

APPENDIX A - City Inventory of Programs and Services for Older Adults - July 2018

DEPARTMENT OF AGING (LADOA) - LONG-TERM CARE OMBUDSMAN AND ELDER ABUSE PREVENTION PROGRAM

LADOA administers the **Long-Term Care Ombudsman Program** which is designed to identify, investigate, and resolve complaints made by and for older adults and dependent adults in long-term care facilities such as skilled nursing facilities and residential care facilities for the elderly that relate to action or inaction on the part of a facility that impacts the quality of care and quality of life of residents and which adversely affect their health, safety, welfare, or rights. In addition, the program is designed to provide technical assistance to the other MPCs in planning and implementing the Ombudsman Programs within their respective service areas.

LADOA also administers **Elder Abuse Prevention Programs** which carry out activities designed to prevent the abuse, neglect, and exploitation of older adults. Prevention activities may include public education, outreach, and intake of complaints or reports of abuse and voluntary case referral to appropriate agencies.

Program / Service	Service Location(s)	Contractual Requirements / Performance Metrics (FY2018)	Estimated Cost (FY2018)	Funding Source	Service Delivery Model	Contractor Name / Contract #
Long-Term Care Ombudsman Program and Elder Abuse Prevention Program	Citywide <u>Region I & Main Office</u> 1527 4th Street, 2nd Fl. Santa Monica, CA 90401 <u>Region II</u> 8374 Topanga Canyon Rd., Suite 209 Canoga Park, CA 91304 <u>Region III</u> 2555 East Colorado Blvd., Suite 203 Pasadena, CA 91107 <u>Region IV</u> 5220 Clark Ave., Suite 415 Lakewood, CA 90712 <u>Region V</u> 1493 N. Montebello Blvd., Suite 104 Montebello, CA 90640	<u>Ombudsman Services</u> - 4,000 hours of service - 2,000 cases opened - 1,500 cases closed - 2,500 complaint closed cases <u>Ombudsman Staff Training</u> - 100 sessions - 500 hours - 114 trainees <u>Resident Visitation</u> - 1,297 visits to skilled nursing facilities - 1,000 visits to residential care facilities for the elderly <u>Elder Abuse Prevention</u> - 1,063 hours community education/advocacy sessions' - 5 training sessions for professionals	\$732,386	Grant Funds City General Funds (\$2,571)	Contracted	WISE & Healthy Aging C-130298