

## POLICY CHANGES

In order to align with federal rules pertaining to the Ombudsman program that were issued for the first time in 2016, the Office of the State Long-Term Care Ombudsman Program continued to work to revise the Illinois Long-Term Care Ombudsman Program Policies and Procedures Manual. This work continued, but was not completed during FY20.

## BARRIERS AND CHALLENGES

Visitation restrictions became a major challenge during FY20. Residents suffered from social isolation and for many residents, the care declined due to family members no longer being allowed inside the building to help supplement the care provided by facility staff. The social and emotional well-being of residents was put on the back burner as state and federal policies emphasized physical health and safety.

## RECOMMENDATIONS

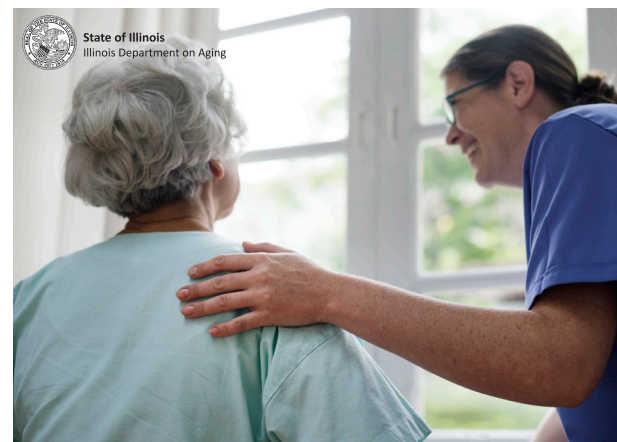
The recommendation from the Office of the State Long-Term Care Ombudsman is to strike a balance between infection control measures and the psycho-social well-being of residents. Residents must be allowed in-person support, and facilities must work to allow this to happen in a safe manner. A person-centered approach to infection control measures is critical in order 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**  
(1-888-206-1327 TTY) 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; 1 888 206-1327 (TTY).



## ILLINOIS LONG-TERM CARE OMBUDSMAN PROGRAM



***FY2020 Annual Report***



# FISCAL YEAR 2020

## Annual Report

FY2020 proved to be a year like no other year experienced by long-term care ombudsmen across the state. The impact of the COVID-19 pandemic significantly impacted both the personal and professional lives of ombudsmen. While this effect was challenging and monumental, it paled in comparison to the devastation the pandemic caused for residents in long-term care facilities. Not only were residents having to deal with the impact of the pandemic on our society as a whole, but many were forced to do so isolated from their family and friends. From March of 2020 continuing through the end of the year, many residents were unable to have any contact with their support network.

As with much of the country, mid-March brought the Ombudsman Program to a point of shifting how services were delivered. The State Ombudsman issued a directive that ombudsmen were to stop indoor visits to facilities in March. By June, window visits became an option, though residents living in multi-floor establishments continued to have limitations surrounding visitation. During the early days of the pandemic, ombudsmen across the state shifted their advocacy efforts to connecting with residents primarily by phone or by virtual visits. While this worked for some residents, there were many who these methods of communication proved challenging.

Ombudsmen held steadfast to the charge to be the voice of residents finding creative

ways to maintain contact and continue advocacy efforts. Program materials were dropped off at facilities for distribution, some resident council meetings began meeting by video or phone and the ombudsman was able to join remotely, virtual family councils were initiated, and ombudsmen continued to push for the rights of residents.

## FUNDING

### *Long-Term Care Ombudsman Program*

In FY2020, the expenditures for the Ombudsman Program totaled \$7,229,269. The Program received \$2,086,821 in federal funds. The Program received \$3,501,071 in state funds while local funding for the program totaled \$441,377. 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 FY2020, 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 2020 funding came from two sources: a federal grant through the Duals Demonstration Program and state funds.

## ROUTINE VISITS

Ombudsmen made 8,664 routine visits to 1,647 long-term care facilities. There were 144,326 beds in long-term care facilities in Illinois during FY2020. After March, facilities did not receive indoor visits due to COVID-19 mitigation efforts.

## COMPLAINTS AND INFORMATION & ASSISTANCE

The Ombudsman Program handled 6,551 complaints during FY2020. Out of 4,651 nursing facility complaints, 3,784 complaints were verified. There were 1,900 complaints in the other facility settings covered by the Ombudsman Program and 1,520 complaints were verified. Of all complaints, 4,249 were resolved or partially resolved to the satisfaction of the resident or complainant.

By far, the largest single complaint investigated by the Illinois Ombudsman Program was related to improper facility-initiated discharges. The Program investigated:

- 483 Complaints of Improper Discharges
- 367 Complaints related to Failure to Respond to Requests for Assistance
- 322 Complaints Relating to Personal Property

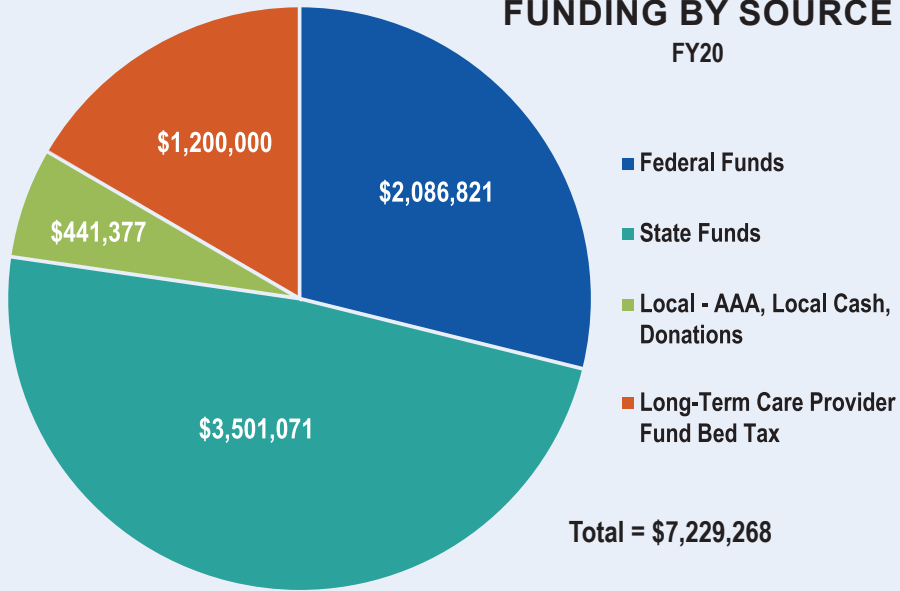
Nine percent of Ombudsmen complaints were made against someone other than the facility. The majority of those included complaints relating to a resident representative or family conflict.

There were 29,109 information and assistance activities handled by the Ombudsman Program.

# Illinois Long-Term Care Ombudsman Program 2020 Data

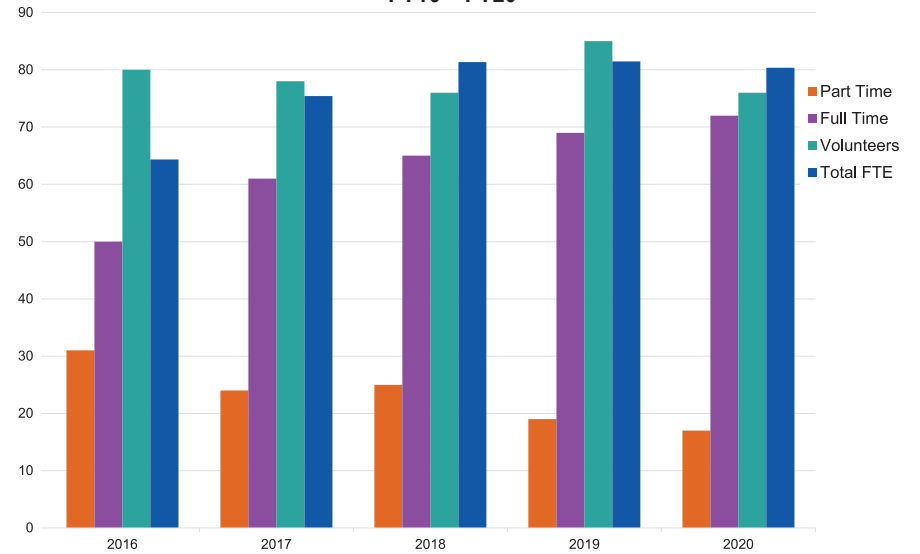
## FUNDING BY SOURCE

FY20



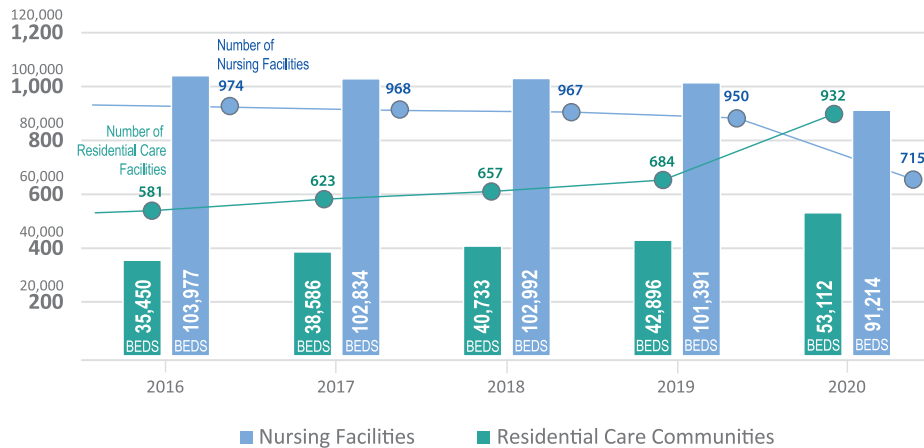
## NUMBER OF OMBUDSMEN

FY16 – FY20



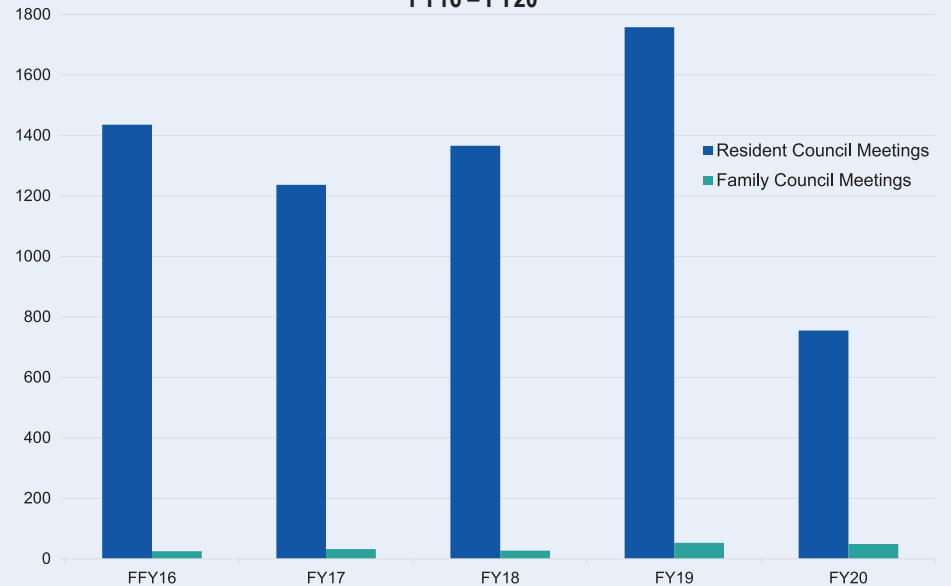
## NUMBER OF RESIDENTIAL CARE AND NURSING FACILITIES / BEDS

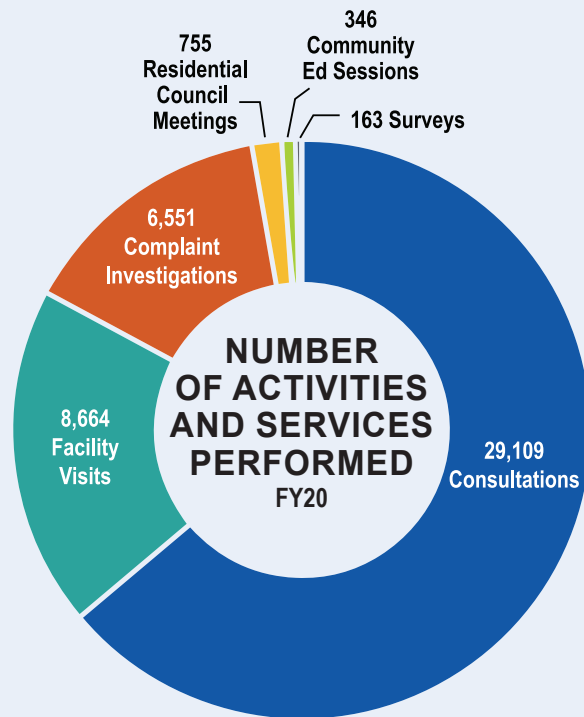
FY16 – FY20



## RESIDENT AND FAMILY COUNCIL MEETINGS ATTENDED

FY16 – FY20

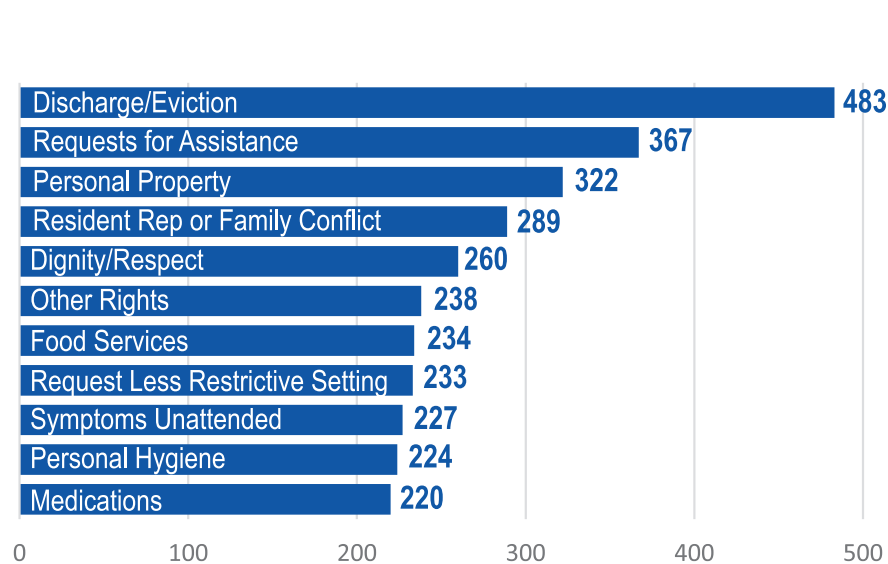




## FY20 CASE AND COMPLAINT SUMMARY

	Opened Cases	Closed Cases	Complaints
FY16	4,979	4,863	7,828
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

## MOST FREQUENT COMPLAINTS FY20



## FY20 ANALYSIS OF COMPLAINT CATEGORIES

