

## POLICY CHANGES

The Office of the State Long-Term Care Ombudsman released revisions to the Illinois Long-Term Care Ombudsman Program Policies and Procedures Manual in order to align with federal rules pertaining to the Ombudsman Program that were issued for the first time in 2016. New sections were added to cover emergency preparedness and facility closures.

## BARRIERS AND CHALLENGES

Visitation restrictions continued to be a major challenge during FY21. Residents continued to suffer from social isolation and for many residents, the care declined due to family members no longer being allowed to regularly visit to help supplement the care provided by facility staff. While the visitation restrictions imposed by state and federal guidance loosened, many facilities continued to refuse to allow visitors or significantly limited visitation.

## RECOMMENDATIONS

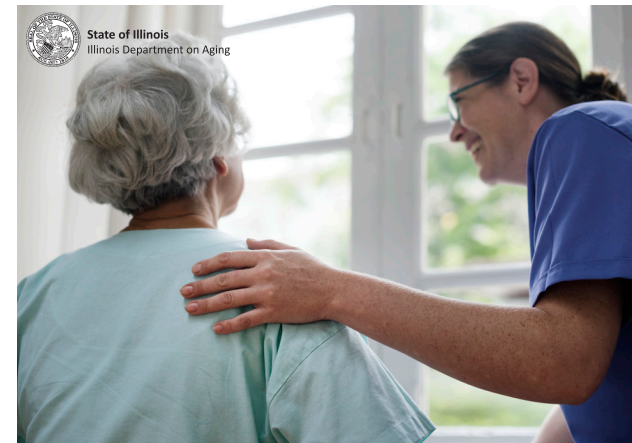
The recommendation from the Office of the State Long-Term Care Ombudsman continue to be to strike a balance between infection control measures and the psycho-social well-being of residents. Residents must be allowed in-person support, and facilities must work to allow this to happen in a safe manner. Every resident should be allowed to designate a minimum of two individuals who would be allowed access to the resident at all times. A person-centered approach to infection control measures is critical to maintain the rights and dignity of residents in long-term care facilities.



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[www.illinois.gov/aging](http://www.illinois.gov/aging)

Contact your local Area Agency on Aging  
or the Senior HelpLine at **1-800-252-8966;**  
**711 (TRS)** for more information about  
available services and programs in  
your community.

The Illinois Department on Aging does not discriminate against any individual because of his or her race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, gender identity, pregnancy, or unfavorable discharge from military service in admission to programs or treatment of employment in programs or activities. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information call the Senior HelpLine: 1-800-252-8966; 711 (TRS).



## ILLINOIS LONG-TERM CARE OMBUDSMAN PROGRAM



## FY2021 Annual Report



# FISCAL YEAR 2021

## *Annual Report*

FY2021 was another year that brought a significant impact of the COVID-19 pandemic on the world, with residents of long-term care facilities continuing to be hit the hardest in Illinois. Residents once again not only faced a high risk of physical illness and death due to the virus, but also felt the blow of continued isolation due to mitigation efforts. A bright spot in the year came at the end of December 2020 and into early 2021 when COVID-19 vaccines were made available to residents in long-term care facilities. As more residents received vaccinations, fewer residents became gravely ill due to the virus.

Ombudsmen held steadfast to the charge to be the voice of residents finding creative ways to maintain contact and continue advocacy efforts while resuming in-person visitation. After receiving training specific to COVID-19 mitigation efforts, ombudsmen were able to resume in person visits to residents. While the number of visits overall were not as many as in pre-pandemic years, the response from residents realizing they were not forgotten by the Ombudsman Program spurred ombudsmen on to continue to find ways to safely visit and continue their strong advocacy work.

## FUNDING

### *Long-Term Care Ombudsman Program*

In FY2021, the expenditures for the Ombudsman Program totaled \$7,408,502. The Program received \$2,056,051 in traditional federal funds as well as an additional \$481,533 in CARES Act funding. The Program expended \$3,271,830 in state funds while local funding for the program totaled \$399,088. And finally, the Program received \$1,200,000 from the Long-Term Care Provider Fund.

### *Home Care Ombudsman Program*

Beginning in FY2014 and continuing into FY2021, the Long-Term Care Ombudsman Program expanded its services to include advocacy for seniors and persons with disabilities who live in the community and receive managed care services through the Medicare-Medicaid Alignment Initiative (MMAI) or who live in the community and receive Medicaid waiver services. Fiscal Year 2021 funding came from two sources: a federal grant through the Duals Demonstration Program and state funds.

## ROUTINE VISITS

Ombudsmen made 7,414 routine visits to 1,643 long-term care facilities. There were 145,666 beds in long-term care facilities in Illinois during FY2021.

## COMPLAINTS AND INFORMATION & ASSISTANCE

The Ombudsman Program handled 7,175 complaints during FY2021. Out of 5,914 nursing facility complaints, 4,349 complaints were verified. There were 1,261 complaints in other types of licensed facilities covered by the Ombudsman Program and 887 of those complaints were verified. Of all complaints, 4,898 were resolved or partially resolved to the satisfaction of the resident or complainant.

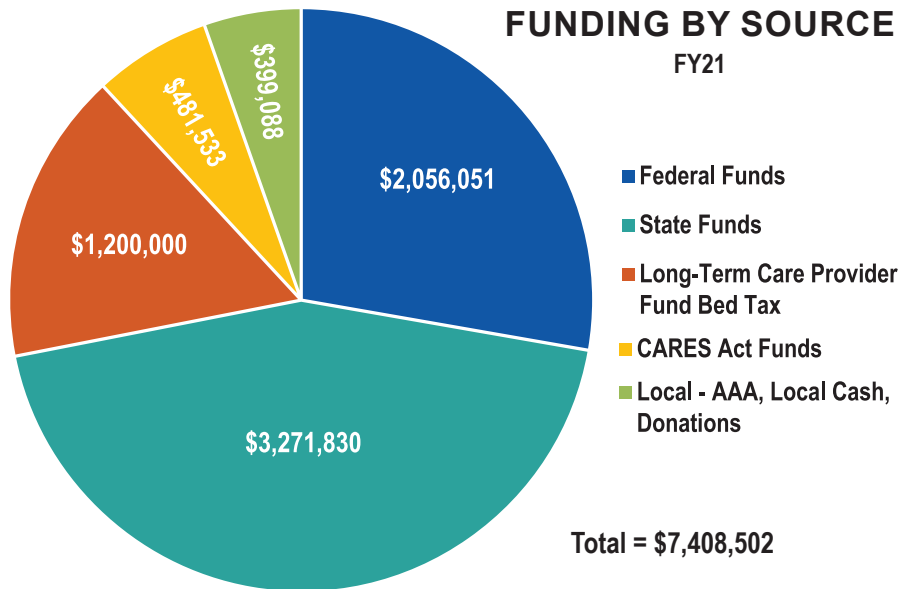
The largest single complaint investigated by the Illinois Ombudsman Program was related to personal property. The Program investigated:

- 392 Complaints Relating to Personal Property
- 343 Complaints of Improper Discharges
- 341 Complaints related to Other Rights and Preferences
- 327 Complaints related to Failure to Respond to Requests for Assistance

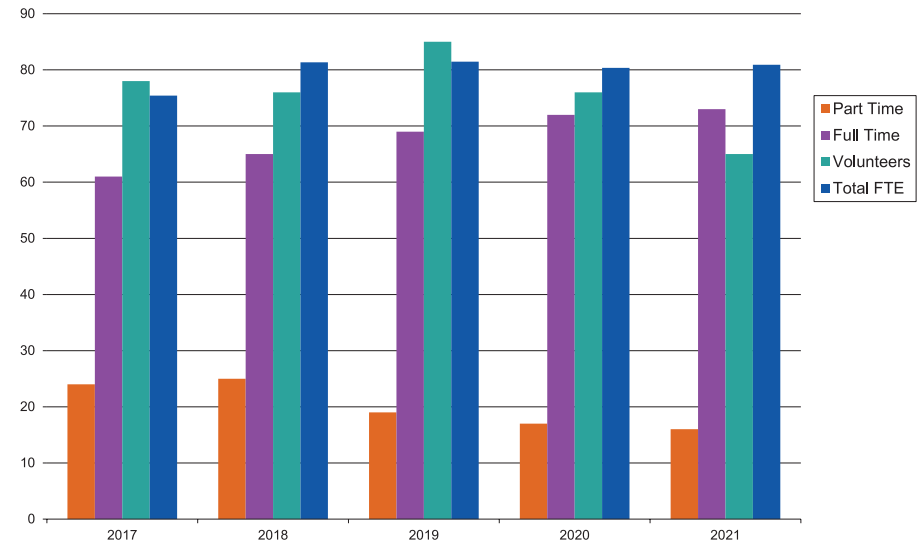
There were 31,847 information and assistance activities handled by the Ombudsman Program.

# Illinois Long-Term Care Ombudsman Program 2021 Data

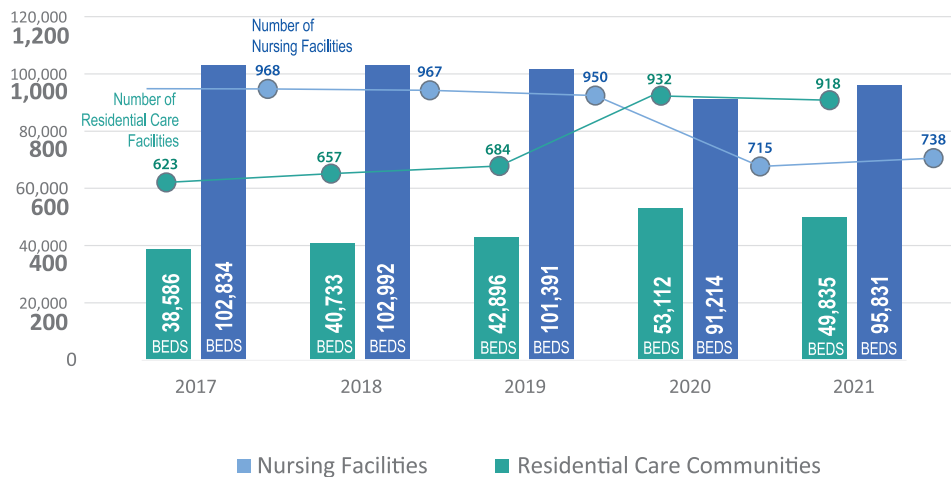
**FUNDING BY SOURCE**  
FY21



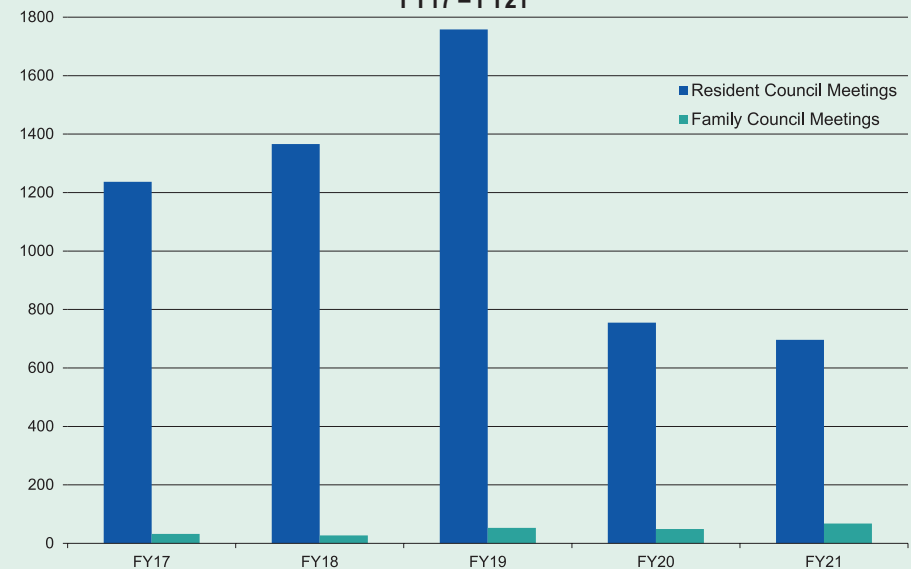
**NUMBER OF OMBUDSMEN**  
FY17 – FY21

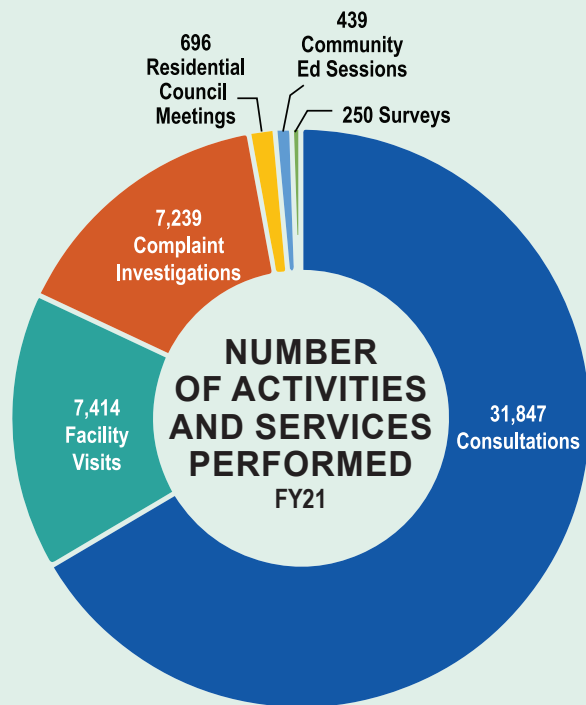


**NUMBER OF RESIDENTIAL CARE AND NURSING FACILITIES / BEDS**  
FY17 – FY21



**RESIDENT AND FAMILY COUNCIL MEETINGS ATTENDED**  
FY17 – FY21

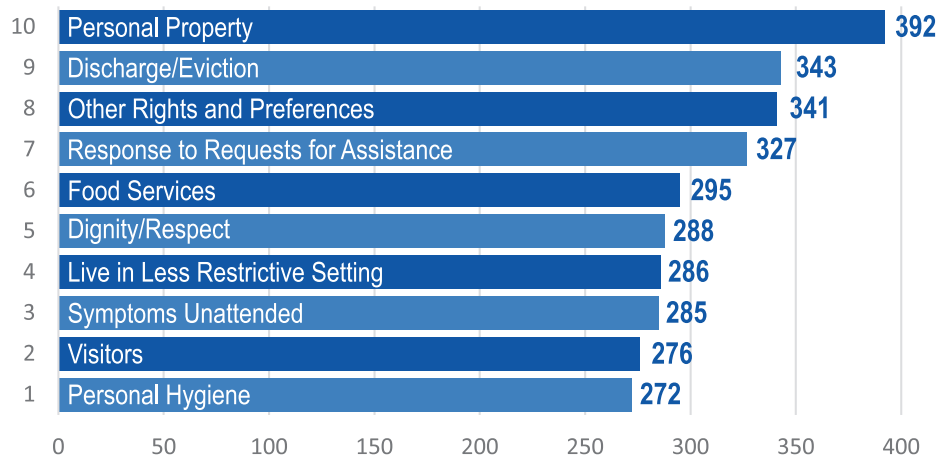




## FY21 CASE AND COMPLAINT SUMMARY

	Opened Cases	Closed Cases	Complaints
FY17	5,228	5,286	8,009
FY18	5,309	5,101	7,679
FY19	6,475	6,345	9,513
FY20	4,597	4,371	6,551
FY21	4,606	4,558	7,175

## MOST FREQUENT COMPLAINTS FY21



## FY21 ANALYSIS OF COMPLAINT CATEGORIES

