getting the practicum students trained and certified and they are younger and less experienced than the typical volunteer ombudsmen, but they also come with different talents (web design, Facebook users, bi-lingual, sign language, etc.) and a fresh perspective.

Maryland
Statewide conference calls were held during Residents’ Rights Month for the 122 ombudsman volunteers in the state of Maryland. Two identical calls were held at different times so volunteers could participate based on their own schedules. Each of the 19 local programs was asked to distribute information about the calls by hard copy or email if possible.

Massachusetts
The Massachusetts program developed training for Ombudsman Volunteers to meet bi-annual recertification requirements. Training was developed at the state level for local program directors to deliver to their volunteers.

Nevada
During the 2011 Legislative Session final approval was given for Nevada’s first Volunteer Ombudsman Program. Application and screening tools have been developed as well as a training and certification curriculum. Additionally, policies and procedures have been written and are in place.

New Hampshire
The Advisory Committee of the Office of the Long Term Care Ombudsman held a fundraiser for the Volunteer Program in which nursing home and assisted living residents competed at two locations in a mini-golf tournament. Funds derived from these events are used to support the volunteer program within the Office of the Long Term Care Ombudsman.

New Jersey
The New Jersey program has focused on emphasizing the need for the Office to increase its public profile in order to dramatically increase the number of volunteer ombudsman assigned to the state’s 360-plus skilled nursing facilities, where the state’s most vulnerable elderly residents reside. In order to
do this, the SLTCOP launched a multi-faceted public awareness campaign to quickly bolster the ranks of the Office’s volunteer program.

North Dakota
This year, the North Dakota SLTCOP office has obtained some independence and is more in line with the ombudsman program standards of the Older Americans Act. Effective July 1, 2012, the State Ombudsman Office is now considered a ‘separate’ office within the Aging Services Division.

Rhode Island
In September 2011 the Alliance for Better Long Term Care upgraded to Harmony OmbudsManager v2.0 which is a web-based .NET version of OmbudsManager. Aside from the updated database the program features include several enhancements to applications and reports, as well as refinements to staff and volunteer time tracking for NORS reporting compliance.

Wisconsin
Since 2004, The State of Wisconsin Board on Aging and Long Term Care Volunteer Ombudsman Award Program has paid tribute to the Founder of the Volunteer Ombudsman Program, and retired Board Member, Louise Abrahams Yaffe. The annual Louise Abrahams Yaffe Volunteer Ombudsman Program Award recognizes an outstanding Volunteer Ombudsman each year with a tangible acknowledgment of excellence at a formal banquet. The award is given to one local volunteer Ombudsman, selected through a formal nomination process, who has made a substantial impact on the lives of the residents served by the volunteer.

Serving Diverse Populations

Mississippi
The Mississippi program planned and organized its annual Snowflake Ball. Its mission is to provide a holiday outing for residents living in long-term care facilities.

Missouri
The Missouri LTCOP began a partnership with SAGE Metro St. Louis in 2011 to work on making joint presentations to facility staff, discussing issues of discrimination and isolation specifically found in long-term care facilities, and to develop training materials.

New York
The NYS Office for the Aging and the Office of the State Long Term Care Ombudsman partnered with the State Commission for the Blind and Visually Handicapped (CBVH) to develop materials, including a 15-minute video and interactive toolkit for local ombudsmen to use with facility staff who work with residents who have visual impairments.

Texas
After hearing about TimeSlips, a creative storytelling process for people with dementia, developed at the University of Wisconsin Milwaukee, a staff ombudsman educated facility staff about the benefits of person-centered activities and encouraged staff to implement these principles on an ongoing basis.
Illinois
Illinois recently retooled its two-day Level One certification training. The next step is to make Level One an on-line training.

Nebraska
For the past three years the SLTCO has facilitated an Ombudsman Update Training as a mechanism to provide technical assistance to the local ombudsmen who enter data.

New Hampshire
Darlene Cray, Regional Long Term Care Ombudsman and Volunteer Coordinator, was appointed to chair the New Hampshire Culture Change Coalition at the most recent meeting. Through her work, the Coalition was recently awarded a grant to offer a thirteen-part webinar series for free to the New Hampshire Culture Change Coalition members, partners as well as identified nursing homes that would like to put this education into practice.

Systems/Issue Advocacy

Alaska
The SLTCOP created a “New Senior Center Director” pamphlet with advice on how to establish good working relationships with seniors, boards, community stakeholders and grantor agencies.

California
A local Ombudsman Program in San Mateo County brought on board an Emergency Planner to work with facilities and train them individually on handling natural disasters.

California
Three local Long-Term Care Ombudsman Programs and the California Advocates for Nursing Home Reform (CANHR) hosted approximately 1,000 people working in long-term care (LTC) at three, full day symposia on the topic of Dementia without Drugs.

Connecticut
The CT LTCOP reported on the progress of the CT Statewide Coalition of Presidents of Resident Councils Executive Board. The State Ombudsman supports and facilitates the work of the Executive Board through regular meetings and conference calls, financial support to attend meetings in some instances and assistance with meetings with legislators and policy makers.

Delaware
The SLTCO, by invitation of the MFP Administrator, met with some staff of the state-owned facilities to review the guardianship and surrogacy processes and established a task force to review how staff decide who had capacity, guardians, decision makers, and what criteria were used in making the decisions. They also reviewed and updated admission and operational policies. A training session for staff was conducted immediately.
**District of Columbia**
The DC LTCOP created a monthly “Advocacy Blast” to long-term care facilities in which it selected topics of discussion around the services, rights and quality of care for residents.

**District of Columbia**
The DC LTCOP organized and hosted the first annual Leadership Conference for presidents of resident and family councils at local nursing home, and organized a forum for social workers of long-term care facilities addressing issues with the return of residents to their homes via home and community based services.

**Guam**
The Guam Ombudsman program was instrumental in the installation of the new call lights system for the 59 rooms for the frail elderly residents of St. Dominic’s Senior Care Home.

**Louisiana**
The SLTCOP has created, conducts, and leads a regional culture change coalition of PSA.

**New Mexico**
New Mexico ombudsmen have partnered with the NM Aging and Disability Resource Center (ADRC) State Medicare Patrol (SMP) effort to provide training to LTC residents, family members and staff about Medicare fraud.

**New Mexico**
The New Mexico Ombudsman Program has negotiated with the Medicaid agency for use of Medicaid funds to support ombudsmen advocacy during and after nursing home transitions.

**Ohio**
The Ohio program is using Civil Money Penalty funds to improve person-centered care in nursing homes. Each of twelve regional ombudsman programs applied to the state ombudsman for funds to work with individual homes on person-centered strategies. The program is also using funds to enhance training for ombudsmen to use root cause analysis so that resolution of complaints is person-centered.

**Oregon**
Every other month, a one page flyer is sent to legislators, community partners and other individuals and groups. The local programs send in success stories to be included in the flyer.

**Oregon**
The State of Oregon Long-Term Care Ombudsman Office, led by State Ombudsman, Mary Jaeger, developed a set of four “Ask the Ombudsman” webinars for Oregon long-term care facility providers. Technical support and CEU management is coordinated by Oregon Health Care Association (OHCA).