The Ombudsman Program’s statewide plan introduction in the 2017 session.

S tate  o f Ill in o is

Fiscal Year 2016

Annual Report FY 2016

Illinois

Long-Term Care Ombudsman Program

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.illinois.gov/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) or 1-866-800-1409.

The Department of Aging and its grantees are committed to ensuring the confidentiality of the information submitted. Ask the secretaries to call you instead of a direct answering service. Your call will be treated with the utmost confidentiality and respect. Contact the Aging Advocate Program for any further information.

The Ombudsman Program has taken an active role in implementing the Illinois Long-Term Care Ombudsman Program (LTCOP) in accordance with federal requirements. This implementation required a commitment of resources, time, and effort from the entire program. The process of implementing the program has been challenging, but we are confident that the program will succeed in achieving its goals.

The Long-Term Care Ombudsman Program (LTCOP) is a federal program designed to ensure that residents of long-term care facilities are treated with dignity and respect. The program provides residents with a voice to advocate for their rights and ensure their safety. The Illinois Department on Aging is committed to implementing this program throughout the state.

The program began in October 2012 in the six partner counties. Between October 2012 and February 2015, we received 105 referrals, which resulted in 206 investigations. Of these investigations, we received 188 complaints from residents that were investigated. We found 96 instances of resident maltreatment.

As of June 2015, the Illinois Department on Aging had 1,213 volunteer Ombudsmen reporting to the state program. The majority of these volunteers were located in the six partner counties. In addition, we have 171 volunteers serving in non-partner counties.

We believe that the Long-Term Care Ombudsman Program will have a significant impact on the lives of residents in long-term care facilities. We are proud to be a part of this program and look forward to continuing our efforts to improve the lives of residents in long-term care facilities.

The Long-Term Care Ombudsman Program is an important step in ensuring that residents in long-term care facilities are treated with dignity and respect. We are committed to implementing this program and working to improve the lives of residents in all long-term care facilities.

The Illinois Department on Aging is committed to implementing the Long-Term Care Ombudsman Program and improving the lives of residents in long-term care facilities. We are proud to be a part of this program and look forward to continuing our efforts to improve the lives of residents in long-term care facilities.
The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities of the department in violation of appropriate State and Federal Statutes. If you feel discrimination has occurred, call 1-866-800-1409.

Charles A. Ploss, Director

www.illinois.gov/aging
1-888-206-1327 (TTY)
1-888-206-1327 (VOICE)

Recommenda tions

Another amendment to the Nursing Home Care Act beginning in FY2014 and continuing into FY2016, the budget for the Ombudsman Program totaled $4,306,135. The largest portion of funds supporting the program came from federal funding totaling $2,669,516. The Program received $1,188,898 in state funds while local funding for the program totaled $447,781. However, the program did not receive funding from the Long-Term Care Provider Fund as it has in years past.

Home Care Ombudsman Program

Beginning in FY2014 and continuing into FY2016, 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. Funding for this expansion came from three main sources: a federal grant through the Duals Demonstration Program, state funds, as well as Balancing Incentive Program (BIP) funds. The total expansion funding for FY2016 was $1,867,242.

Legislative Advocacy

The nursing home industry introduced HB 5601 that would no longer allow anonymous callers to file a complaint with the Illinois Department of Public Health against a long-term care facility. The State Ombudsman worked with various legislators and advocacy groups as well as the Illinois Department on Aging to prevent this legislation from passing. The State Ombudsman testified against the bill in front of the House of Representatives, and was interviewed and quoted in various news articles, including U.S. News and World Report. The bill did not pass.

Another legislative issue the Ombudsman began to work on in FY16 was improper discharge reform. The Office identified significant concerns with improper evictions from long-term care facilities and worked closely with the Alzheimer’s Association and other advocacy groups to prepare a bill for introduction in the 2017 session.

Statewide Plan

The Ombudsman Program’s statewide plan focused on promotion of long-term care rebalancing and reform.

Complaints and Consultations

The Ombudsman Program handled 7,828 complaints during FY2016. Of those, 4,570 nursing facility complaints, 5,063 complaints were verified. There were 1,216 Assisted Living and Shared Housing Establishments, Supportive Living, and Shah 920-999-9999 for FY 16 and 850 complaints were verified. Out of 42 cases in the “other settings” category, 35 were verified. Of all complaints, 5,078 were resolved or partially resolved to the satisfaction of the resident or complainant.

There are 133 possible codes used for documenting complaints into the National Ombudsman Resource System. By far, the largest single complaint investigated by the Illinois Ombudsman Program was related to improper involuntary discharges. The Program investigated:

- 911 Complaints of Improper Discharges
- 434 Complaints of Exercise of Preference/Choice and/or Civil/Religious Rights
- 402 Complaints of Financial Exploitation or Neglect from Individuals Outside of the Facility
- 398 Complaints Relating to Information Regarding Rights, Benefits, Services and the Resident’s Right to Complain

Twenty percent of Ombudsman complaints were made against someone other than the facility. The majority of those included complaints of financial exploitation.

There were 22,958 consultations handled by the Ombudsman Program. The three most frequent consultation topics were complaints of financial exploitation. There were 22,958 consultations handled by the Ombudsman Program. The three most reported consultation topics were complaints of financial exploitation. The three most frequent consultation topics were complaints of financial exploitation. There were 22,958 consultations handled by the Ombudsman Program. The three most frequent consultation topics were complaints of financial exploitation. There were 22,958 consultations handled by the Ombudsman Program. The three most frequent consultation topics were complaints of financial exploitation.