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The California Long-Term Care Ombudsman Association is requesting \$7,299,680 in general funds for the Local Long-Term Care Ombudsman Programs Funding Request:

- **\$3,451,680 will enable the local programs to conduct vital quarterly unannounced visits to all 8,842 long term care facilities in California** (Currently only 46% of all facilities receive these recommended visits.)
- **\$420,000 will enable the programs to focus on volunteer recruitment**
- **\$1,128,000 will enable the programs to investigate 6,000 more complaints per year** (generated through the additional 4,476 quarterly unannounced facility visits.)
- **\$2,300,000 to adjust the annual local program base to \$100,000**

2016 local LTC Ombudsman Programs Highlights:

- 69,202 unannounced facility visits
- 41,647 complaints received, investigated, and resolved
- 71% satisfaction rating by residents with the resolution to their complaint
- 52,271 consultation to individuals on issues related to long-term care
- 13,898 consultations to facilities on issues related to long-term care
- 2,344 Advanced Health Care Directives and property transfer declarations witnessed
- 104,735 hours of *donated volunteer* LTC Ombudsman Service Activities

In the last 10 years:

- ✓ number of Residential Care Facility for the Elderly beds has **increased by 17,137**
- ✓ number of paid Ombudsman staff has **decreased by 33 FTE**
- ✓ number of volunteers has **decreased by 255** (17 of the 35 local programs in 2016 recruited 0 or 1 new volunteer)

Program support:

\$8,219,513 federal and state funding for 2017/18 for the operation of 35 Ombudsman Programs

- \$35,000 per program, base funding (has not been adjusted since 1989)
- 10 local programs have annual budgets of less than \$100,000
- 12 local programs have annual budgets of less than \$200,000
- 42% of the total federal and state funding goes to support the 4 largest programs

Please support: Residents in long-term care facilities access to vital Ombudsman Program Activities, supports the State's commitment to protecting our most vulnerable, and begin the critical process of ramping up LTC Ombudsman services considering the rapidly growing California older adult population.

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