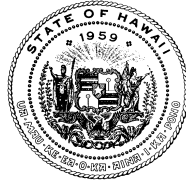


DAVID Y. IGE
GOVERNOR OF HAWAII



TERRI BYERS
DIRECTOR

VIRGINIA PRESSLER, M.D.
DIRECTOR OF HEALTH

STATE OF HAWAII
EXECUTIVE OFFICE ON AGING
NO. 1 CAPITOL DISTRICT
250 SOUTH HOTEL STREET, SUITE 406
HONOLULU, HAWAII 96813-2831
eoa@doh.hawaii.gov

COMMENTING on HB0610
Making an Appropriation for the Office of the LTC Ombudsman Program

COMMITTEE ON HUMAN SERVICES
REPRESENTATIVE DEE MORIKAWA, CHAIR
REPRESENTATIVE CHRIS TODD, VICE CHAIR

Testimony of Terri Byers
Director, Executive Office on Aging
Attached Agency to the Department of Health

Hearing Date: February 15, 2017, Room Number: 329
9:00 a.m.

- 1 **Office Testimony:** The Executive Office on Aging (EOA) would like to provide comments on
- 2 HB0610. We support the intent of this measure provided that its enactment does not reduce or
- 3 replace priorities within the Administration's executive biennium budget.
- 4 **Fiscal Implications:** This measure appropriates \$150,000 for the Long Term Care Ombudsman
- 5 Program (LTCOP) to include a position on Oahu and contracted services on the neighbor islands.
- 6 **Purpose and Justification:** EOA notes that funding for the LTCOP is a priority of the Ige
- 7 Administration. Governor David Ige's Executive Biennium Budget proposes a \$100,000
- 8 appropriation for the LTCOP. It would provide for three \$25,000 neighbor island contracts to
- 9 support long term care facility visits, counseling and/or investigating complaints, volunteer
- 10 coordination activities and trainings and \$25,000 for program operating expenses (e.g. travel,
- 11 mileage, postage, etc.).

1 The Long Term Care Ombudsman Program (LTCOP) is operated within the Executive Office on
2 Aging, the designated State Unit on Aging and recipient of Older American's Act grant funding.
3 Title VII of the Older American's Act, the LTCOP, partially funds two positions within the
4 Executive Office on Aging. One position functions as the State Long Term Care Ombudsman
5 and the other as the LTCOP volunteer coordinator. As the Title VII grant award is minimal, the
6 Executive Office on Aging uses other resources to offset the salaries of the two positions and
7 provide for a small operating budget.

8 With limited program resources, our LTCOP does not meet national standards/requirements.
9 Should there be a surplus of funds available to fund a full time State civil service LTCOP staff
10 position for Oahu that is not a part of the Governor's budget request, we would be supportive as
11 it will better improve the efficiency of the LTCOP and better meet national requirements.

12 Additional funding will enable us to better secure the safety of older adults in Hawaii's care
13 facilities.

14 EOA continues to examine ways to improve the efficiency of the LTCOP and meet federal
15 program requirements. Without additional funding, the LTCOP will continue be out of
16 compliance with federal mandates.

17 **Recommendations:** We support advancing this bill provided that its enactment does not reduce
18 or replace priorities within the Administration's budget request.

19 Thank you for the opportunity to testify.

Committee on Human Services
Rep. Dee Morikawa, Chair
Rep. Chris Todd, Vice Chair

HB610 Making an Appropriation for the
Office of the Long-Term Care Ombudsman Program

Conference Room 329, 9:00 a.m.
February 15, 2017

Testimony of John G. McDermott, LSW, ACSW, M.Div.
State Long Term Care Ombudsman
In strong support of HB 610

Purpose of HB 610: To **restore** the Ombudsman Specialist for Oahu – which was established by the Legislature in 1979 – and to provide funding to contract three part-time Ombudsmen for Kauai, Maui and Hawaii counties.

Good afternoon, Chair Morikawa, Vice Chair Todd and members of the committee,

My name is John G. McDermott and I have been the State Long Term Care Ombudsman (SLTCO) since August 4, 1998 (almost 19 years). In 1975 Hawaii was one of the first states to initiate the *Nursing Home Ombudsman Demonstration Pilot*. At that time nursing homes (NH) were the only long term care facilities around. Now in Hawaii we also have assisted living facilities (ALF), adult residential care homes (ARCH), expanded adult residential care homes (E-ARCH) and community care family foster homes (CCFFH).

Because of its success, in 1978 the Older Americans Act (OAA) was amended to require that all states have an Office of the Long Term Care Ombudsman Program. In 1979 HRS 349 was amended to conform with federal law and finally in 2007 section 21-25, part III was added to HRS 349 officially establishing in Hawaii an Office of the Long Term Care Ombudsman Program.

While federal and state law requires an Office of the Long Term Care Ombudsman Program, there are no staffing requirements. It's clear, however, one SLTCO cannot provide "timely and regular access to the LTCOP services" for the current 12,340 long term care residents in Hawaii - as the law requires. Hawaii is now the ONLY state with only ONE ombudsman to meet the needs of this federally and state mandated Program.

The National Institute of Medicine's 1995 report, *Real People, Real Problems: An Evaluation of the Long-Term Care Ombudsman Programs of the Older Americans Act* recommends **at a minimum** 1 ombudsman per 2,000 residents.

- Hawaii has 1 ombudsman per 12,340 residents.
- National average is 1 ombudsman to 2,208 beds.

This study was done at a time when most residents were in nursing homes. Today's residents live in many different types of facilities (and in Hawaii on 6 different islands) so the logistics are more complicated and require greater staffing.

The OAA mandates all residents *"have regular and timely access to the LTCOP services."* AOA/Administration on Community Living (ACL) interprets this as "every resident is visited quarterly." Our 12,340 residents currently live in 1,702 facilities. A quarterly visit would require **28 facility visits a day!**

Kauai has 5 NHs, 1 ALFs, 19 CCFFHs and 15 ARCHs or 40 LTC facilities with 601 beds. The current annual cost to make quarterly visits to Kauai is \$16,800.

Maui has 4 NHs, 1 ALFs, 50 CCFFHs and 15 ARCHs or 70 LTC facilities with 808 beds. The current annual cost to make quarterly visits to Maui is \$25,200.

Hawaii has 9 NHs, 1 ALFs, 125 CCFFHs and 52 ARCHs or 187 LTC facilities with 1,676 beds. The current annual cost to make quarterly visits to Hawaii is \$64,800.

Oahu has 32 NHs, 11 ALFs, 951 CCFFHs and 411 ARCHs or 1,405 LTC facilities with 9,255 LTC beds. The current annual cost to make quarterly visits to Oahu depends on the price of gas so hard to calculate but high.

The total travel costs alone to the Neighbor Islands are approximately \$106,800 and would require 1,892 trips. My total operating budget is only \$30,400. Also please note Neighbor Island residents pay the same federal and state taxes as Oahu yet they have never had the same "regular and timely access to services" provided by the LTCOP.

It should be clear to everyone this Program has never been adequately funded or staffed and this must be corrected. In the recent reorganization of the Executive Office on Aging the Ombudsman Specialist position for Oahu was eliminated making my job impossible. Little thought was given as to how this would impact our seniors or the effectiveness of this Program.

The LTCOP tries to protect our most vulnerable, and often hidden from sight, kupuna. It should not be confused with Adult Protective Services or the Department of Health licensing agency. APS only investigates cases of abuse or neglect and they have a screening process to weed out callers. DOH focuses mostly on annual inspections and then they are gone. Yes, they also investigate complaints but only the LTCOP is there to prevent problems, to work with residents, family and staff to make the facility better, to provide support and protection to the residents, as well as investigating complaints, by visiting at least once a quarter.

Please support this bill.

Mahalo for giving me this opportunity to testify.



House of Representatives
Committee on Human Services
Wednesday, Feb. 15, 2017
9:00 a.m.
Conference Room 329

To: Representative Dee Morikawa, Chair

RE: HB 610 RELATING TO AN APPROPRIATION FOR THE OFFICE OF LTC OMBUDSMAN PROGRAM

AARP is a membership organization of people age fifty and over with nearly 150,000 members in Hawaii. AARP advocates and provides information on issues that matter to our kupuna and their families, including affordable, accessible, quality healthcare, financial resiliency, and livable communities.

HB 610 appropriates \$150,000 to the office of Long Term Care Ombudsman to support long term care ombudsman on Oahu and provides funds for contracted services through the office of long term care ombudsman in the counties of Hawaii, Kauai and Maui.

AARP **strongly supports** HB 610.

This office is greatly understaffed to respond and investigate complaints and concerns of long term residents who reside in Hawaii's long term care facilities. There is currently one ombudsman and eight ombudsman volunteers responsible to visit residents in Hawaii's 1,702 facilities which include adult residential care homes, foster care homes, assisted living and nursing homes. With over 12,000 residents in these long term care residential facilities, there should be six full time ombudsmen based on the minimum staffing ratio of 1 ombudsman to every two-thousand residents according to the 1995 Institute of Medicine's recommendation.

The requested appropriation provides the necessary funding to contract and staff additional ombudsman in each county including Oahu, who can address our vulnerable residents' needs and concerns in the most expedient manner.

Thank you for the opportunity to testify.



LEGISLATIVE TESTIMONY

COMMITTEE: House Committee on Human Resources

DATE: Wednesday, February 15, 2017

TIME: 9 am

PLACE: Conference Room 329

RE: HB 610 MAKING AN APPROPRIATION FOR THE OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM (CPH/HMS, WAM)

KOKUA COUNCIL POSITION: STRONGLY SUPPORT

Chair Morikawa, Members of the Committee

Kokua Council strongly supports more funding for this program. Consumer protection for the most vulnerable among our elderly is essential. This program has for several years been underfunded. This is especially true of its permanent staff, and its capacity to recruit and train volunteers on the Neighbor Islands.

In spite of having a population that is aging faster than that of most states, Hawaii has been a bit slow in responding to their needs. We woefully underfund our quality control mechanisms, from failing to inspect and post reports on residential facilities, to underfunding our Long Term Ombudsman.

Kokua Council points out that the proposed appropriation may not be enough to ensure that elders residing in residential facilities are appropriately protected, and that all services are of the highest quality.

Kokua Council respectfully suggests that your committee, and subsequently FIN, consider increasing the appropriate as suggested in this bill.

Mahalo for your sincere consideration of our testimony.

Prepared by Jim Shon on behalf of Kokua Council.

The **Kokua Council** is one of Hawaii's oldest advocacy groups. Kokua Council seeks to empower seniors and other concerned citizens to be effective advocates in shaping the future and well-being of our community, with particular attention to those needing help in advocating for themselves. We meet monthly at Hawaii United Methodist Church.



Kokua Council is an advocacy group basing its policy recommendations on the type of information

summarized below. Also see Demographic profile:

http://uhfamily.hawaii.edu/publications/brochures/477d1_Hawaii's%20Older%20Adults%20-%20A%20Demographic%20Profile%20HZ%2009-13-16%20v2.pdf

- In 2010, persons aged 60 and over made up 20.6% of the state's population. This share is projected to increase to 28.5% by 2040.
- In Hawaii, 35% of those aged 60 or older live alone.
- By 2020, 40% of Hawaii's workforce will be providing care for older parents.
- Family caregivers provide 70% of all care for frail elderly persons.
- Forty percent of Hawaii workers do not have access to a single day of leave from work for family caregiving.
- There are approximately 12,000 residents of nursing and other residential care facilities.
- The Long-Term Care Ombudsman, with a staff of one, serves all 12,000, or a staff to resident ratio that is six times the recommended ration of one for every 2,000.
- In Hawaii, 46% of the long-term care beds are in small community residential care homes (1,630), and 54% in larger nursing and assisted living facilities.
- The state faces a shortage of eldercare workers and currently many people entering these jobs have no formal training in gerontology.
- In 2016, the cost of home health care in Hawaii was almost \$10,000 higher than the national average.
- The Alzheimer's Association projects that in 2025 ten percent of all Hawaii residents age 65 and over will have been diagnosed with Alzheimer's disease.

The **Kokua Council** is one of Hawaii's oldest advocacy groups. Kokua Council seeks to empower seniors and other concerned citizens to be effective advocates in shaping the future and well-being of our community, with particular attention to those needing help in advocating for themselves. We meet monthly at Hawaii United Methodist Church.

The Twenty-Ninth Legislature
Regular Session of 2017

HOUSE OF REPRESENTATIVES
Committee on Human Services
Rep. Dee Morikawa, Chair
Rep. Chris Todd, Vice Chair
State Capitol, Conference Room 329
Wednesday, February 15, 2017; 9:00 a.m.

**STATEMENT OF THE ILWU LOCAL 142 ON H.B. 610
MAKING AN APPROPRIATION FOR THE
OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM**

The ILWU Local 142 **supports** H.B. 610, which appropriates \$150,000 to the Office of the Long-Term Care Ombudsman Program on Oahu and provides funds for contracted services for Hawaii, Kauai, and Maui counties.

H.B. 610 proposes a nominal \$150,000 appropriation to allow for a small expansion of the Long-Term Care Ombudsman Program from one staff person, who singlehandedly services the entire state with 1,702 facilities, to add one contractor for Oahu, Maui, Kauai, and the Big Island. The amount of funding is paltry and pays barely more than the minimum wage to individuals who must possess requisite skills to evaluate quality of care in an objective manner and have the sensitivity to interview long-term care clients, caregivers, and providers. However, this amount is a big improvement over the current situation and will allow for greater ombudsman coverage throughout the state.

Although we believe that more funding is needed, whatever the Legislature can provide will, we are assured, be put to good use.

The ILWU urges passage of H.B. 610. Thank you for the opportunity to provide testimony on this measure.

todd2 - Chloe

From: mailinglist@capitol.hawaii.gov
Sent: Monday, February 6, 2017 3:56 PM
To: HUS testimony
Cc: mendezj@hawaii.edu
Subject: *Submitted testimony for HB610 on Feb 15, 2017 09:00AM*

HB610

Submitted on: 2/6/2017

Testimony for HUS on Feb 15, 2017 09:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Javier Mendez-Alvarez	Individual	Support	No

Comments:

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Capt. T. J. Davies, Jr. (Ret.)
909 Kapiolani Blvd # 601
Honolulu, HI 96814-2132
tjdavies@juno.com
808-593-1026

To: Committee on Human Services, Rep. Dee Morikawa, Chair

Date: Wednesday, February 15th, 2017, 9:00 a.m.

Re: HB 610, Making an Appropriation for the Office of the Long-Term Care Ombudsman Program.

Chair Morikawa, Vice Chair Todd, and members of the committee:

My name is T. J. Davies Jr. I am 82 years old, retired and live in Kakaako. I am writing in STRONG SUPPORT of HB 610, Appropriation for the Office of the Long-Term Care Ombudsman Program. I am an advocate for Kupuna issues and I am writing to ask for your support for the State Long Term Care Ombudsman Program.

The EOA re-organization in 2015 eliminated the Ombudsman Specialist Position which covered Oahu. The LTC Ombudsman Program has no time for the three Neighbor Island Counties if now required to cover Oahu. This is a Federal and State mandated state-wide program but no resources are provided from DOH/EOA or the Hawaii Legislature to do this.

DOH and the Senate and House Health Committees have refused to fund LTCOP staff, i.e., one each Ombudsman for the three Neighbor Island Counties and Oahu, for multiple legislative sessions over many years, notwithstanding that **The Institute on Medicine 1995 report “Real People Real Problems: An Evaluation of the Long Term Care Ombudsman Programs of the Older Americans Act” recommended a minimum of one full time paid Ombudsman for every 2,000 residents.** By that criteria, the LTCOP should be a staff of six (6) for the 12,340 residents in Hawaii’s 1,702 “long-term care facilities.

By this criteria, in a 13 week period of five (5) working days (with no holidays or sick days) it would require 25 facilities per day to be visited, which would be impossible even if all 25 were located in the same geographical area instead of being scattered throughout four Counties and multiple islands.

Your favorable consideration of this legislation is requested. Mahalo & Aloha

T. J. Davies Jr., Volunteer
Treasurer, AARP Chapter 60 Honolulu
Treasurer, Kokua Council for Senior Citizens of Hawaii Education Fund
Director, Hawaii Alliance for Retired Americans
Kakaako (District 26 / Senate District 12)

ARNE WERCHICK

Attorney, retired (formerly California State Bar 1965-2015)
76-187 Kamehamalu Street
Kailua Kona, Hawaii 96740
ArneWerchick@gmail.com
Telephone: 415-779-2763
Facsimile: 760-981-7739

February 9, 2017

House Committee on Human Services
Dee Morikawa, Chair

Re: House Bill 610 (Long-Term Care Ombudsman)

Hearing Date: February 15, 9:00 a.m.

Dear Chair Morikawa and Committee members:

I write in strong support of House Bill 610 which provides a very modest appropriation to support the vitally important Long-Term Care Ombudsman Program. I believe I am qualified to comment on this legislation because, before becoming a full-time resident on the Big Island, for the last ten years of my fifty-year career as a civil attorney in California I concentrated on issues directly affecting seniors with emphasis on residential and health care matters. I was Special Counsel for California Advocates for Nursing Home Reform (CANHR) and in that capacity -- among other cases -- was *amicus curiae* attorney in *State Department of Public Health v. Superior Court, Center for Investigative Reporting* (California Supreme Court, 2015) __ Cal.4th __ (S214679), affirming the public right to full disclosure of citations for adverse events at long-term health care facilities. I am generally familiar with the federally-prescribed Long-Term Care Ombudsman Program.

The long-term care ombudsman is frequently the last asset available to seniors both residing in care facilities and in the community when confronted with troubling issues. Considering that this senior population is among our most vulnerable and helpless citizens, such assistance can be life-saving and often mean the difference between quality living and misery. According to data provided by the federal Administration on Aging (most recent figures available for FY 2013), nationally ombudsmen resolved or partially resolved 73% of all complaints to the satisfaction of the resident or complainant, while visiting 70% of all nursing homes and 29% of all board and care, assisted living and similar homes at least quarterly.

Dee Morikawa, Chair
February 9, 2017
Re: House Bill 610 (support)
Page Two

The types of problems commonly encountered included improper eviction or inadequate discharge/planning; unanswered requests for assistance; lack of respect for residents; administration and organization of medications; issues of quality, quantity or choice of food; or building or equipment which was in disrepair or hazardous. Ombudsmen can address such issues promptly and directly and without the need for financially-pressed seniors to try to obtain legal assistance. It is a vital service and deserves unqualified support.

I am pleased to add my voice in strong support of House Bill 610 which is a comparatively small appropriation for a very valuable program which without doubt provides essential help for our senior community.

- Arne Werchick
ArneWerchick@gmail.com
76-187 Kamehamalu Street
Kailua-Kona, Hawaii 96740-8996
tel: 415-779-2763

todd2 - Chloe

From: mailinglist@capitol.hawaii.gov
Sent: Thursday, February 9, 2017 8:04 PM
To: HUS testimony
Cc: john.a.h.tomoso@gmail.com
Subject: Submitted testimony for HB610 on Feb 15, 2017 09:00AM

HB610

Submitted on: 2/9/2017

Testimony for HUS on Feb 15, 2017 09:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
John A. H. Tomoso	Individual	Support	No

Comments: Aloha kakou, I am in strong support of the appropriation of \$150,000 to the Office of the Long-Term Care Ombudsman (LTCO) to increase the support the LTCO on Oahu and to provide funds for contracted services through the LTCO in the counties of Hawaii, Kauai, and Maui. I am aware that the LTCO serves the entire state with a single Social Worker, stationed on O'ahu with an every-decreasing core of trained volunteers. I believe that when compared with LTCO's in other states, with similar targeted population numbers, Hawai'i is woefully underfunded and understaffed. Besides, Hawai'i being an island state, is further behind, given the fact of our geographic isolation and separateness. Please fund and capacitate our current LTCO to a level that I and many others in the Aging Network, including several of my Social Worker colleagues, have advocated for quite sometime. Mahalo John A. H. Tomoso, MSW, ACSW, LSW 51 Ku'ula Street Kahului, HI 96732-2906 808-280-1749 john.a.h.tomoso@gmail.com

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todd2 - Chloe

From: mailinglist@capitol.hawaii.gov
Sent: Monday, February 13, 2017 7:16 AM
To: HUS testimony
Cc: tampaltin@gmail.com
Subject: *Submitted testimony for HB610 on Feb 15, 2017 09:00AM*

HB610

Submitted on: 2/13/2017

Testimony for HUS on Feb 15, 2017 09:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Tamara Paltin	Individual	Support	No

Comments:

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February 12, 2017

To:
House Committee on Human Services
Dee Morikawa, Chair

RE: **HB 610** Relating to Human Services

Hearing Date: February 15, 2017
Conference Room 329, 9:00AM

Most Honorable Chair Morikawa and Committee Members:

I support this measure to appropriate \$150,000 to the office of the long-term care ombudsman on Oahu to support this office and provide funds for contracted services for the the counties of Hawaii, Kauai and Maui.

Currently, the Long Term Care Office has **one** Ombudsman to handle the needs of a population totaling over 12,000 in the State of Hawaii. One person cannot handle the amount of requests by phone and the counseling time needed for daily inquiries for persons who may be in physical harm or have no one to turn to oversee their care.

Usually a need is an immediate need for advocacy and assistance. To best serve our kupuna, additional funds are needed for staffing and services to be able to address the needs of the long-term care residents of our state.

Many Kupuna in Long-Term Care pinched pennies to survive.
As guardians of our Kupuna, we cannot be pinching pennies on their care.
It is pono for our community leaders to find a way to support their needs in the Ombudsman Office.

I ask you to support this measure – HB 610 - and thank you for the opportunity to submit testimony on behalf of the seniors who have special needs.

Respectfully submitted,
Christine Olah
Honolulu Resident

TO: House Committee on Human Services, Representative Dee Morikawa, Chair
Date: Wednesday, February 15, 2017, State Capitol Conference Room 329, 9:00 a.m.
RE: HB 610 Appropriation for the Office of Long Term Care Ombudsman

To Chair Morikawa and Members of the Committees

I am writing to you in support of HB 610, requesting an appropriation for the Office of the Long Term Care Ombudsman. My name is Paul Nishimura, and I am a 59 year old resident of Waipahu. Though my parents never had to spend any time in a care home I want to believe that someone is making sure that the care homes, nursing facilities and assisted living facilities are giving appropriate care to the 12,000 long term care residents statewide. Chances are that my wife and I will be needing long term care one day. When that time comes it would give me and my caregivers piece of mind knowing that any facility we choose will offer quality care.

At the present there is only one person covering the entire state which includes 1,630 community residential care homes, 49 nursing facilities and 13 assisted living facilities. Additional staff is needed to get issues resolved in a timely manner for this most vulnerable population.

Thank you for this opportunity to submit testimony.

Paul Nishimura
Waipahu

todd2 - Chloe

From: mailinglist@capitol.hawaii.gov
Sent: Saturday, February 11, 2017 8:23 PM
To: HUSstestimony
Cc: jjog4life@gmail.com
Subject: Submitted testimony for HB610 on Feb 15, 2017 09:00AM

HB610

Submitted on: 2/11/2017

Testimony for HUS on Feb 15, 2017 09:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Jean Ishikawa	Individual	Support	No

Comments: It is disgraceful the only one person is responsible for investigating/checking the thousands of elderly persons in care homes. This one person is responsible for all the islands of Hawai'i. It behooves all members of the House to add qualified persons as LTC Ombudsman. Thank you for your support, Jean Ishikawa, A Very Concerned Citizen of Hawai'i nei

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Capt. T. J. Davies, Jr. (Ret.)
909 Kapiolani Blvd # 601
Honolulu, HI 96814-2132
tjdavies@juno.com
808-593-1026

12 February 2017

To: Committee on Human Services, Rep. Dee Morikawa, Chair, Rep. Chris Todd, Vice Chair

Date: Wednesday, February 15th, 2017, 9:00 a.m., Room 329

Re: HB 610, Making an Appropriation for the Office of the Long-Term Care Ombudsman Program.

Chair Morikawa,, Vice Chair Todd, and members of the committee:

My name is T. J. Davies Jr. I am 82 years old, retired, and live in Kakaako. I am writing in STRONG SUPPORT of HB 610, Appropriation for the Office of the Long-Term Care Ombudsman Program. I am an advocate for Kupuna issues and I am writing to ask for your support for the State Long Term Care Ombudsman Program.

The EOA re-organization in 2015 eliminated the Ombudsman Specialist Position which covered Oahu. LTC Ombudsman Program has no time for the three Neighbor Island Counties if now required to cover Oahu. This is a Federal and State mandated state-wide program but no resources are provided from DOH/EOA or the Hawaii Legislature to do this.

DOH and the Senate and House Health Committees have refused to fund LTCOP staff, i.e., one each Ombudsman for the three Neighbor Island Counties, for multiple legislative sessions over many years, notwithstanding that The Institute on Medicine 1995 report “Real People Real Problems: An Evaluation of the Long Term Care Ombudsman Programs of the Older Americans Act” **recommended a minimum of one full time paid Ombudsman for every 2,000 residents.** By that criteria, the LTCOP should be a staff of six (6) for the 12,340 residents in Hawaii’s 1,702 “long-term care facilities.

Again, DOH and the Senate and House Health Committees have refused to fund LTCOP staff, i.e., three Ombudsmen for the three Neighbor Island Counties, for multiple legislative sessions over many years. By this criteria, in a 13 week period of five (5) working days (with no holidays or sick days) it would require 25 facilities per day to be visited, which would be impossible even if all 25 were located in the same geographical area instead of being scattered throughout four Counties and multiple islands.

Your favorable consideration of this legislation is requested. Mahalo & Aloha

T. J. Davies Jr., Volunteer
Treasurer, AARP Chapter 60 Honolulu
Treasurer, Kokua Council for Senior Citizens of Hawaii Education Fund
Director, Hawaii Alliance for Retired Americans
Director, AOA of 909 Kapiolani
Kakaako (District 26 / Senate District 12)

To: House Committee on Human Services, Representative Della Belatti, Chair

Date: Feb 15, 2017

Room 329

Time: 9:00 a.m.

RE: HB 611 Relating to Aging

Chair Balitta and Committee members:

Thank you for the opportunity to submit written testimony in **STRONG SUPPORT** of HB 611 Appropriation for the Alzheimer's Disease and Dementia Coordinator.

My name is Geoffrey Casburn and I am a retired Civil Engineer. My wife and I live in Hilo.

We have a number of friends who are living with or caring for relatives suffering from either dementia or Alzheimer's. All of them have commented on the positive impact that outreach programs have had on their ability to care for and relate to these relatives. Programs that explain to care giver what to expect and what community resources are available have been very important.

A program coordinator would maximize the reach of this important program.

Thank you,

Geoffrey Casburn
District of Hilo

Aloha Chair Morikawa, Vice Chair Todd and committee members.

I am a senior citizen and a resident of House District 19 and Senate District 9. I am a member of AARP, Kokua Council, the Hawaii Alliance of Retired Americans and the Legislative Committee of PABEA.

I'm testifying in strong support of HB610, an appropriation to the Office of the Long Term Care Ombudsman.

This office is a staff of one, responsible for nearly 12, 500 elderly frail individuals in Hawaii. It is impossible for one person to visit this many people in a year, much less four visits per year. The recommended ratio is one staff person for every 2000 residents.

Those in nursing homes, ARCH's, community care foster homes, etc. are the most frail and helpless of our citizens. Many have no one but the Long Term Care Ombudsman's office to help them.

Please pass HB610 to fund the Office of the Long Term Care Ombudsman to ensure that our most vulnerable kupuna get the care that they deserve.

Thank you for the opportunity to testify.

Barbara J. Service

**TESTIMONEY IN SUPPORT OF HB 610
RELATING TO MAKING AN APPROPRIATION FOR THE
OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM**

To: Representative Dee Morikawa, Chair, Committee on Human Services, and
Committee Members

Hearing Date: Wednesday, February 15, 2017; 9:00 a.m.; CR 329

Thank you for the opportunity to submit written testimony in **strong support** of **HB 610**, Relating to the Long-Term Care Ombudsman Program. My name is Anna Filler and I retired two years ago at the age of 75. I worked for an estate planning law firm for over 20 years and have been in many of these care and nursing homes as part of my job. Some of these homes that I have been in are definitely not up to standards.

This bill will provide funds for additional staffing. There is only one staff member serving over 12,000 long term care residents statewide. Hawaii's staff to resident ratio ranked 10th worst in the nation.

The Long Term Care Ombudsman program requests funds for additional staffing so that our aging seniors are protected from undesirable living conditions.

I urge you to support Hawaii's growing senior population by supporting HB 610.

Thank you very much for the opportunity to submit my testimony in support of HB 610.

Anna Filler
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Kakaako/Senate District 12

todd2 - Chloe

LATE

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 15, 2017 7:05 AM
To: HUS testimony
Cc: rkailianu57@gmail.com
Subject: *Submitted testimony for HB610 on Feb 15, 2017 09:00AM*

HB610

Submitted on: 2/15/2017

Testimony for HUS on Feb 15, 2017 09:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Rachel L. Kailianu	Individual	Support	Yes

Comments:

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