



Arkansas Long-Term Care Ombudsman Program

2012 Annual Report



In 2003, I had the privilege of becoming part of the Arkansas Long-Term Care Ombudsman program. Even though I had 16 years of experience in the long-term care facility setting and was familiar with the program, it wasn't until I began my journey as the State Long-Term Care Ombudsman that I richly appreciated, respected and quickly felt its passion. I was amazed to discover that so many Arkansans were not familiar with our services and that we only had nine Regional Ombudsmen and three Certified Volunteer Ombudsmen serving 75 counties, 233 skilled nursing homes and more than 100 assisted living and residential care facilities, totaling a service population well over 50,000. I knew that increased funding was not available, but we had the opportunity to vastly increase our presence through our volunteers. Thus, we began our campaign.

By establishing Certified Volunteer Ombudsmen Coordinators at the local level, we were able to tap local community leaders which proved to be a successful recruitment component. Volunteer classes popped up around the state with one to 30 per class. Within the first year, we had multiplied our numbers 27 times over. We have maintained a steady increase over the years and currently have about 550 Certified Volunteer Ombudsmen (CVO), with an additional 88 inactive. This has truly been a significant boost to our program, and most importantly to those we serve. In 2011, the CVOs served 13,570 hours, which is valued at \$289,855.20 using the national volunteerism hourly rate of \$21.36.

Due to the exponential increase in CVOs, the need for various levels of Certified Ombudsmen became apparent. In 2004, we implemented the Certified Back-Up Ombudsman (CBUO) level. Individuals who are employed in the Area Agencies on Aging were recruited to take part in training similar to the Regional Ombudsman level. These CBUOs were now able to fill in for the Regional Ombudsman when needed and provide a continuous Ombudsman service. Positive teamwork is an understatement when describing the contribution of our CBUOs. We currently have 40 active and 13 inactive that have completed CBUO certification.

Our next development involved State Certified Volunteer Instructors (SCVOI). Seasoned Regional Ombudsmen completed an intensive training to achieve their certification as a SCVOI. This was essential to our ever-growing need for classroom trainings so that volunteers can get to work as soon as possible. These SCVOIs have also on occasion teamed up with other regions to ensure efficient response to new volunteers. We have five active SCVOIs and three inactive that have completed this highest level of certification.

Lastly, we have seen an increase of Regional Ombudsmen (RO) from nine to 11. Regional Ombudsmen are full-time, paid staff within the AAAs designated to lead the local Ombudsman program. While this still does not bring us up to the Institute of Medicine's staffing recommendations of one RO to every 2,000 residents, it is a testimony to our program growth.

This report demonstrates the significant impact that we have made in the lives of our most vulnerable Arkansas citizens. The Arkansas Long-Term Care Ombudsman program has accomplished an expansion from 12 Ombudsmen to more than 650, including paid and unpaid. This report shares our work, dedication, and above and beyond compassion. I look forward to our future service and your support.



Respectfully,

A handwritten signature in black ink that reads "Kathie J. Gately". The signature is written in a cursive, flowing style.

Kathie J. Gately, BSW,
Office of the State Long-Term Care Ombudsman

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Regional Ombudsmen Contact Information

Region I



Laraine Lamb

(870) 741-1144; toll-free: 1-800-432-9721;
TDD: (870) 741-1346
Area Agency on Aging of Northwest Arkansas
1510 Rock Springs Road, PO Box 1795
Harrison, AR 72602-1795

Region II



Donna Ernest

(870) 612-3000;
toll-free & TDD: 1-800-382-3205
White River Area Agency on Aging
3998 Harrison St., PO Box 2637
Batesville, AR 72503

Region III



Elvin Smith

(870) 336-2260; toll-free: 1-888-311-2238
East Arkansas Area Agency on Aging
PO Box 5035
Jonesboro, AR 72403

Region IV



Brenda Brown

(870) 543-6300;
toll-free & TDD: 1-800-264-3260
Area Agency on Aging of Southeast Arkansas
PO Box 8569
Pine Bluff, AR 71611

Region V



Robyn Moss

(501) 372-5300;
toll-free: 1-800-482-6359
CareLink
706 W. 4th St., PO Box 5988
North Little Rock, AR 72119



Tonia Barnes

Region VI



Stacy Pearson

(479) 967-9300; toll-free: 1-800-467-2171
Area Agency on Aging of West Central
Arkansas
1310 West Main, Suite A, Russellville, AR
72801



Jeanne Albarado

(501) 321-2811; toll-free: 1-800-467-2170
Area Agency on Aging of West Central
Arkansas
905 W. Grand Ave., Hot Springs, AR 71913

Region VII



Deborah Hanson



Doris Chaney

(870) 234-7410; toll-free & TDD: 1-800-272-2127
Area Agency on Aging of Southwest Arkansas
600 Columbia, PO Box 1863, Magnolia, AR 71754-1863

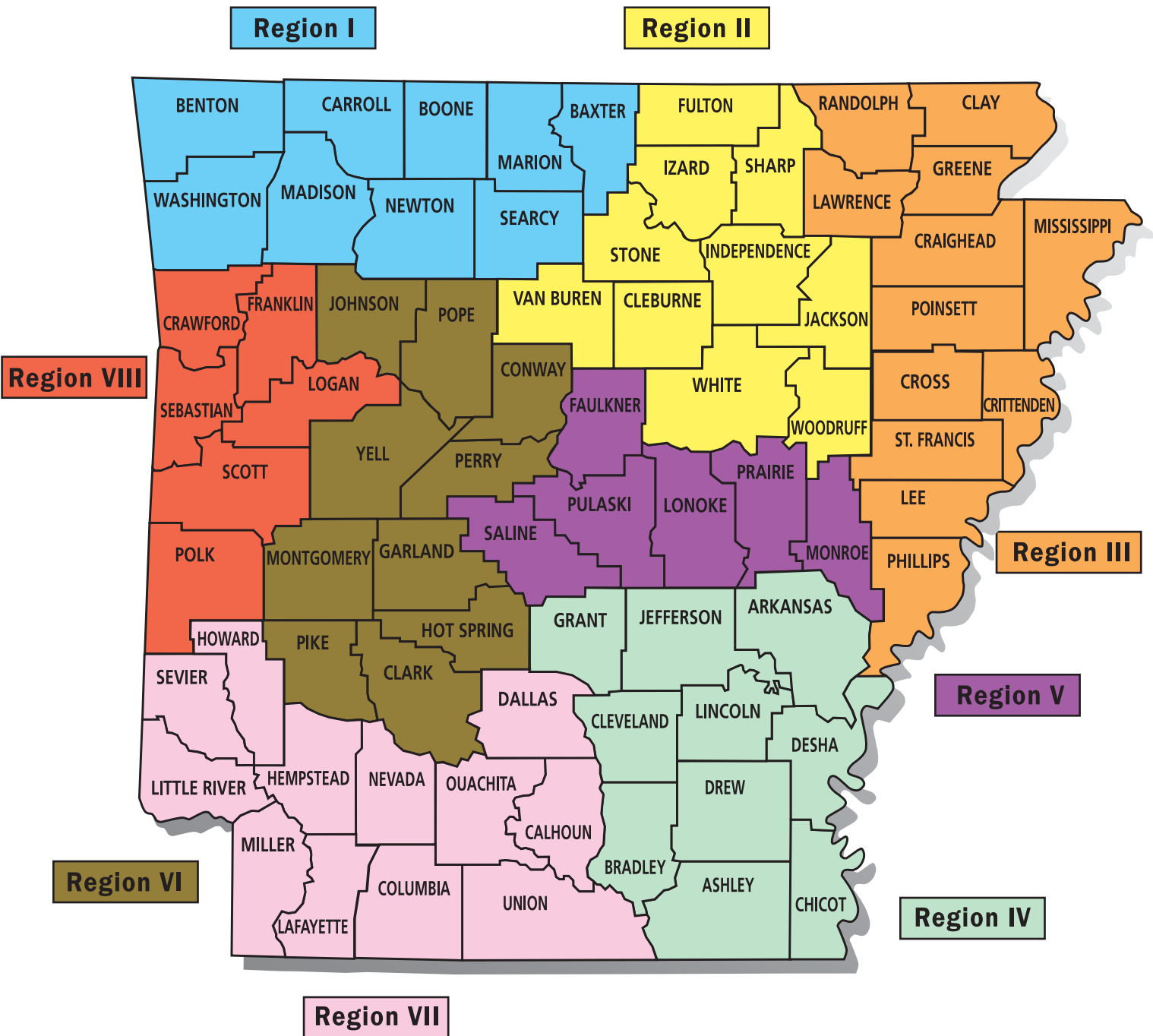
Region VIII



Debbie Medley

(479) 783-4500; toll-free: 1-800-320-6667
Area Agency on Aging of Western Arkansas
524 Garrison, PO Box 1724
Fort Smith, AR 72902

Regional Ombudsmen Jurisdictions



Mission Statement & Historical Overview

Mission Statement

The mission of the Arkansas Ombudsman Program is to assure that long-term care facility residents have the right to live their lives harmoniously and with dignity, feeling free to voice complaints or concerns without reprisal.

The Long-Term Care Ombudsman strives to be a trusted advocate for all residents, educating them regarding their rights and empowering residents to speak for themselves, while providing advocacy for those without a voice.

Through regular visitation, the Long-Term Care Ombudsman seeks to enhance the quality of life for residents by the investigation of complaints and by interacting with both residents and staff to facilitate the resolution of problems.

Historical Overview

The Arkansas Office of the State Long-Term Care Ombudsman Program was implemented in 1975 upon receiving federal grant funding from the Administration on Aging. Nationally, federal grant funds became available in 1972 due to the eight point Presidential Directive issued by President Richard Nixon in 1971, which addressed complaints by consumers. Arkansas, along with 44 other states, realized the significant impact that Long-Term Care Ombudsmen programs were making on the overall care individuals were being provided.

In 1978, the reauthorization of the Older Americans Act passed by Congress mandated that all states establish a Long-Term Care Ombudsman Program. Dr. Arthur S. Fleming, Commissioner on Aging under President Nixon; Elma Holder, Founder of the National Citizens Coalition for Nursing Home Reform (NCCNHR); and, Ralph Nader were instrumental in this program accomplishment.

The Arkansas office developed its program and established it statewide by subcontracting Title III-B funding to all Area Agencies on Aging (AAA). Regional Long-Term Care Ombudsmen were hired. In 2000, a Certified Volunteer Long-Term Care Ombudsman pilot program began with three participants. In 2003, a vigorous statewide campaign was initiated and the program grew exponentially to include the highest number of CVOs per capita in the nation. Currently, we have more than 650 ombudsmen, including paid and volunteer. Our program received the Arkansas Gerontological Society Outstanding Volunteer Award in 2008.

Ombudsman Numbers

Facilities

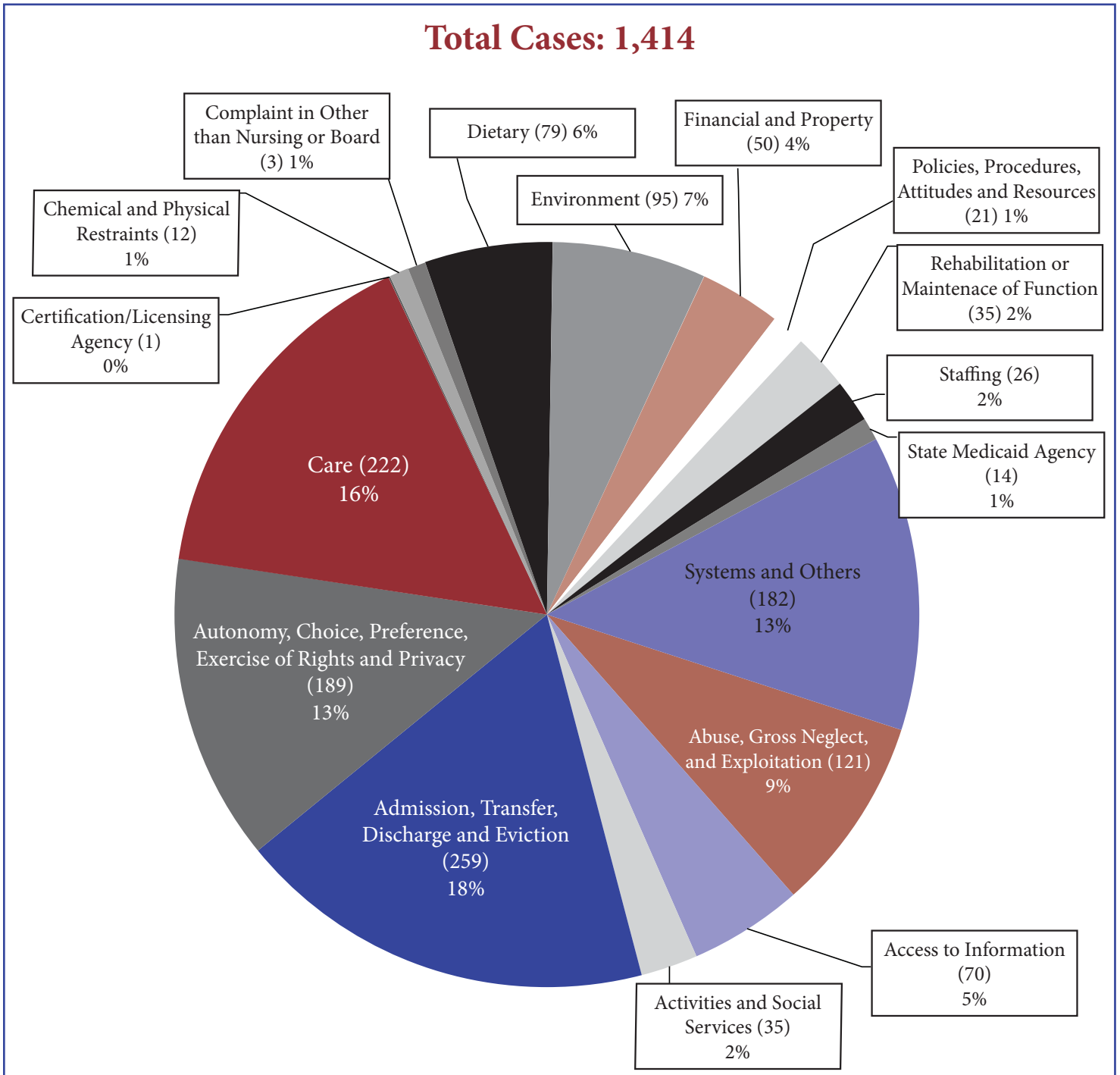
Type of Facility	Number of Facilities	Number of Beds
Skilled Nursing Facility	241	25,750
Residential Care and Assisted Living Facilities	138	7,107
Total	379	32,857

Case Totals by Type (Federal Fiscal Year 2011)

Abuse, Gross Neglect and Exploitation	121
Access to Information	70
Activities and Social Services	35
Admission, Transfer, Discharge and Eviction	259
Autonomy, Choice, Preference, Exercise of Rights and Privacy	189
Care	222
Certification/Licensing Agency	1
Chemical and Physical Restraints	12
Complaint in Other than Nursing or Board and Care/Similar Settings	3
Dietary	79
Environment	95
Financial and Property	50
Policies, Procedures, Attitudes and Resources	21
Rehabilitation or Maintenance of Function	35
Staffing	26
State Medicaid Agency	14
Systems and Others	182
Total Cases	1,414

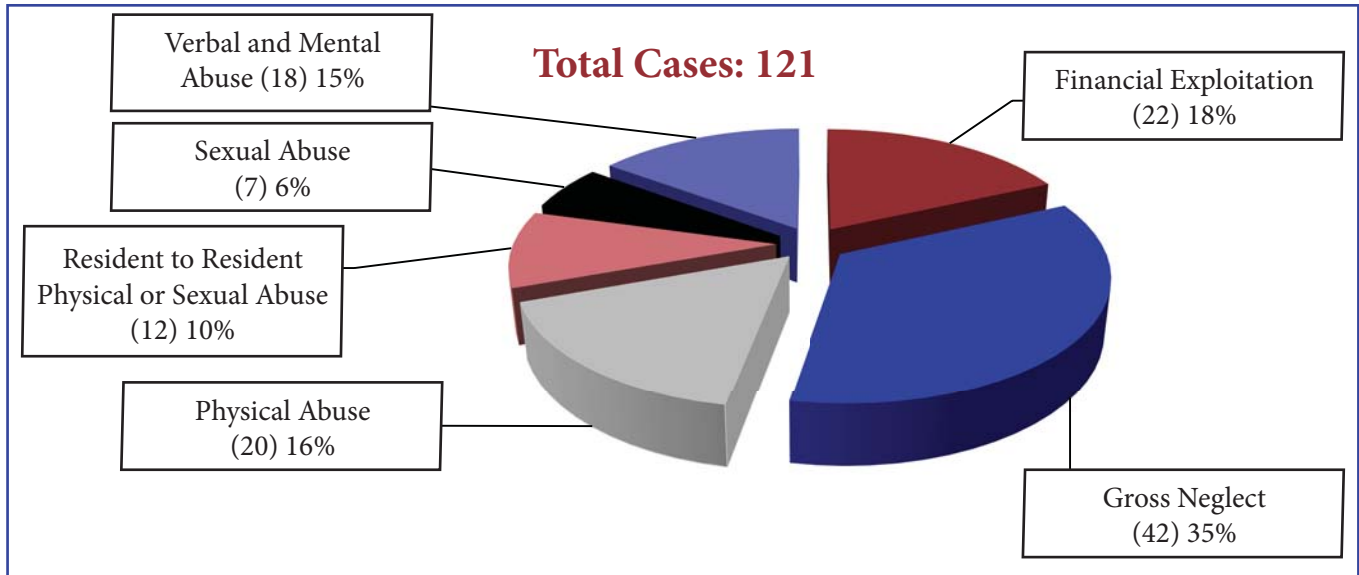
Case Totals and Percentages by Type

(Federal Fiscal Year 2011)



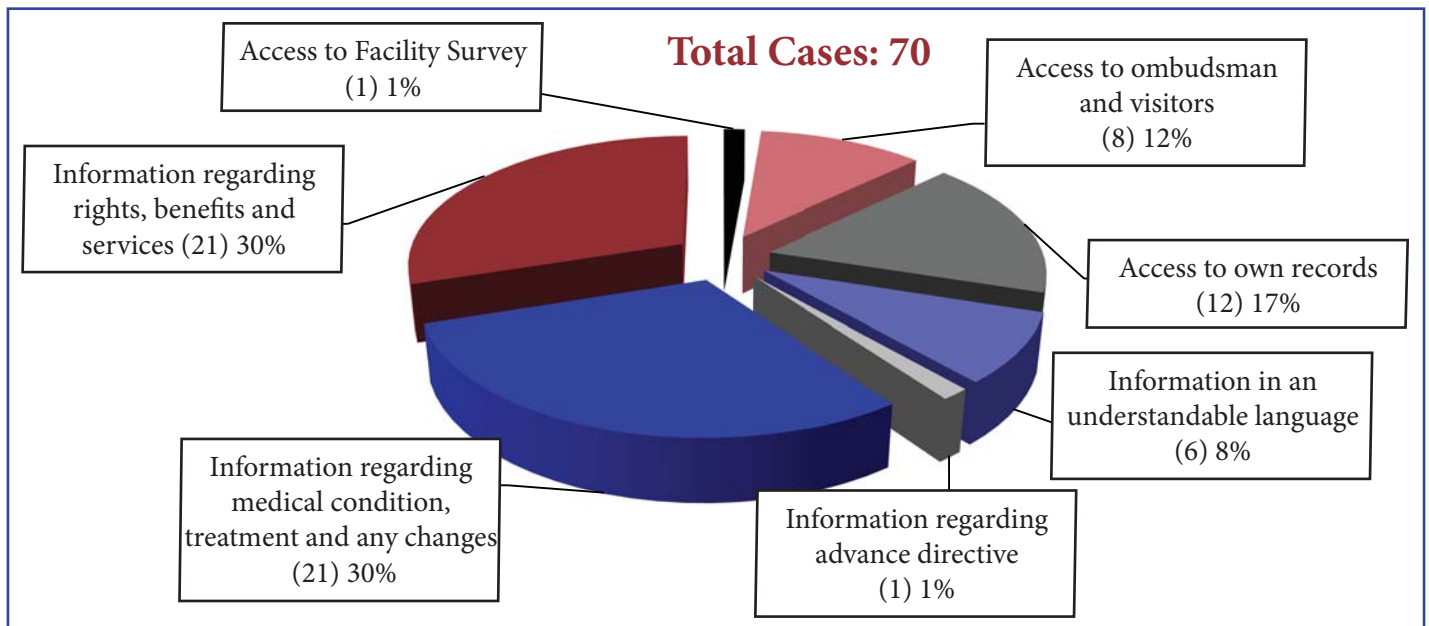
The charts on the following pages show more detail about the cases handled by ombudsmen during Federal Fiscal Year 2011.

Abuse, Gross Neglect and Exploitation Complaints



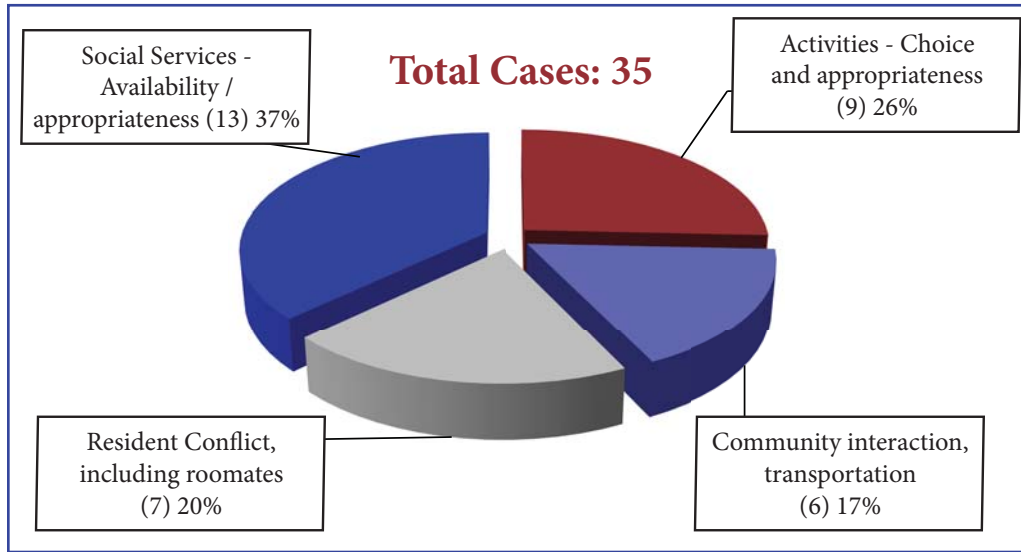
LTC Ombudsmen received a total of 121 complaints regarding abuse, gross neglect and financial exploitation with the highest number in the area of gross neglect. Regional LTC Ombudsmen work with the resident, facility staff and family members to investigate and resolve these concerns.

Access to Information Complaints



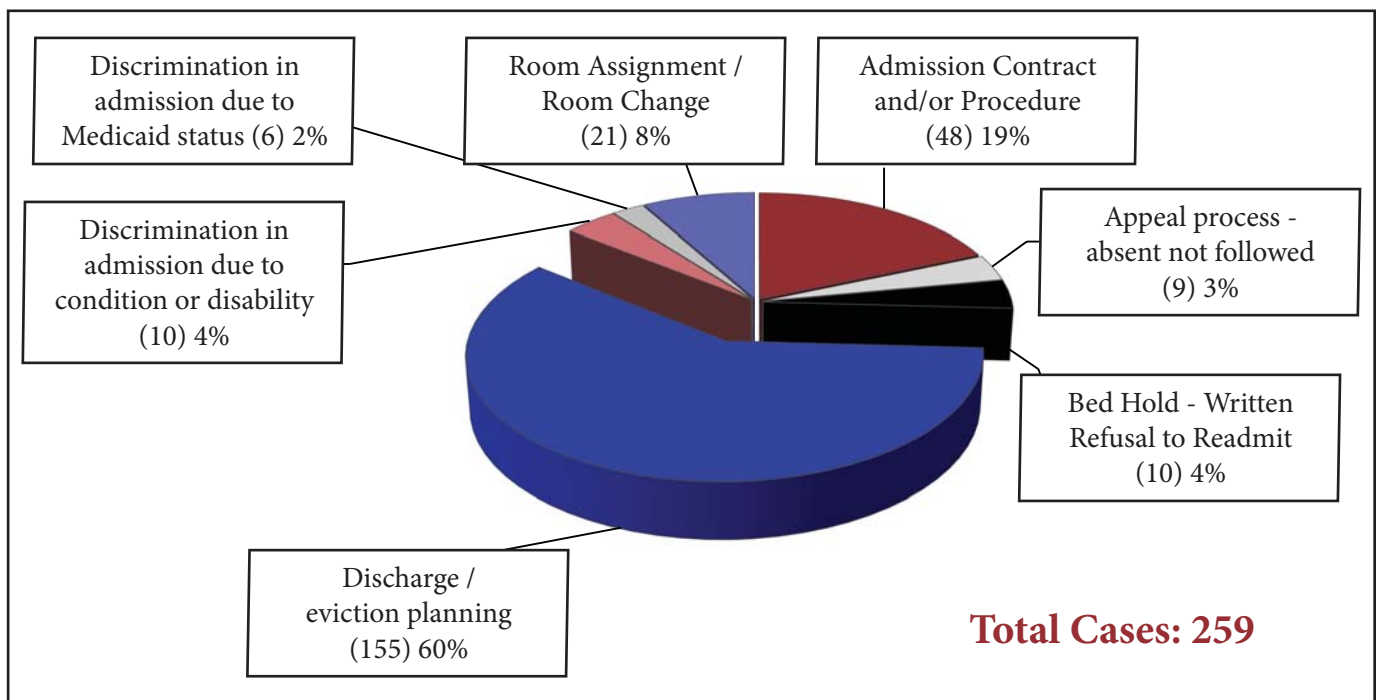
Residents must be informed of their rights, facility policy and procedures, services covered under Medicaid and Medicare, medical information and additional services and fees offered by the facility. Regional Ombudsmen, along with Certified Volunteer Ombudsmen, are available to educate facility staff, legal representatives and residents in these areas.

Activities and Social Services Complaints



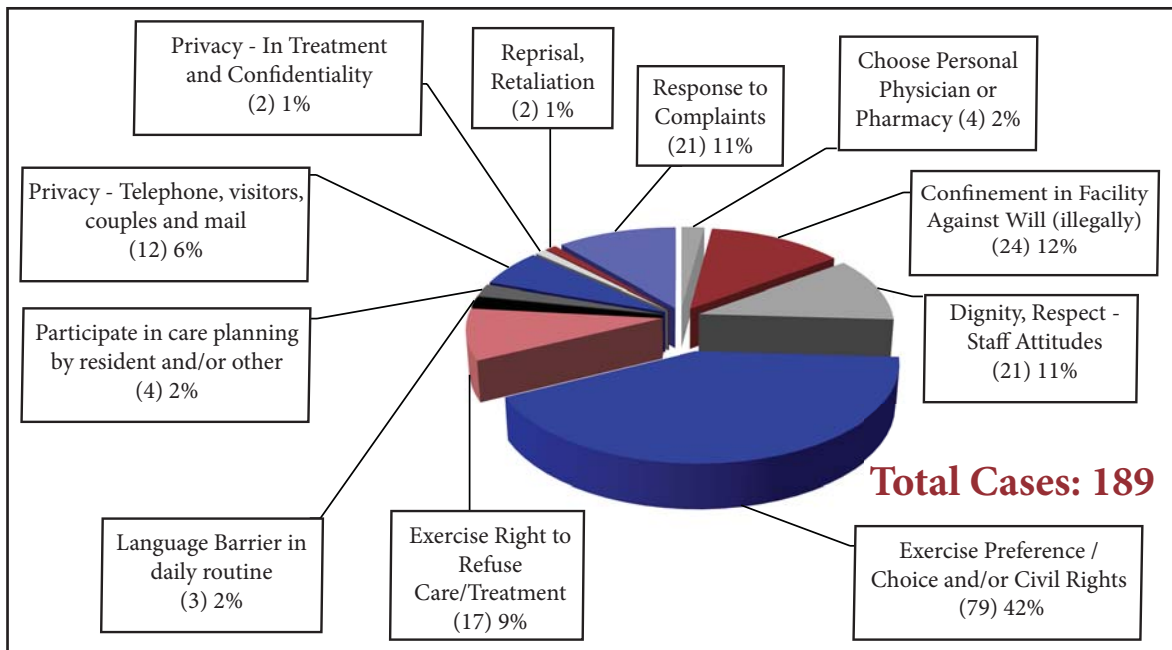
Federal regulations stipulate that each resident has the right to psycho-social services, individual choice of daily activities, church, exercise, etc. During 2011, Regional Ombudsmen reported 35 complaints in this area.

Admission, Transfer, Discharge and Eviction Complaints



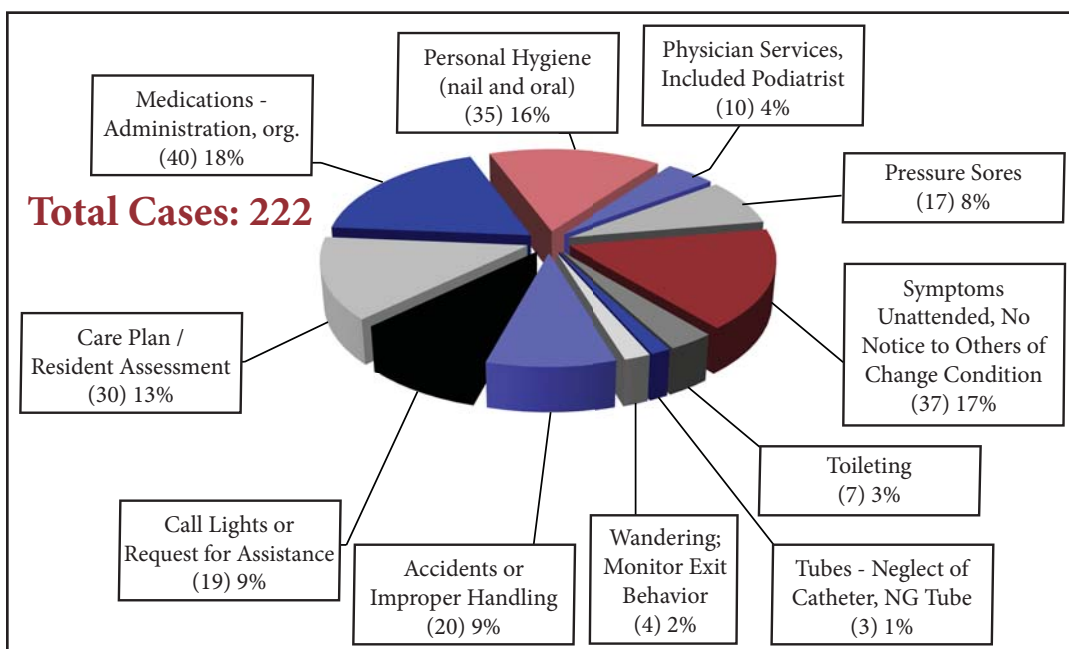
The area of involuntary discharge is the overall highest number of complaints that Regional Ombudsmen work each year. Involuntary discharges are typically related to issues of legal representatives and facility staff completing long-term care Medicaid applications and obtaining monthly liability. Ombudsmen assist residents and legal representatives by informing them of their right to appeal these notices, often with positive results.

Autonomy, Choice, Preference, Exercise of Rights and Privacy Complaints



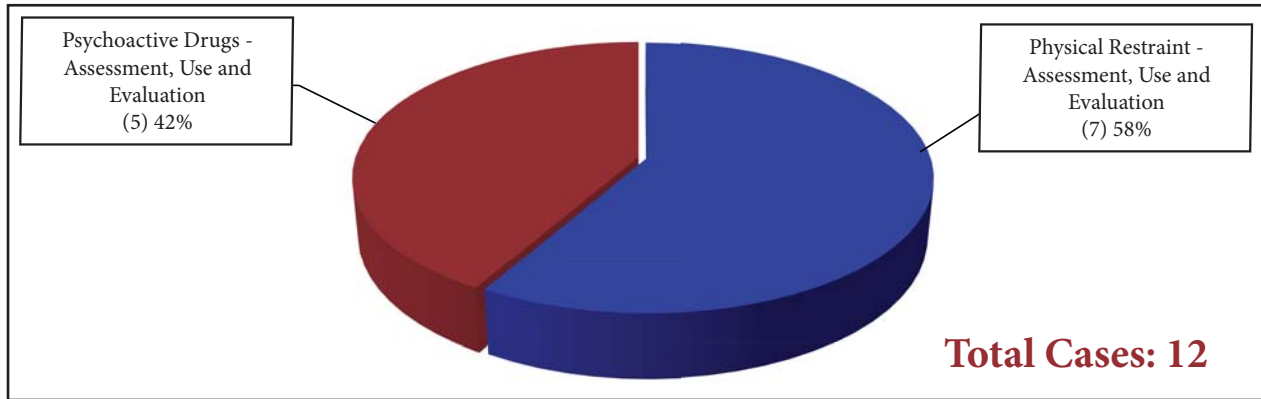
The majority of these complaints fall under the category of preference/choice and/or civil rights. The right to choose one's roommate, when to take a bath and what to eat are examples. Ombudsmen strive to seek satisfactory resolution for residents; however, it is not always achieved, as requests may not always be logistically feasible.

Care Complaints



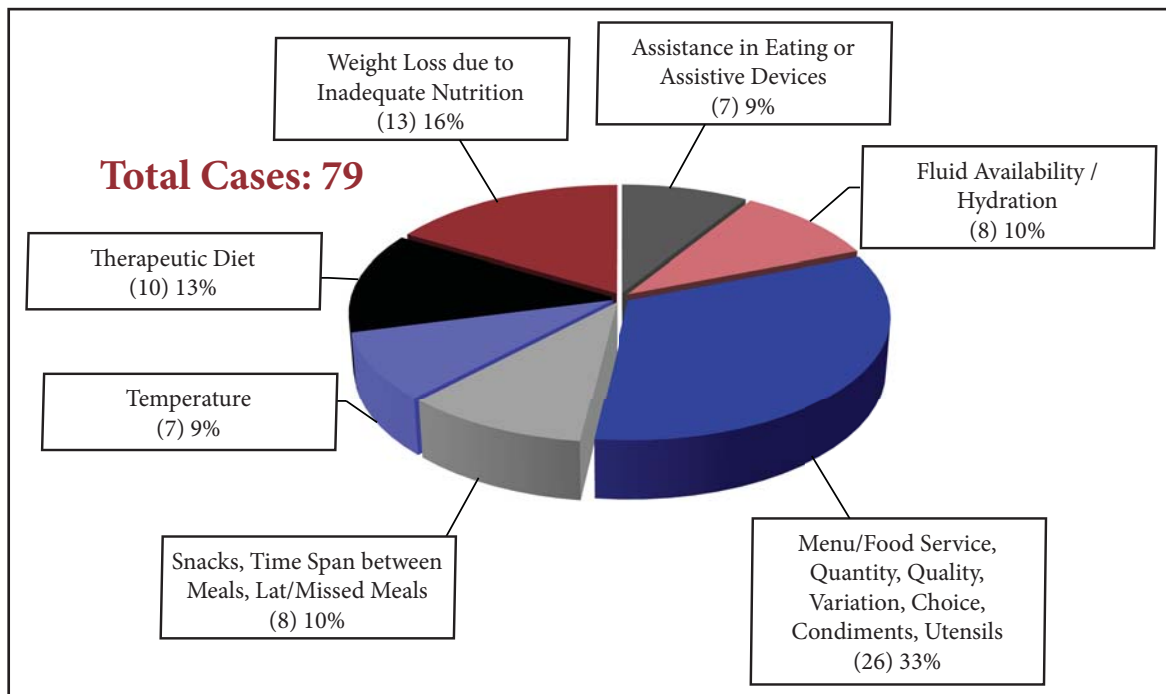
Care issues range from call lights not being answered timely to personal hygiene not being provided. Ombudsmen work with facility staff in care plan meetings, education and awareness to facilitate prompt corrections and better understanding by all involved in these specific care issues.

Restraints - Chemical and Physical Complaints



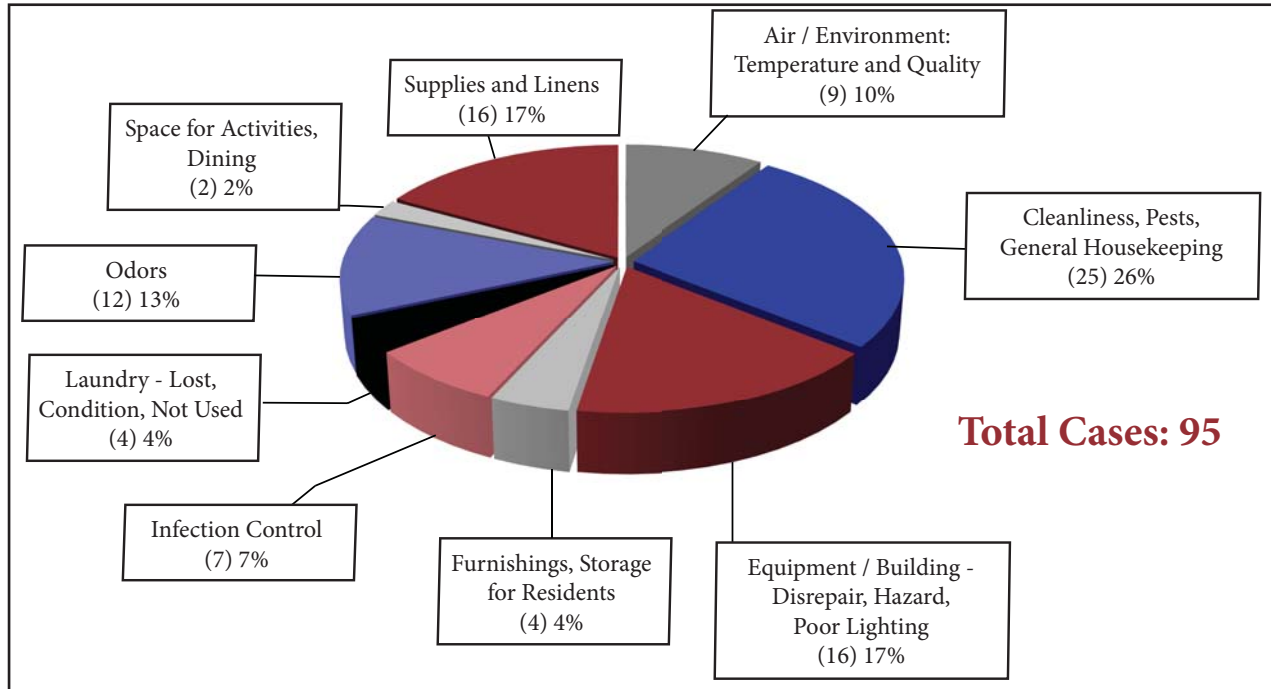
Ombudsmen do not receive a high number of complaints related to restraints, but we work closely with facilities and family members to educate and advocate for the less restrictive application. Over the past five years, Arkansas has excelled in working to reduce physical restraints. Future partnerships are in the process of addressing anti-psychotic (chemical restraints) reductions.

Dietary Complaints



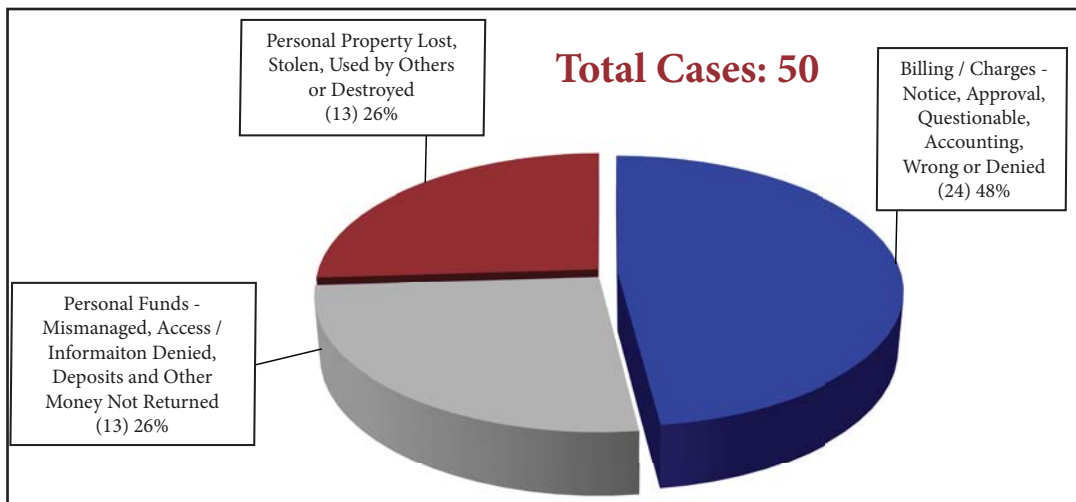
Residents have the right to receive nutrition of their choice as it meets physician and dietary recommendations. And, they have the right not to accept these recommendations. Arkansas has enhanced its nutritional services by providing diverse meal times and menus. In general, food complaints involve serving temperatures and preparation.

Environment Complaints



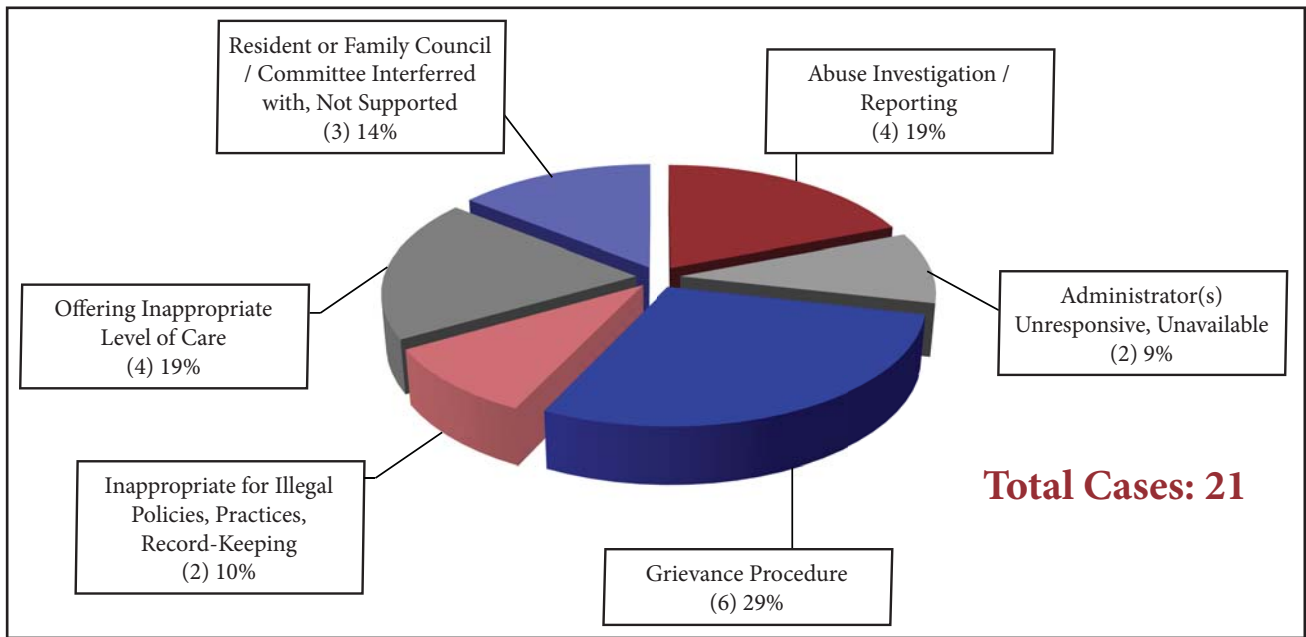
Cleanliness, odors, disrepair of equipment and environmental supplies rank among the top complaints received in this category. Under cleanliness, it is interesting to note that Ombudsmen are challenged to work with residents who have acquired personal belongings resulting in an overly crowded room or who will not allow staff to perform environmental duties.

Financial and Property Complaints



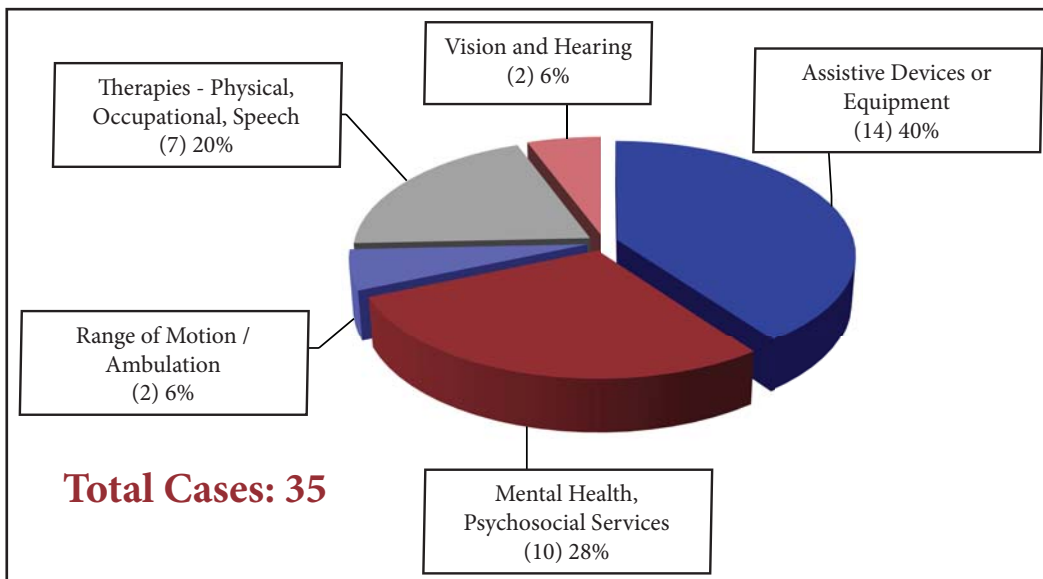
Financial complaints are connected to involuntary discharge concerns. Failure to secure both resident monthly liability and completion of long-term care Medicaid approval places these valuable and vulnerable individuals at a high risk of financial exploitation. Ombudsmen assist residents, families and facilities with resources and communication to obtain successful resolutions.

Policies, Procedures, Attitudes and Resources Complaints



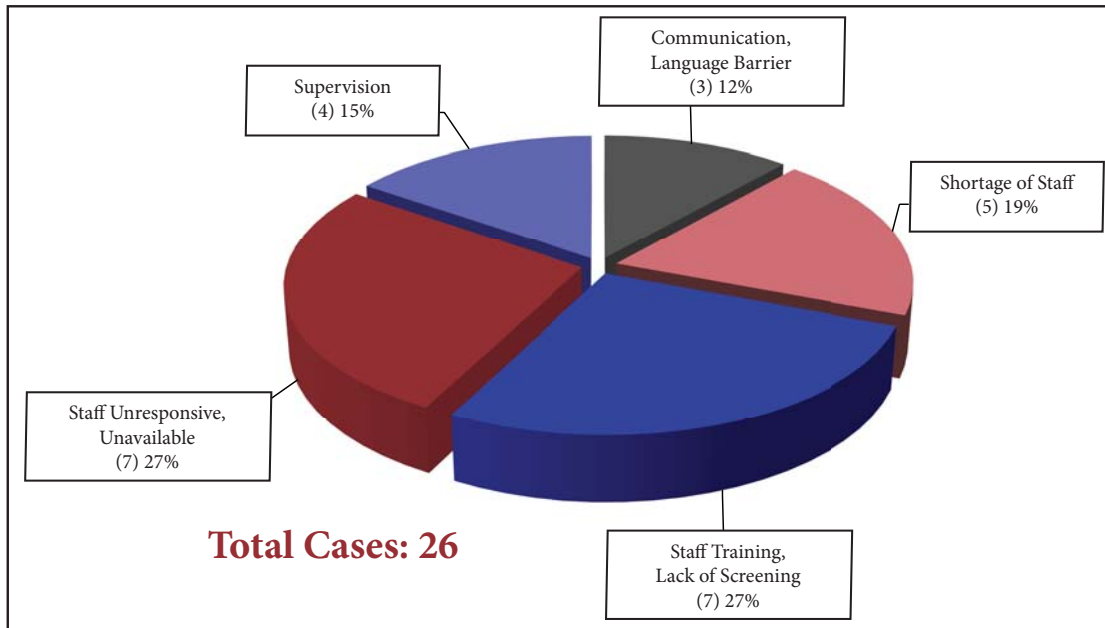
While this is a low complaint category, it is essential that Ombudsmen maintain our commitment to ensuring that individuals do not live in fear of reprisal when voicing a grievance and that their voices are heard through individual and group meetings.

Rehabilitation or Maintenance of Function Complaints



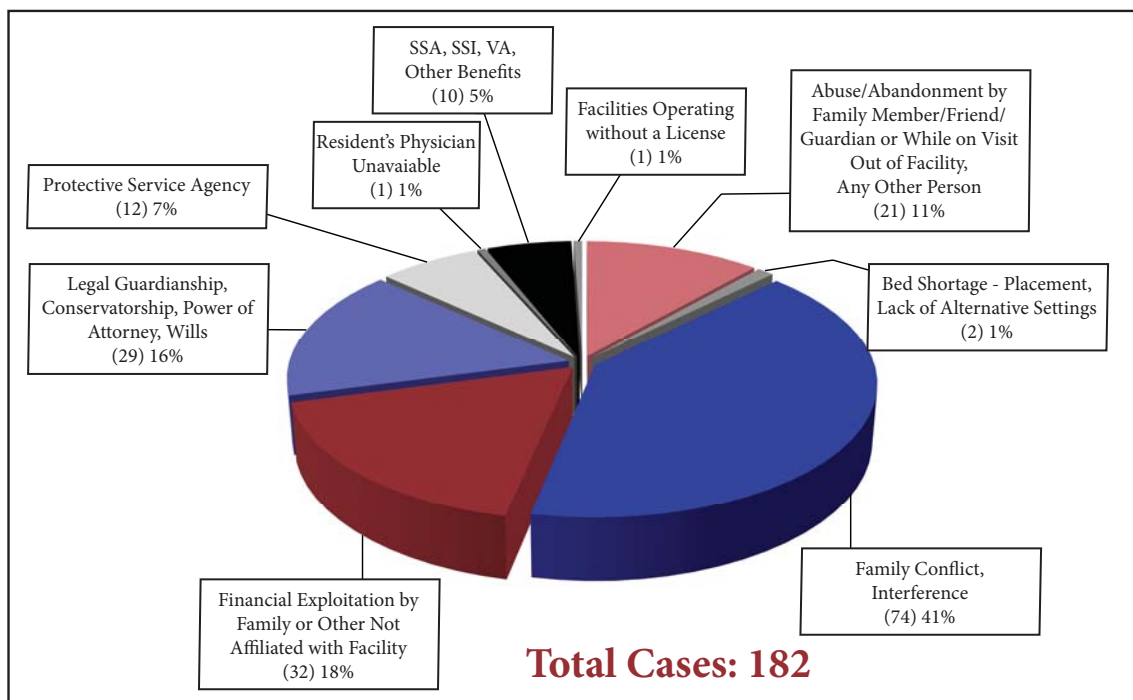
Maintaining and regaining the ability to function at one's highest level of independence is a goal of all involved in the long-term care setting. Physical Therapy, Occupational Therapy, Speech Therapy and adaptive equipment are vital to our long-term care individuals. Ombudsmen follow up with residents and therapists to ensure that services are provided, and keep facility staff and family informed of the resident's needs.

Staffing Complaints



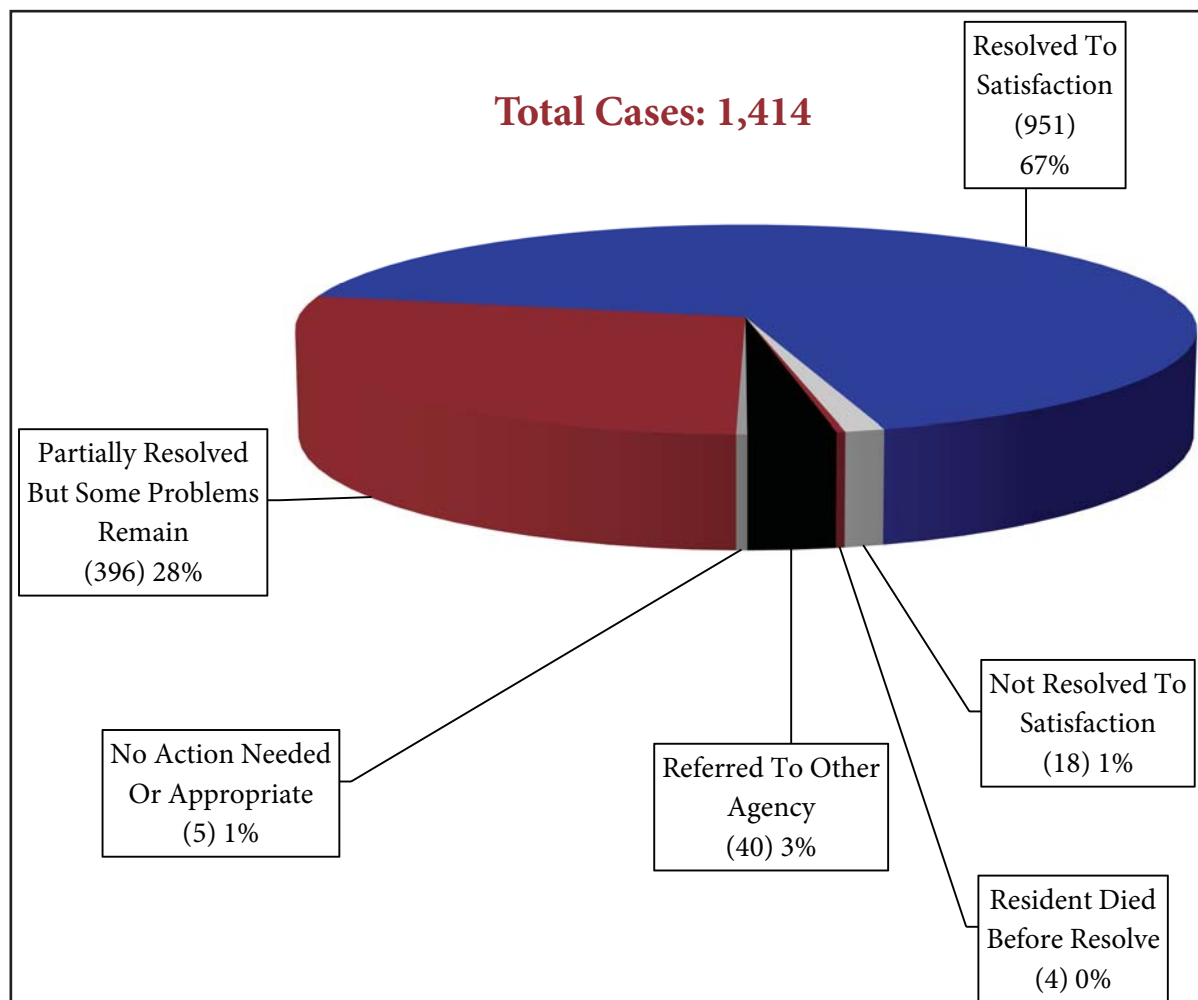
Nursing Homes are required by both state and federal regulations to maintain minimum staffing levels to meet resident care needs. Ombudsmen educate residents on these requirements and bring staffing concerns to the facility's attention.

System and Other Complaints



Ombudsmen encourage family members to be active in the daily activities of their loved one, but at times they may be perceived as a barrier to providing care and services to the resident. Ombudsmen listen to both sides in these circumstances and play a key role in acquiring resolution on behalf of the resident's best interest.

Complaint Resolution



- Regional Ombudsmen participated in **1,134** facility surveys in Federal Fiscal Year 2011.
- The State Long-Term Care Ombudsman reviewed **2,682** facility surveys in Federal Fiscal Year 2011.

Ombudsman Duties

Regional Ombudsmen

Regional Ombudsmen's top priorities include their cases, complaints and technical assistance. In addition, they have the following duties:

- ROs must visit each facility in their service area a minimum of once every three months. These quarterly visits allow the RO time to observe and make residents, family members and staff aware of who their ombudsman is.
- ROs must conduct 12 community education events annually. This may include public speaking, media and health-care events. This is our primary source for educating about the Ombudsman Program and those we serve.
- ROs must conduct 16 facility in-services each year. On average, a RO holds jurisdiction over 40 Skilled Nursing Homes, Residential Care and Assisted Living Facilities. Our top in-service topic is Resident Rights, which is one of the 12 required in-service facilities must hold annually.
- ROs must attend all Resident Council meetings in their service area one time annually. By attending Resident Council meetings, the RO is able to educate all involved of the structure and purpose and ensure that their voice is heard.
- ROs must participate in 80% of all Family Councils in their service area, as well as assist with forming and developing Family Councils in their service area, as well as assist with forming and developing the councils.
- ROs are required to participate in a minimum of 50% of all exit surveys conducted by the survey and certification agency.

While the Arkansas Long-Term Care Ombudsman Program strives to meet all required ombudsman duties, we are constantly challenged due to the limited number of full-time Regional Ombudsmen. Arkansas currently has 11 full-time Regional Ombudsmen, four of which are also Certified Volunteer Ombudsmen Coordinators. To meet the Institute of Medicine's recommendation of one per 2,000 licensed beds, we need 16 full-time Regional Ombudsmen solely dedicated to this function. Adding these additional positions would require approximately an additoinal \$250,000 annually in state funding. Despite this, the impact to those valuable and vulnerable individuals we serve is priceless.



“Being unwanted, unloved, uncared for, forgotten by everybody, I think that is a much greater hunger, a much greater poverty than the person who has nothing to eat.”

-- Mother Theresa

Certified Volunteer Ombudsmen

The Arkansas Certified Volunteer Long-Term Care Ombudsman Program began in 2000 as a pilot project in Region I, the Northwest Arkansas Area Agency on Aging with three CVOs. In 2003, we expanded statewide. Title VII funding was offered to each region to employ a Certified Volunteer Ombudsman Coordinator (CVOC) as the key recruitment tool. An explosion of CVO classroom trainings began around the state causing the need for a new level of certification – the State Certified Volunteer Ombudsman Instructor (SCVOI). Candidates were selected from Regional Ombudsmen who met the qualifications and criteria for this high level of ombudsman certification.

Due to these CVOCs and SCVOIs, Arkansas now has the highest number of CVOs per state capita in the nation, with about 550 at the end of FFY 2011, an average increase of 70 per year. These CVOs provided 13,857 hours in FFY 2011.

In 2008, we began working with the Harding University, College of Nursing to place our CVO training into the required curriculum for nursing students. In partnership with the local ombudsman program from Region II, these students from all over the nation must complete certification in order to successfully pass their geriatric nursing course. We are currently working with numerous universities around the state to offer this same opportunity.

While the dedication of our CVOs is invaluable to those we serve, the increase in cases, technical assistance and workload due to administrative management to our Regional Ombudsmen continues to increase. The 1991 Institute of Medicine report recommends that each state have a ratio of one Regional Ombudsman to every 2,000 licensed beds. Arkansas currently has 11 Regional Ombudsmen covering 32,857 licensed beds at a ratio of one ombudsman to every 2,987 licensed bed funded only with federal dollars. It is critical that we continue to not only grow the CVO piece of the program, but to truly provide ombudsman services in compliance with OAA, an increase of Regional Ombudsman positions is essential.



A special thanks to all of our Certified Volunteer Ombudsmen...

Bobb Abbott	Evelyn Breedlove	Joni Cutshall	Nancy Franks	Maxine Hinson
Lucy Ainge	Charles Breitzke	Sam Cyphers	Lillian Fries	Ruth Hoehn
Harry Akers	Tiffany Brevard	Lhyme Darang	Ann Fuerst	Marilyn Holcomb
Jim Alexander	Vickie Bridges	Betty Davenport	Colton Fultz	Erin Horn
Kaye Alexander	Jessica Briggs	Cassie Davidson	Jill Gallagher	Brad Houtchens
Jackie Alexander	Tanula Britton	Karen Davis	Jane Gambill	Brittany Houtchens
Chelsaey Algee	Linda Breitzke	Kinsey Davis	Kathy Gammill	Georgetta Howell
Charles Allen	Chelsea Brockwell	Roosevelt Davis	Rosetta Garland	Jayme Howell
Elizabeth Allen	Sara Borgelt	Brenda Dawson	Sheila Gates	Judy Hughes
Pauline Allen	Barbara Brown	Sara De Frutos	Harold Gauer	Kenneth Hughes
Tim Allen	Brenda Brown	Betsy Dell	Philip Genestet	Mattie Hughes
Debra Allison	Carolyn Brown	Drew Dell	Kelton George	Cindy Hulsey
Judy Allison	Marie Brown	Jessica DeLoach	Ali Gerber	Guy Humphries
Julia Amend	Virginia Bryan	Julie Depreux	Carol Gifford	James Hunter
Donna Anderson	Joe Bryant	Nancy Derrick	Margaret Gilb	Bettie Huntley
Pecola Anderson	Emily Burroughs	Rob Desbian	Beverly Gilcrest	Georgia Hussey
Joyce Andrews	Natalia Burt	Melvine Dillehay	Heather Glaser	Clayton Hutchison
Chester Arnett	Carlton Bush	Ashley Dixon	Christy Godwin	Peggy Ingram
Kari Arroyo	Marsue Caines	Beth Dixon	Linda Goings	Kelda Inness
Debbie Atherton	Lauren Caldwell	Mary Ella Dixon	Annie Golatt	LuGean Jackson
Lasha Avance	Kelsey Camp	Chelsea Donahue	Valarie Gonzalez	Robert Jacoby
Carie Ayers	Mike Carrodegua	Christopher Donahue	Haley Grant	Brianne Janes
Kiki Badru	Charles Carrigan	Molly Donaldson	Bert Green	Marilyn Jarrett
Linda Banks	Victoria Carrigan	Modenia Donley	Betty Greenwood	Ester Jin
Jim Barnes	Kitty Carswell	Mary Lou Doyle	Earlene Gregory	Natalie Jocoy
Tonia Barnes	Mary Carter	Sandra Duclos	Sylvia Gruben	Gerald Johnson
Bill Barnhill	Tyler Carter	Alexandra Duit	Lori Gunn	Hannah Johnson
June Bates	Erica Casey	Lucy Dunwood	Gloria Guy	June Johnson
Melanie Bates	Marilyn Caudell	Iffy Duru	Jordan Gwaltney	Nancy Johnson
Elizabeth Beazley	Mary Caviness	Loretta Echols	Paul Habegger	Pankie Johnson
Cindy Behrens	Meagan Celsor	Peggy Edwards	Patsy Hall	Ann Jones
Patty Bell	Lauren Chambers	Courtney Elder	Whitney Hall	Bud Jones
Shawna Bell	Doris Chaney	Jes Ellis	Laura Hamblin	Dora Dean Jones
Amber Bellcock	Robin Chanay	Bill Emde	Mary Hammack	Doyce Jones
Debbie Blevins	Dale Chappell	Wanda Emde	Rod Hardaway	Martha Jones
Katrina Berberick	Christi L. Charles	Diane England	Joyce Hardy	Melba Jones
Rubie Ann Bernard	Joan Cheptum	Mary Engstrom	B. J. Hermon	Pauline Jones
Jessica Berrens	J. W. Childs	Jessica Enockson	Mildred L. Harmon	Samantha Jones
Leah Berry	Jason Clevestine	Frances Eoff	Sharon Harris	Henrine Joyner
Lillian Beverly	Doris Clinkscale	Elizabeth Eppinette	Doyal Harrison	Elsieon Judkins
Rosie Bilbrey	Sarah Cox	Paula Evans	Debbie Hartshorn	Melody Kanoka
Elberta Biltoft	Linda Cole	Whitney Evans	Kerri Hesselrode	Virginia Karnes
Marcus Binne	Myrtle Collins	Betty Ferrar	Charlotte Hatch	April Keith
Luke Otwell Birdwell	Rita Conley	Anita Figueroa	Jan Hatcher	Patricia Keller
Melinda Birdwell	Sarah Console	Virginia Fisher	Phyllis Hawkins	Libby Kelley
Shelly Blackwell	Elizabeth "Beth" Cook	Kathleen Fitzsimmons	Michelle Heasley	Carol Kennedy
Martha Blount	Edna Cooper	Jillian Florence	Amanda Heep	Doris Kennedy
Sharron Boaitey	Jean Cosgrove	Beatrice Flowers	Kendyll Helf	Joe Kennedy
Katherine Bolden	Leigh Counts	Jean Flowers	Jerleaner Helton	LaVaughn Kerr
Rick Bolton	Patricia Cox	Andrea Foerster	Dorothy L. Hemphill	Becky Kimble
Kayla Bond	Emily Crooks	Eston Ford	Hannah Henderson	Vaughndel Kious
Louise Bookout	Sarah Crowder	Janet Foutch	Emily Henton	Rachel Kirby
Bobbie Bradley	Charlene Cunningham	Cari Fowler	Jessie Hill	Andrea Knappe
Perlina Brasfield	Jessica Cunningham	Lt. Lloyd Franklin	Karen Hill	Lee Knoetgen
Kristina Brazle	Caitlin Curl	Miyako Franklin	Mallory Himstrick	Ester Knox

Deborah Kody	Joe F. Miller	Kelsey Piercy	Sue Simmons	Diane Turner
Joseph W. Koenig	Juanita Miller	Betty Pilcher	Nicole Simon	Maereena Turner
Joann Kongenske	Katrina Miller	Lee Pilger	Bonnie Simpson	James Tutwiler
Esther Kosgei	Kayla Miller	Jane Pindell	Brandi Sims	Evie Vallota
Charlene Krabbe	Bonnie Milligan	Calle Pittard	Brianna Sims	Irene Vance
Stephen Kudabeck	Johnny Milum	Hannah Plexico	Lillie Sims	Ben Veit
Rachael Kunkel	Margaret Milum	Jana Poe	Janell Sladek	Verdell Baker
Bobbie Kurrus	Maebelle Minerich	Shirley Porter	Velma Slaughter	Rebecca Verhoeven
Linda Lafan	Jacqueline Minor	Valerie Porter	Aleene Smith	Lou Villines
Michele Lamberson	Brenda J. Mixon	Betty Price	Joy Smith	Virginia Vollmer, PhD
Anna Laporta	Lindsey Mondich	Vessie Proctor	Katelyn Smith	Vera Waldington
Earlene Larry	Erin Mofield	Charlotte Quarles	Kathy Smith	Lindsey Wagner
Angela Latrell	Holly Montgomery	Sue Rakes	LaNorris Smith	Micah Walden
Carol Lesley	Sara Moon	Daniel Ramberger	Leo Smith	Jennifer Walker
Lola Lawrence	Jacqueline Morgan	Melanie Rawls	Luke Smith	Sandra Warmack
Christa Lewis	Pamela Morgan	Shirley Reed	Mark Smith	Kate Warren
Howard E. Lewis	Al Morrison	Laura Reeder	Paige Smith	Faye Waters
Haley Light	Kathy Moyers	Kendra Reeves	Sandra Smith	Meg Watson
Jolyn S. Lights	Linus Mubuifor	Alma Remely	Jessica Snell	Nicole Watson
Kevin Lillis	Evra Murphy	Beverly Reynolds	Susan Sorrells	Marie Wax
Nanette Lites	Jean Murrah	Maxine Rhodes	Rachel Stebbins	Jean Weatherford
Ashley Little	Jean Myers	Cognac Rice	Laveda Steed	Cherrynell Weatherly
Audrey Long	Melynda Myers	George Richardson	Jim Stephens	Sherry Weaver
Carri Long	Frankie Myher	Molly Richey	Mary Stephens	James Welch
Alvanell Lopez	Frankie Myher	Patricia Richmond	Mallory Stevenson	Allison Wells
Mildred Lott	Gloria Nard	Ericka Ried	Jessy Stewart	Annette Welsh
James Lowery	Jackie McWilliams Neal	Frankie Riga	Kristin Stewart	Christi Wendeborn
Teddy Luke	Inem Ned	Katie Rinard	Tessa Kay Stewart	Brenda Westerbuhr
Sweta Lukki	Tina Nellum	Ken Risinger	Kala Stidham	Dawn Wheeler
Carol Machado	Annette Nelson	Rachael Robertson	Kerri Stidham	Bessie White
Pam Mahar	Larry Nelson	Betty Robinson	Thomas Stock	Kathy White
Michael Malkin	Jim Newcomb	Marie Rodela	Elaina Stockstill	Mary Whitehead
Birdy Mancill	Roger Newman	Benny Rodriguez	Herb Stout	Sidney Whitworth
John Mann	Kerri Nicholas	Jennifer Rodriquez	Norma Strabala	Mary Wilhite
Tessa Markum	Marvastine Nichols	J.W. Rogers	Samantha Strange	Barbara Williams
Willie Marshall	Carma Olson	Suzanne Rogers	Dorothy Straub	Bette Williams
Deborah Martin	Lauren Osburne	Ruth Rone	Joanna Stricker	Clevester Williams
Emily Martin	Bennie Ousley	Mollie Rowlett	Vetress Strong	Dorothy Williams
Stacy Matthew	Janice Palmer	Natalie Royal	Evelyn Stubbs	James Williams
Ora Mays	Suzanne Paquet	Vanessa Rubey	Mary Beth Sudduth	Juanita Williams
Jesaca McCartney	Michele Parrian	Sarah Rummage	Kay Sudhoff	Makenzi Williamson
Monica McCormick	Kelley Passafiume	Bill Rupp	Carol Tankersley	Eva Willingham
Shirley McDaniel	Dorothy Patterson	Peggy Rupp	Yvonne Taylor	Lauren Willis
Dezzie McKeever	Nancy Patterson	Elaine Rush	Betty Taylor	Lori Wise
Ruthie McKinney	Arma Patton	Nancy Salter	Caroline Taylor	Haley Witt
Caitlin McKuin	Valencia Patton	Barbara Schneider	Karen Taylor	Robert Woodbury
Whitney McMullan	Mary Payton	Gwendlyn Scott	Sue Taylor	Kaitlyn Wright
Kelli McNichols	Peggy Pearce	Luther Scranton	Sara Teel	Jo Yocum
Nona McQueen	Allison Peebles	Alex Seger	Carolyn Templeton	Megan Youngblood
Lois Meekins	LaWanda Pendleton	Audria Sewell	Jennifer Therrien	Wendy Zeiler
Joanna Meeks	Glenda Pennington	Taryn Sheehan	Rachel Thomas	Margaret Zubeck
Mary Melson	Beverly Pepper	Ashley Shelton	Gregg Tinkle	
Gary Melton	George Photides	Tom Shircliff	Cathie Tippins	
Michaela Mengel	Cassidi Picker	Wanda Silen	Aaron Towler	
LaQuetta Mickens	Ian Pierce	Debra Silva	Vera Trisler	
Janice Miller	Courtney Piercy	Carol Silverstrom	Carolyn Turner	

Ombudsman Continued Education Events

In 2011, the Office of the State Long-Term Ombudsman provided quarterly statewide trainings. An average attendance of 30 Regional, Certified Back-Up, Volunteer Coordinators and Volunteer Ombudsmen benefited from the following topics:

- Why, When and What is Ombudsman Data and Its Purpose?
- What distinguishes a Long-Term Care Ombudsman case?
- Ombudsman Technical Assistance: Which is Which? And How Do I Record It?
- Courage to Speak – Nursing Home Residents Finding a Voice
- The A+ Program – How Tobacco Settlement Funds Help Low Acuity Residents Transition Home
- Our Family Council Role
- CREATE (Coordinated Response to Elder Abuse Training Effort)
- Long-Term Care Ombudsman Role in a Natural Disaster
- Tools for Ombudsman Resources
- My Journey in Long-Term Care
- Communication and Conflict Management
- Tools for Improved Self-Direction
- Using the Law to Advocate for Residents of Long-Term Care

In addition, we partnered with various long-term care stakeholders to provide statewide training in five locations (Little Rock, Melbourne, El Dorado, West Memphis and Fort Smith) to individuals employed in long-term care, family members and the community to improve services for residents utilizing Hospice services. Participation at these events was an average of 63. This educational project stemmed from the experience of a well-known Arkansas freelance journalist, Carol Griffin, who made a request to the Governor prior to her death that those involved in long-term care create an educational tool to enhance the care provided to residents in nursing homes that were receiving Hospice Care. Ombudsmen at all levels were involved in encouraging staff, family and community members to attend.

Our educational campaign for 2012 is “Building on Rights.”

- Ombudsmen conducted more than **100** community education events in Federal Fiscal Year 2011.
- More than **500** ombudsmen attended quarterly trainings conducted by the State Long-Term Care Ombudsman.

Resident Councils

A Resident Council is an independent, organized group of individuals living in a nursing home that meets regularly to discuss concerns, develop suggestions on improving services and plan social activities. There are currently about 240 Resident Councils in the state.



The size and structure of councils varies widely. Some function well with up to 30 residents at meetings, while others are effective with only a few active members. Leadership styles vary as does the amount of resident participation.

Federal and state laws give residents the right to meet as a council. At the time of admission, nursing homes are required to inform new residents of their right to establish a council if one does not exist or to participate in an existing council's activities.

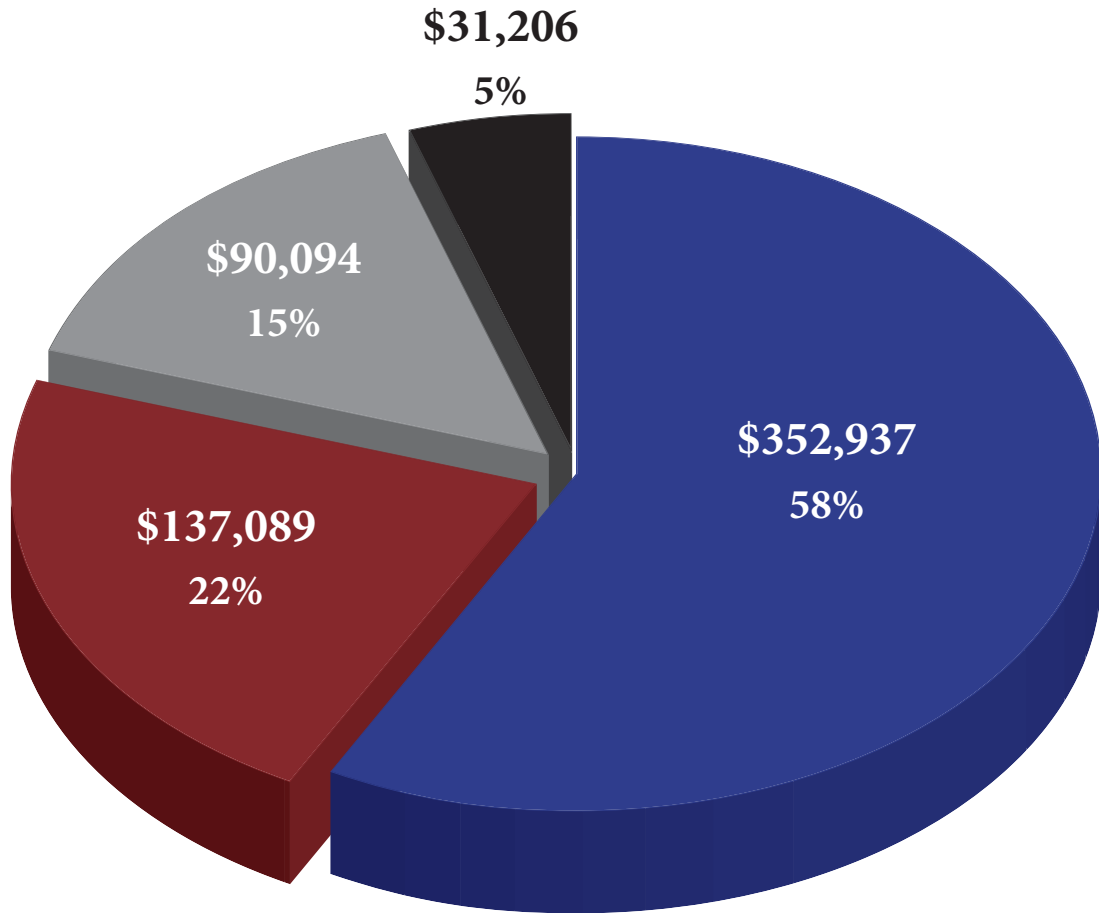
Family Councils

The 1987 Nursing Home Reform Act guarantees families of nursing home residents a number of important rights to enhance a loved one's nursing home experience and improve facility-wide services and conditions. Key among these rights is the right to form and hold regular private meetings of an organized group called a Family Council. There are currently about 80 Family Councils in the state.



Facilities certified for Medicare and Medicaid must provide a meeting space, cooperate with the council's activities and respond to the group's concerns. Nursing facilities must appoint a staff advisor or liaison to the Family Council, but staff and administrators may access council meetings only by invitation. While the federal law specifically references "families" of residents, close friends of residents can and should be encouraged to play an active role in Family Councils.

Ombudsman Program Funding



 Federal OAA Title III, Local

 Federal OAA Title III, State*

 Federal OAA Title VII, Ch. 2

 Federal OAA Title VII, Ch. 3

*State Funding is a required Federal Funding match with the larger amount contributed by the AAAs.

**DIVISION OF AGING
& ADULT SERVICES**
ARKANSAS DEPARTMENT OF HUMAN SERVICES



**Office of the
Arkansas State Long-Term Care Ombudsman**

**PO Box 1437, Slot S530
Little Rock, AR 72209-1437**

www.arombudsman.com