

Fiscal Year 2010 Annual Report

Advocacy

In July, 2010, the Illinois General Assembly approved legislation that would ultimately improve the standards of care and safety in Illinois's nursing homes. The new law reflects the 38 recommendations of Governor Quinn's Nursing Home Safety Task Force which was formed in 2009 and in response to the volumes of articles published in the Chicago Tribune newspaper. The new law drastically improves the nursing home admission process, raises the standards of nursing home care and heightens security measures.

Funding

In FY2010, the budget for the Ombudsman Program totaled **\$2,698,698**. The largest portion of funds supporting the program (73% or **\$1,970,800**) was from federal sources. State funds made up 13% (**\$351,900**) while local funds made up the remaining 14% (**\$375,998**). Since 2000, State funds for the Ombudsman Program have continued to decline.

Regular Presence Visits

Despite no additional funding, the Ombudsman Program continued its push to be visible in Illinois long term care facilities. Ombudsmen made **17,138** regular presence visits to long term care facilities. Due to limited funding, the State Ombudsman waived the regular presence visit requirement allowing Ombudsmen to spend more time at troubled facilities.

Money Follows the Person

In March 2010, the Ombudsman Program began receiving funds to assist with education and referrals to help residents transition out of nursing homes and into less restrictive living arrangements through the Money Follows the Person program. Between March 1, 2010 and September 30, 2010, Ombudsman made **481** referrals to the MFP program. They also provided **1,402** consultations specifically regarding the MFP program and provided MFP information at **68** Resident Council meetings.

Illinois Long-Term Care Ombudsman Program



Ombudsman...Resident Advocate

For the seventh year and through a memorandum of understanding between the Illinois Department of Public Health and the Illinois Department on Aging, a renewal grant of civil monetary penalty funds was awarded to the Ombudsman Program. Although CMP funds have continued to make a significant impact on the Ombudsman Program, the amount of CMP funds received in FY2010 was reduced by 26% from the previous year.

Statewide Plan

The Ombudsman Program's statewide plan focused on nursing home safety. Ombudsmen reviewed hundreds of Criminal History Analysis Reports and followed-up at nursing facilities when a pattern was found or a resident was listed as high-risk. Ombudsmen interviewed other residents asking about safety issues and met with facility staff to discuss how the identified offenders are monitored.

Complaints and Consultations

The Ombudsman Program handled **7,322** complaints during FY10. Seventy-seven percent of the verified cases were fully or partially resolved to the satisfaction of the resident involved in the case. There were **17,407** consultations handled by the Ombudsman Program. The changes to the LTCOP Standards & Procedures manual allowed Ombudsmen to focus on these areas during a continued time of limited resources.

Operation Guardian

In February 2010, the Long Term Care Ombudsman Program joined with the Office of the Attorney General in an effort to protect the residents in long term care facilities by becoming engaged in Operation Guardian, a multi-disciplinary compliance check in nursing homes. Over **20** unannounced nursing home checks were held to review safety and compliance issues. Other collaborating partners include local law enforcement, the Illinois Department of Public Health, and the Illinois Department of Professional Regulations. Operation Guardian has provided greater protection for nursing home residents and uncovered serious issues.

Illinois Department on Aging



State of Illinois
Department on Aging
One Natural Resources Way, #100
Springfield, Illinois 62702-1271

Senior HelpLine:
1-800-252-8966

Elder Abuse Hotline:
1-866-800-1409

1-888-206-1327 (TTY)

www.state.il.us/aging

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

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State of Illinois
Illinois Department on Aging



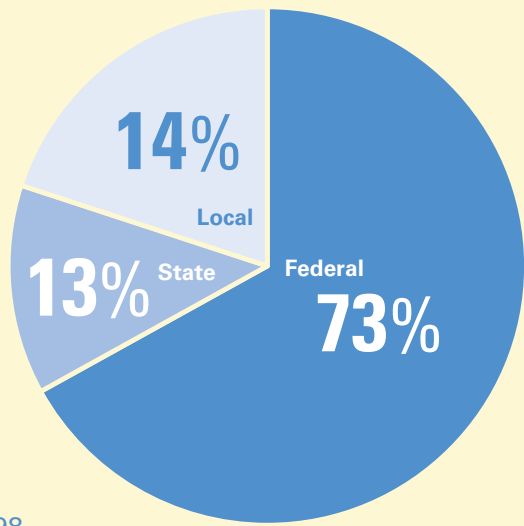
Illinois Long-Term Care Ombudsman Program

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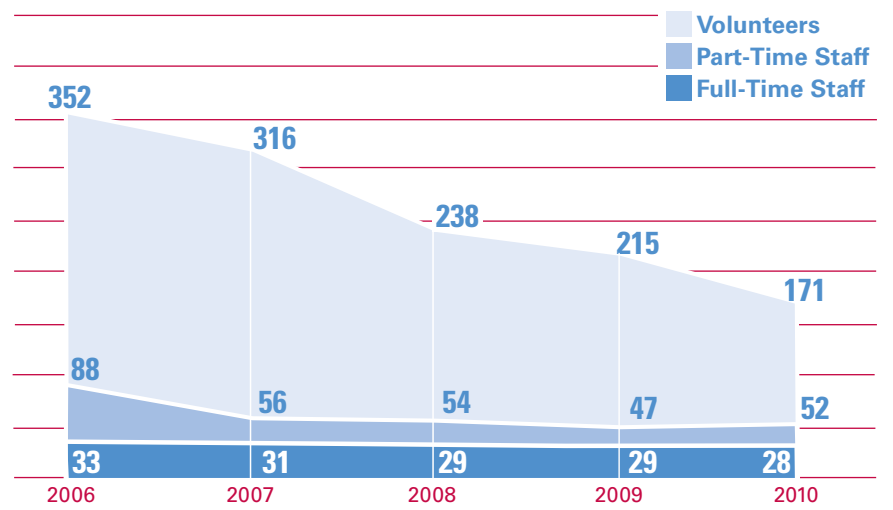


Funding by Source, FY 2010

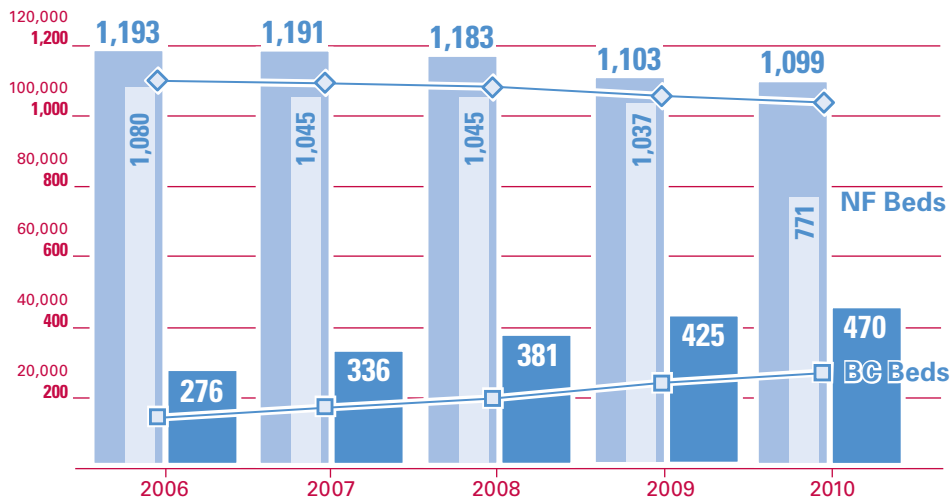


Total: \$2,698,698

Number of Ombudsmen, FY 2006 - 2010

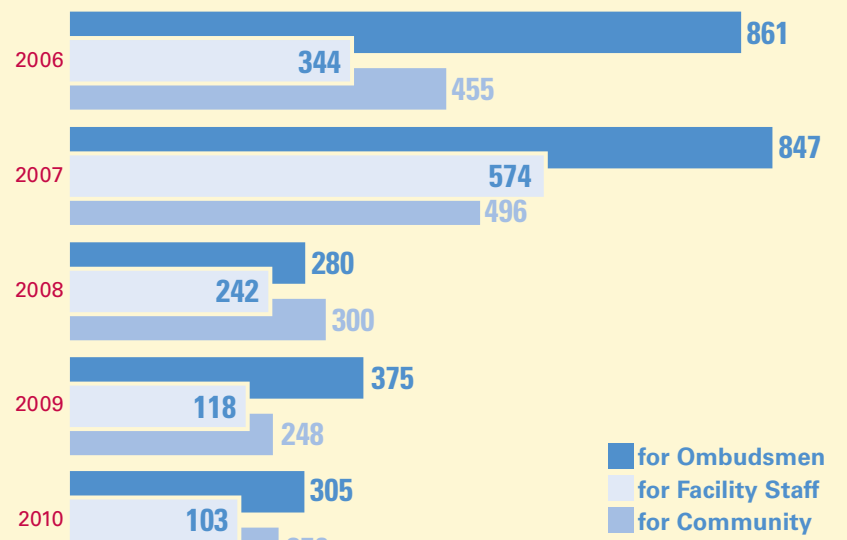


Number of Board and Care and Nursing Facilities / Beds FY 2006 - 2010

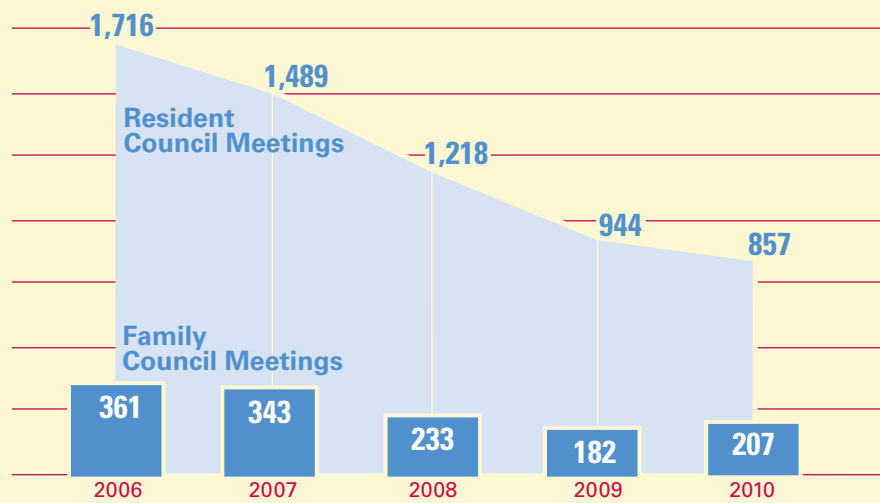


◆ Nursing Facility (NF) Beds: 2006—115,687; 2007—115,043; 2008—113,723; 2009—113,397 and 2010—112,200.
 □ Board and Care (BC) Beds: 2006—19,610; 2007—22,213; 2008—24,065; 2009—26,354; and 2010—28,979.

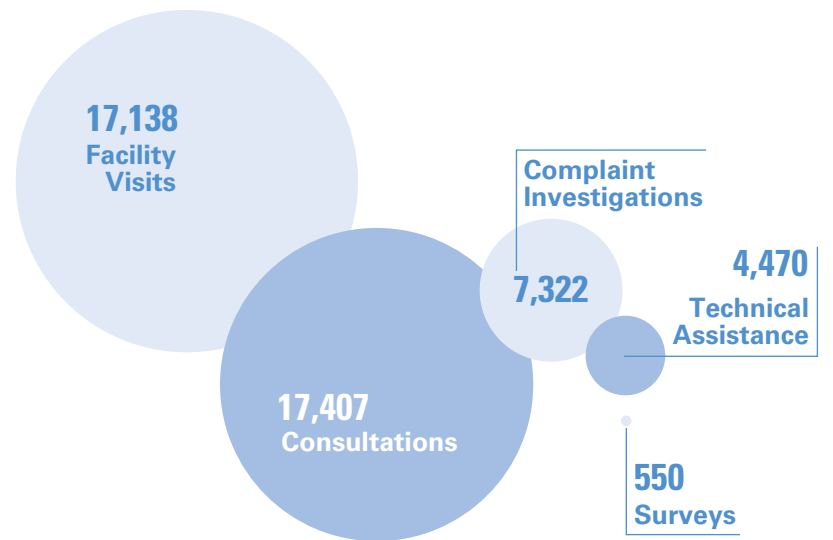
Continuing Education Sessions Held by Regional Ombudsmen FY 2006 - 2010



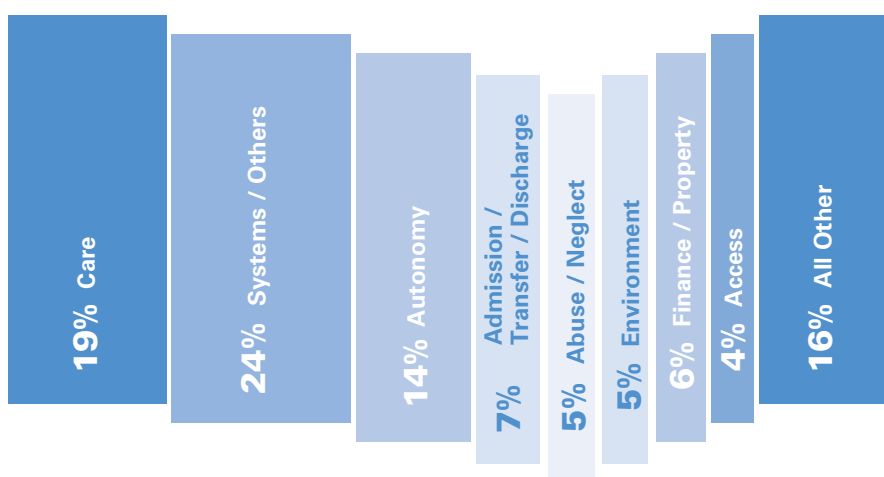
Resident and Family Council Meetings Attended, FY 2006 - 2010



Number of Activities and Services Performed, FY 2010



Analysis of Complaints, FY 2010



Number of Complaints: 7,322

Comparison of Complaints to Cases, FY 2006 - 2010

