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.

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.

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, 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.

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 Long-Term Care Ombudsman Program 2010 Data

#### Analysis of Complaints, FY 2010

- **Care**: 19%
- **Systems / Others**: 24%
- **Autonomy / Transfer / Discharge**: 14%
- **Abuse / Neglect**: 14%
- **Environment**: 7%
- **Financial Property**: 5%
- **Access**: 4%
- **All Other**: 16%

Number of Complaints: 7,322

#### Number of Ombudsmen, FY 2006 - 2010

- **Volunteers**: 352, 316, 238, 215, 171
- **Part-Time Staff**: 13, 56, 54, 47, 52
- **Full-Time Staff**: 33, 31, 28, 28, 24

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Board and Care Beds</th>
<th>NF Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>1,133</td>
<td>1,080</td>
</tr>
<tr>
<td>2007</td>
<td>1,191</td>
<td>1,046</td>
</tr>
<tr>
<td>2008</td>
<td>1,183</td>
<td>1,055</td>
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<tr>
<td>2009</td>
<td>1,103</td>
<td>1,077</td>
</tr>
<tr>
<td>2010</td>
<td>1,099</td>
<td>1,077</td>
</tr>
</tbody>
</table>

#### Resident and Family Council Meetings Attended, FY 2006 - 2010

- **Resident Council Meetings**
  - 2006: 361
  - 2007: 343
  - 2008: 233
  - 2009: 182
  - 2010: 207
- **Family Council Meetings**
  - 2006: 1,716
  - 2007: 1,489
  - 2008: 944
  - 2009: 857
  - 2010: 361

#### Number of Activities and Services Performed, FY 2010

- **Facility Visits**: 17,138
- **Consultations**: 17,407
- **Complaint Investigations**: 7,322
- **Technical Assistance**: 4,470
- **Surveys**: 550

#### Continuing Education Sessions Held by Regional Ombudsmen, FY 2006 - 2010

<table>
<thead>
<tr>
<th>Year</th>
<th>Ombudsmen for Ombudsmen</th>
<th>Ombudsmen for Facility Staff</th>
<th>Ombudsmen for Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>305</td>
<td>250</td>
<td>300</td>
</tr>
<tr>
<td>2007</td>
<td>861</td>
<td>455</td>
<td>496</td>
</tr>
<tr>
<td>2008</td>
<td>250</td>
<td>344</td>
<td>375</td>
</tr>
<tr>
<td>2009</td>
<td>242</td>
<td>280</td>
<td>248</td>
</tr>
<tr>
<td>2010</td>
<td>233</td>
<td>233</td>
<td>242</td>
</tr>
</tbody>
</table>

#### Funding by Source, FY 2010

- **Federal**: 73%
- **State**: 13%
- **Local**: 14%

Total: $2,698,698

#### Comparison of Complaints to Cases, FY 2006 - 2010

- **Complaints**: 4,800, 4,799, 4,530, 4,029, 3,598
- **Open Cases**: 7,427, 7,351, 8,138, 7,673, 7,322
- **Closed Cases**: 3,847, 3,541, 3,674, 3,439, 3,455

#### Number of Ombudsmen, FY 2006 - 2010

- **Full-Time Staff**: 33, 31, 28, 28, 24
- **Part-Time Staff**: 13, 56, 54, 47, 52
- **Volunteers**: 352, 316, 238, 215, 171