



**LOUISIANA LONG-TERM CARE  
OMBUDSMAN PROGRAM**

**FFY 2020 ANNUAL REPORT**

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# PURPOSE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM

The Older Americans Act requires every state to establish a long-term care ombudsman program. On behalf of the residents of nursing homes and adult residential care facilities, the program is mandated to:

- investigate and resolve complaints
- monitor and comment on legislation and regulation
- provide information regarding problems in facilities
- ensure that volunteers are recruited and trained to participate in the program

Ombudsmen are certified after completing a training course that includes 26 hours of classroom training, a written examination, and a 10-hour internship in a nursing home. Certification is renewed annually based on performance and participation in on-going training. Ombudsmen serve as either paid staff or volunteers.

In Federal Fiscal Year 2020, there were 20 paid Ombudsmen (both full and part-time) and 5 Volunteer Ombudsmen, who donated 874 hours of their time to the program. These Ombudsmen and Long-Term Care Visitors visited:

271 Nursing Homes, including Skilled Nursing Facilities with 34,931 beds  
159 Assisted Living Facilities with 7,820 beds

Nursing homes are visited on a bi-monthly basis (once every two months). Adult residential care facilities, such as assisted living facilities and personal care homes identified as serving the elderly, are visited quarterly.

Ombudsman services are confidential and free of charge.

*“Aging has a wonderful beauty and we should have respect for that.”*

Eartha Kitt

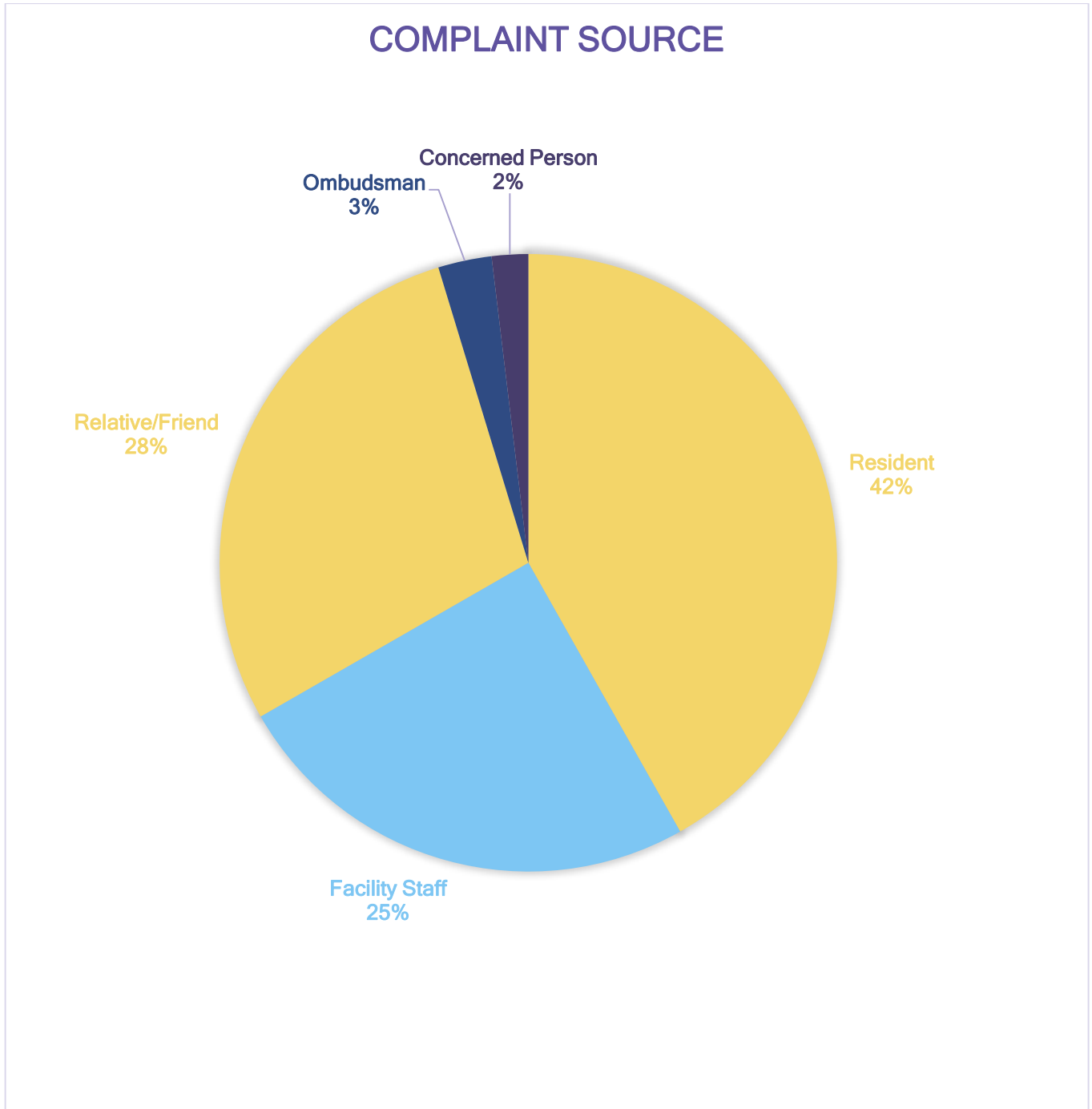
# COMPLAINTS

What were they about?

Category	Percentage Of Total	Specific Issues
<b>Resident Rights</b>	<b>48%</b>	Abuse, Access to Information, Admission, Transfer, Discharge, Eviction, Autonomy, Choice, Exercise of Rights, Privacy, Financial, Property
<b>Resident Care</b>	<b>29%</b>	Care, Rehabilitation or Maintenance of Function, Restraints: Chemical and/or Physical
<b>Quality of Life</b>	<b>17%</b>	Activities and Social Services, Dietary, Environment
<b>Facility Administration</b>	<b>4%</b>	Policies, Procedures, Staff Attitudes, Resources, Staffing
<b>Complaints Against Others (Not Against the Facility)</b>	<b>0%</b>	Certification/Licensing Agency, State Medicaid Agency, System/Others
<b>Complaints about Services in Other Settings</b>	<b>1%</b>	Complaints about Services in Settings Other Than Facilities or by Outside Provider in Facilities (Home Care, Hospital or Hospice, Public or Other Congregate Housing Not Providing Personal Care, and/or Services from an Outside Provider)

# COMPLAINT SOURCE

Who is the complainant?



# FUNDING

Where does Ombudsman Program Funding come from?

<b>State Funds: \$417,346.00</b>
<b>Federal Funds: \$841,385.00</b>
<b>Local Funds: \$9,068.00</b>
<b>Total: \$1,267,799.00</b>

# ACCOMPLISHMENTS

In Federal Fiscal Year 2020, the Louisiana Long-Term Care Ombudsman Program:

**INVESTIGATED** 1,342 complaints made by or on behalf of residents in long-term care facilities.

**RESOLVED** or partially resolved 79 percent of these complaints to the satisfaction of the resident.

**VISITED** facilities 1,994 times to observe facility conditions and be available to residents for assistance.

**PROVIDED** 1,728 individual consultations on topics such as residents' rights, choosing a nursing home, and Ombudsman services, roles, and responsibilities.

**COMPLETED** 3,707 consultations to facility staff on topics including resident rights, resident care issues, Culture change and Ombudsman services, roles, and responsibilities.

**DELIVERED** 47 community education sessions, including senior care events, health fairs, and other presentations to the public.

**SUPPORTED** resident and family self-advocacy by offering assistance or attending, at the request of council members, 223 resident council meetings and 133 family council meetings in facilities.

**PARTICIPATED** in 72 facility surveys conducted by state licensing agencies to provide information to surveyors and advocate for residents.

# LOCAL LONG-TERM OMBUDSMAN CONTACT INFORMATION

The State Ombudsman designates local agencies to provide ombudsman services at the local level. The currently designated entities and the parishes they serve are:

## ALEXANDRIA REGION

Avoyelles, Catahoula, Concordia, Grant, LaSalle, Natchitoches, Rapides, Sabine, & Winn

<b>Ombudsman Coordinator</b> Carolyn Smith <a href="mailto:carolynsmith@cenlaaging.org">carolynsmith@cenlaaging.org</a>	Cenla Area Agency on Aging Post Office Box 13027 Alexandria, LA 71315	318-484-2260 or 800-454-9573 Fax: 318-484-2266
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## BATON ROUGE REGION

Ascension, Assumption, East Baton Rouge, East Feliciana, Iberville, Lafourche, Livingston, Pointe Coupee, St. Charles, St. Helena, St. James, St. John, Tangipahoa, Terrebonne, Washington, West Baton Rouge, & West Feliciana

<b>Ombudsman Coordinator</b> Peggy Essick <a href="mailto:pessick@capitalaaa.org">pessick@capitalaaa.org</a>	Capital Area Agency on Aging Post Office Box 66038 Baton Rouge, LA 70896	225-928-8775 or 800-833-9883 Fax: 225-922-2528
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## LAFAYETTE REGION

Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, & Vermilion

<b>Ombudsman Coordinator</b> Patricia Broussard Dana Adams <a href="mailto:d.adams@lusfiber.net">d.adams@lusfiber.net</a>	Cajun Area Agency on Aging Post Office Drawer 60850 Lafayette, LA 70596-0850	337-572-8940 or 800-738-2256 Fax: 337-572-8974
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## LAKE CHARLES REGION

Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, & Vernon

<b>Ombudsman Coordinator</b> Charles Campbell <a href="mailto:ccampbell@calcoa.org">ccampbell@calcoa.org</a>	Calcasieu Council on Aging 3950 Gerstner Memorial Blvd. Lake Charles, LA 70607	337-312-1061 800-223-5872 Fax: 337-478-2039
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**MONROE REGION**

Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, & West Carroll

<b>Ombudsman Coordinator:</b> Anna Horne <a href="mailto:annahorne@cenlaaging.org">annahorne@cenlaaging.org</a>	Cenla Area Agency on Aging Post Office Box 13027 Alexandria, LA 71315	318-387-0535 or 800-454-9573 Fax: 318-322-0545
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**NEW ORLEANS REGION**

Jefferson, Orleans, Plaquemines, St. Bernard, & St. Tammany

<b>Ombudsman Coordinator:</b> Tanya Hayes <a href="mailto:thayes@capitalaaa.org">thayes@capitalaaa.org</a>	Capital Area Agency on Aging Post Office Box 66038 Baton Rouge, LA 70896	225-928-8775 or 800-833-9883 Fax: 225-922-2528
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**SHREVEPORT REGION**

Bienville, Bossier, Caddo, Claiborne, DeSoto, Red River, & Webster

<b>Ombudsman Coordinator</b> Cassandra Cesare <a href="mailto:ccesare@caddocoa.org">ccesare@caddocoa.org</a>	Caddo Council on Aging 1700 Buckner Street Suite 240 Shreveport, LA 71101	318-676-7900 or 800-256-3003 Fax: 318-676-7911
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# STATE LONG-TERM OMBUDSMAN CONTACT INFORMATION

**Rosa Walton, Louisiana State Long-Term Care Ombudsman**

Governor's Office of Elderly Affairs

P.O. Box 61

Baton Rouge, LA 70821

(225) 342-7100 **GOEA Main Line**

(225) 342-9723 **Ombudsman Direct Line**

(866) 632-0922 **Ombudsman Toll-Free Line**

[StateOmbudsman@la.gov](mailto:StateOmbudsman@la.gov) **E-mail**

<http://goea.la.gov/ombudsman> **GOEA Ombudsman Website**