

California Department of Aging
Long-Term Care Ombudsman Program (Titles IIIB and VIIA)
Program Statistical Fact Sheet

**TOTAL PROGRAM
EXPENDITURES (000s)**

TOTAL PROGRAM	FISCAL YR 16/17 ^{1, 2}	FISCAL YR 17/18 ^{3, 4}	FISCAL YR 18/19 ^{5, 6}	FISCAL YR 19/20 ⁷ ESTIMATED
Local Assistance	\$8,552	\$8,179	\$9,459	\$15,337
State Operations	\$1,633	\$1,859	\$1,902	\$2,071
Total Program Expenditures	\$10,185	\$10,038	\$11,361	\$17,408
General Fund	\$1,574	\$1,632	\$3,601	\$8,144
Federal Fund (Titles IIIB and VIIA)	\$4,136	\$3,994	\$4,358	\$4,751
Skilled Nursing Facility Quality & Accountability Fund	\$1,900	\$1,874	\$1,843	\$1,900
State Health Facilities Citation Penalties Account ⁸	\$2,175	\$2,201	\$1,183	\$2,213
Public Health Licensing and Certification (L & C) Fund ⁹	\$400	\$387	\$376	\$400
Total Funds	\$10,185	\$10,038	\$11,361	\$17,408

**TOTAL LOCAL ASSISTANCE
EXPENDITURES (000s)**

TOTAL LOCAL ASSISTANCE	FISCAL YR 16/17 ²	FISCAL YR 17/18 ⁴	FISCAL YR 18/19 ⁶	FISCAL YR 19/20 ⁷ ESTIMATED
General Fund	\$1,000	\$997	\$2,966	\$7,500
Federal Fund	\$3,158	\$2,884	\$3,204	\$3,443
Program Income	\$1	\$2	\$69	\$0
Local Non-Match	\$533	\$570	\$339	\$0
Local Match	\$1,787	\$2,475	\$2,468	\$0
Skilled Nursing Facility Quality & Accountability Fund	\$1,900	\$1,874	\$1,843	\$1,900
State Health Facilities Citation Penalties Account	\$2,094	\$2,201	\$1,070	\$2,094
Public Health L & C Fund	\$400	\$387	\$376	\$400
Total Funds	\$10,873	\$11,226	\$12,335	\$15,337

California Department of Aging

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ADMINISTRATIVE DATA

ADMINISTRATIVE DATA ¹⁰	FISCAL YR 16/17	FISCAL YR 17/18	FISCAL YR 18/19	FISCAL YR 19/20 ¹¹ ESTIMATED
Local Ombudsman Programs	35	35	35	
Paid Staff	198	175	216	
Volunteers	738	646	717	
Total LTC Beds	304,640	302,295	308,011	
Skilled Nursing Facilities	1,244	1,234	1,230	
Residential Care Facilities	7,406	7,237	7,307	

PERFORMANCE DATA

PERFORMANCE DATA ¹⁰ Complaints by Category	FISCAL YR 16/17	FISCAL YR 17/18	FISCAL YR 18/19	FISCAL YR 19/20 ¹¹ ESTIMATED
Residents' Rights				
A: Abuse, Gross Neglect, Exploitation	9,222	9,209	9,328	
B: Access to Information	728	637	570	
C: Admission, Transfer Discharge, Eviction	2,570	2,365	2,094	
D: Autonomy, Choice, Exercise of Rights, Privacy	2,816	2,539	2,345	
E: Financial, Property (except for financial exploitation)	1,940	1,948	1,819	
Resident Care				
F: Care	9,049	8,675	8,363	
G: Rehabilitation or Maintenance of Function	824	738	620	
H: Restraints-Chemical and Physical	173	159	133	
Quality of Life				
I: Activities and Social Services	5,337	4,983	4,011	
J: Dietary	1,558	1,304	1,278	

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PERFORMANCE DATA ¹⁰ Complaints by Category	FISCAL YR 16/17	FISCAL YR 17/18	FISCAL YR 18/19	FISCAL YR 19/20 ¹¹ ESTIMATED
K: Environment	3,083	2,634	2,251	
Administration				
L: Policies, Procedures, Attitudes, Resources	480	412	370	
M: Staffing	1,014	904	1,026	
Complaints Not Against Facility				
N: Certification/ Licensing Agency	69	86	40	
O: State Medicaid Agency	65	29	68	
P: System/Others	1,601	1,299	1,409	
Q: Complaints in other than a Nursing Home/ Residential Care Facility	1,305	1,425	1,022	
Total Complaints	41,834	39,346	36,756	
Total Cases Closed	33,559	31,519	28,884	
Total Complaints Verified	26,092	23,331	20,325	
a) Partially Resolved	6,548	6,362	5,226	
b) Resolved to the Satisfaction of the Resident	21,550	20,047	16,439	
c) Total of Resolved and Partially Resolved Complaints	28,098	26,409	21,665	
d) Percentage of Total Complaints Resolved and Partially Resolved	67%	67%	59%	

¹ State Operations expenditures are based on the FY 2018/19 Governor's Budget; actual expenditures for FY 2016/17.

² Local Assistance, Program Income, Local Non-Match, and Local Match expenditures are based on the FY 2015/16 Area Agencies on Aging (AAA) financial closeout reports.

³ State Operations expenditures are based on the FY 2019/20 Governor's Budget; actual expenditures for FY 2017/18.

⁴ Local Assistance, Program Income, Local Non-Match, and Local Match expenditures are based on the FY 2016/17 AAA financial closeout reports.

⁵ State Operations expenditures are based on the FY 2020/21 Governor's Budget; actual expenditures for FY 2018/19.

California Department of Aging

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Program Statistical Fact Sheet

⁶ Local Assistance, Program Income, Local Non-Match, and Local Match expenditures are based on the FY 2018/19 AAA financial closeout reports.

⁷ State Operations and Local Assistance expenditures for FY 2019/20 are estimated based on the FY 2020/21 Governor's Budget.

⁸ State Health Facilities Citation Penalties Account expenditures include additional \$1,000,000 in funds made available by the State Legislature for FY 2015/16, FY 2016/17, and FY 2017/18.

⁹ Senate Bill 102 (Senate Committee on Budget and Fiscal Review, Statutes of 2015, Chapter 323) authorized in FY 2015/16 an ongoing allocation from the California Department of Public Health's Licensing and Certification Program Fund (Public Health L & C Fund) in support of the Long-Term Care Ombudsman Program. The funding comes from a fee increase of \$3.37 per skilled nursing facility bed based on Health and Safety Code Section 1266(c).

¹⁰ Data is obtained from the National Ombudsman Reporting System (NORS).

¹¹ FY 2018/19 administrative and performance data estimates are intentionally left blank.