



## Long Term Care Ombudsman Program

### Program Description

Title VII of the Older Americans Act, as amended, requires the State Unit or Area Unit on Aging to have programs in place for clients to be represented by an independent advocate (ombudsman) for persons living in Long Term Care (LTC) settings and to provide education and information to people about prevention of physical, financial, mental, and verbal abuse. There is one contractor, Wyoming Senior Citizens, Incorporated, statewide for these services.

### Program Expenditures and People Served

	2020	2021	2022
<b>Total Program Cost</b>	\$188,086	\$255,998	\$264,126**
<b>People Served</b>	2,023	1,151	1,370
<b>Non-600 Series*</b>	9.5%	9.0%	5.7%

\*600 series is defined as direct service

\*\*\$52,771.52 received under the CARES Act & LOC 5

### Program Cost Notes

- 58% federal funds
- 42% state funds
- 0% local funds (not required; local contractor will supply additional funds as available)

### Program Staffing

- 1 FTE
- 3 FTE through contract
- 0 AWEC

### Program Metrics

- The Long-Term Care Ombudsman and elder abuse prevention program educates, investigates, advocates, mediates, and resolves issues on behalf of long-term care recipients to protect their health, safety, welfare, and rights.
- The program evaluates caseloads and activity level, including cases opened and closed, type of cases, and the number of program activities completed.
- All complaints or requests for assistance are reported monthly to the State Long-Term Care Ombudsman through the OmbudsManager Data System. A yearly report, OAAPS, is submitted to Administration on Community Living, ACL.
- All licensed nursing homes, assisted living facilities, and boarding homes in the state are to be visited quarterly by the Regional Ombudsman, per federal regulations. Other agencies the LTC Ombudsman may assist with are senior centers, hospice centers, adult day cares, home health companies, and individuals' homes. The Regional and State Ombudsman provide information, education and presentation about the signs and symptoms of abuse, prevention of abuse and when and how to report abuse.
- The Ombudsman program will work on Systems Advocacy, by recommending changes to our system to benefit long-term care residents.
- The program is working on developing the Volunteer Long Term Care Ombudsman program, VLTCOP, across the state.

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### Events that Have Shaped the Program

- Three full-time Regional Long-Term Care Ombudsman are employed to cover the entire State of Wyoming with a caseload of 1,570 facility beds per Regional Ombudsman a total of 4711 in 77 facilities; this past year there was a turnover of three Regional Ombudsman positions. I will train a new Ombudsman at the end of November.
- The last two quarters the Regional Ombudsman focused on increasing their attendance to Adult Protective Service meetings and community education presentations. This was done and the program looks to increase these numbers even more this next year.
- ACL recently provided federal guidelines on training and certification of Regional Ombudsman with a minimum of 36 hours. The Regional Ombudsman we have now are grandfathered in.
- There were a variety of complaints received by the program, but almost half of the cases were regarding care issues and residents' rights.
- An Assisted Living Facilities, Legacy Lodge at Jackson Hole, and a Boarding Home, Maurice Griffin Manor in Casper, closed this year,
- The Wyoming Life Resource Center opened Mountain View Skilled Nursing Community with 10 beds that can be used as Long-Term Skilled Care beds.
- The program has trained two VLTCO this year and we currently have two Volunteer Long-Term Care Ombudsman that visit an assigned facility once a week.
- COVID-19 restrictions have been lifted and the Regional Ombudsman are back in the facilities.
- We had two facilities develop a Family Council this year, and will continue to work encouraging other facilities to do the same.
- The program has continued to maintain positive stakeholder relationships and foster benefit to recipients of long-term care services.