

**ATTACHMENT J
OMBUDSMAN
PART TWO-PROGRAM DESIGN**

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**PROGRAM MODEL/SCOPE OF WORK
OLDER AMERICANS ACT
REQUEST FOR PROPOSAL 2015-17**

I. Program Overview

The Ombudsman program investigates and resolves complaints made by or on behalf of senior residents, age 60 and older, in long-term care (LTC) facilities. Long-term care facilities include nursing homes and residential care facilities for the elderly (RCFEs) that serve seniors. Under the direction of a full-time Program Coordinator, trained Ombudsman representative volunteers identify, investigate, and resolve complaints relating to matters that affect the health, safety, welfare, and rights of the long-term care senior residents. All Sonoma County long-term care facilities are visited by Ombudsman representatives at least once during the fiscal year. Community education and advocacy on long-term care issues and laws affecting seniors residing in long-term care facilities are also provided by the program. The approved organization may be either a private, non-profit corporation or a public agency. It may be a single or multipurpose agency. The approved organization must demonstrate not only interest and concern in programs for elders and quality of care for residents of LTC facilities, but also demonstrate experience and knowledge in this field. Refer to Attachment L: Online Resources-#16 for Ombudsman program design and regulations.

II. Estimated Funding

Estimated 2015-16 funding through Title IIIB, Title VIIA of the Older Americans Act and special state initiative funding for the Ombudsman program to all regions of Sonoma County is \$137,000.

Please refer to the population distribution table in Part 1, Section IV of the General Information Section of this RFP to assist with an estimation of approximate regional distribution of services for this funding.

III. Units of Service Requirements for the Ombudsman Program

Cases Closed	500
Cases Opened	550
Community Education Sessions	22
Complaints Investigated	550
Complaints Received	800
Complaints Resolved	540
Consultation with Facilities	117
Consultation with Individuals	913

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Family Council Work	12
FTEs - Staff	3
RCFE Non-Complaint Visits	680
Resident Council Work	41
SNF Non-Complaint Visits	88
Training Hours for Staff and Volunteers	142
Training Sessions for New Volunteers	11
Volunteer Hours	2156
Volunteers	22

IV. Program Requirements

Along with addressing each point listed in Part Four – Instructions for Proposal Preparation; Section III(D)-Proposal Narrative items 1-5 (page 9-11), proposal must demonstrate the proposer’s ability to:

- A. Assure there is no conflict of interest – program may not be designated to an organization which is responsible for licensing and/or certifying long-term care facilities or which is in an association of such providers.
- B. The approved organization must possess, at a minimum, an appropriate combination of the following qualifications:
 - 1. Experience in management or leadership of community programs/organizations
 - 2. Operate on a sound fiscal basis
 - 3. Knowledge in the field of gerontology, long-term care, and aging programs
 - 4. Interest and commitment to services to older persons
 - 5. Experience in management and supervision of volunteer programs
 - 6. Knowledge of laws and regulations in the area of long-term care facilities
- C. Create an outreach plan for making services known to residents of long-term care facilities and their families, including a plan for communicating with culturally diverse populations. Outreach to include conducting educational activities in the community including type, number and where they will be provided.
- D. Maintain a LTC Ombudsman Advisory Council which meets regularly, and has representation on the governing board of the successful proposer. This may be waived for single purpose agencies that have a board of directors.
- E. Provide adequate personnel to carry out the mandates and responsibilities of the program, which includes, at a minimum, one full-time Program Coordinator and 22 Ombudsman representative volunteers who is free from conflicts of interest and has a clear criminal background check on file.

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- F. Maintain office hours on a schedule determined by mutual agreement between Contractor and County.
- G. Staff must be available on emergency call.
- H. Provide policies and/or procedures related to receiving, verifying, investigating, and resolving a complaint. Refer to Attachment L: Online Resources for link to Ombudsman program design for Complaint Management requirements.
- I. Provide at least 11 training sessions to Ombudsman staff and volunteers, including but not limited to certification training and topics related Ombudsman services.
 - 1. All paid staff and volunteers must have 36 classroom hours of certification training.
 - 2. Classroom training must be followed by an internship with an experienced Ombudsman representative.
 - 3. Ombudsman volunteers must receive 12 hours of continuing education each year.
- J. Conduct at least one visit quarterly during each contract period to each of the 170 Skilled Nursing Facilities (SNF) and 22 Residential Care Facilities for the Elderly (RCFE) in the service delivery area.
- K. Comply with the "Ombudsman Program Designation Standards" developed by the California Department of Aging except where waivers have been granted by the California Department of Aging. (Refer to Attachment L-On-line Resources-#16 for link to Standards document).
- L. Prevent disclosure any information about the participant without written consent of the individual.
- M. Offer services free of charge.
- N. Provide each senior with the opportunity to voluntarily contribute to the cost of the service by developing a suggested contribution schedule.
 - 1. Protect the privacy of each senior with respect to contribution made.
 - 2. Establish procedures to safeguard and account for all contributions.
- O. Comply with program standards, service priorities, and responsibilities consistent with statewide standards as they are released or identified by AAA or state licensing body.

V. Reporting Requirements

Proposals must show the proposer's ability to:

- A. Provide timely, complete, accurate, and verifiable reports.
- B. Report activities to the AAA on a quarterly basis, utilizing the software or forms supplied by the AAA to comply with California Department of Aging (CDA) services requirements.
- C. Submit program performance reports in accordance with AAA requirements.

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