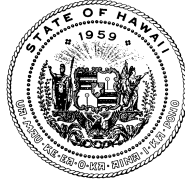


DAVID Y. IGE
GOVERNOR OF HAWAII



CAROLINE CADIRAO
DIRECTOR

BRUCE ANDERSON
DIRECTOR OF HEALTH

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**Testimony COMMENTING on SB 2337 SD1
Relating to An Appropriation for the Office of the Long-Term Care Ombudsman
Program**

COMMITTEE ON WAYS AND MEANS
Senator Donovan M. Dela Cruz, Chair
Senator Gilbert S.C. Keith-Agaran, Vice Chair

Testimony of Caroline Cadirao
Director, Executive Office on Aging
Attached Agency to the Department of Health

Hearing Date: February 20, 2020
10:35 A.M.

Room Number: 211

- 1 **EOA's Position:** The Executive Office on Aging (EOA), an attached agency to the Department
- 2 of Health, is providing comments for SB 2337 SD1 relating to an appropriation for the Office of
- 3 the Long-Term Care Ombudsman Program, a program of the EOA.
- 4 **Fiscal Implications:** This measure appropriates \$467,651 for fiscal year 2020-2021 to be
- 5 expended by the Executive Office on Aging to establish five full-time equivalent (**5.0 FTE**)
- 6 ombudsman positions and operating expenses.
- 7 **Purpose and Justification:** The Long-Term Care Ombudsman Program is required by federal
- 8 law (Title VII, Chapter 2, Section 711 of the Older Americans Act (OAA) of 1965, as amended
- 9 by Public Law 89-73) and state law (Hawaii Revised Statutes Section 349-21) to protect the
- 10 human and civil rights of residents in all long-term care settings. The OAA requires the Long-
- 11 Term Care Ombudsman to visit facilities quarterly, respond to complaints, engage in
- 12 investigations, provide information, assistance and referrals to long-term residents and their

1 families, facilitate family councils statewide, provide community education, and administer the
2 program.

3 The LTCOP has 1 Long-Term Care Ombudsman, 1 Volunteer Coordinator, and 1 Oahu
4 Ombudsman position that is established but needs to be filled. EOA has 3 small purchase
5 contracts with the counties of Hawaii, Kauai, and Maui. These contractors are trained
6 Ombudsmen and have assisted to expand quarterly visits; however, they do not replace the
7 unmet needs that would be filled by full-time staff. The Institute on Medicine recommended in
8 1995 at minimum one full-time ombudsman for every two thousand residents. Hawaii has 1,727
9 total facilities with 12,889 residents statewide. Based on these statistics, EOA should have 6 full-
10 time long-term care ombudsmen.

11 Hawaii has the longest life expectancy at 81.3 years of age. The population of the state is 1.4
12 million people with 1 in 4 over 60 years of age. By 2030, the state population will increase to 1.5
13 million with 1 in 3 being over the age of 60. Long-term care residents are the most needy and
14 vulnerable elderly in our community.

15 EOA conducted a comparison of other LTCOP in states of similar size.

- 16 • Maine population of 1.3 million =13 full-time employees
- 17 • West Virginia population of 1.79 million =11 full-time employees
- 18 • New Hampshire population of 1.36 million = 5 full-time employees

19 To meet the goal of quarterly visits and to advocate for the most vulnerable residents in all care
20 settings, the Long-Term Care Ombudsman would need to conduct 28 visits a day statewide.

21 The long-term care ombudsman program requires state support to meet the needs of residents in
22 long-term care settings and to be in compliance with federal and state laws.

1 EOA would like to offer two corrections to SB2337 SD1. First, Page 2, line 11, delete the word
2 “annual” and replace with the word “quarterly” to read “lacks staff to visit each facility on a
3 quarterly basis...” Second, Page 3, line 9 should read “establish five full-time equivalent (5.0
4 FTE) ombudsmen.”

5 We fully support the need to expand staffing and to be in alignment with state and federal laws.
6 We look towards the future as the population continues to increase. EOA through the LTCOP
7 needs to meet its obligation to residents in all care settings.

8 **Recommendation:** The Long-Term Care Ombudsman Program is not part of the
9 Administration’s budget request. We support funding this program provided that its enactment
10 does not reduce or replace priorities with the Administration’s budget request.

11 Thank you for the opportunity to testify.



THE SENATE
THE THIRTIETH LEGISLATURE
REGULAR SESSION OF 2020

COMMITTEE ON WAYS AND MEANS

Senator Donovan M. Dela Cruz, Chair
Senator Gilbert S.C. Keith-Agaran, Vice Chair

NOTICE OF DECISION MAKING

DATE: Thursday, February 20, 2020
TIME: 10:35 A.M.
PLACE: Conference Room 211
State Capitol
415 South Beretania Street

*Testimony of John G. McDermott, LSW, ACSW, M.Div.
State Long-Term Care Ombudsman*

In strong support of SB2337, SD1

Purpose of SB2337, SD1: To appropriate funds to the Office of the Long-Term Care Ombudsman for five full-time (5.0 FTE) ombudsman specialist positions; one on Kauai, one on Oahu, one on Maui and two on Hawaii (Hilo and Kona sides).

{Correction: We already received funding for restoring the Oahu position, so we are only asking for one more, not two more, on Oahu.}

Good morning, Chair Dela Cruz, Vice Chair Keith-Agaran and members of the Committee.

My name is John G. McDermott and I have been the State Long-Term Care Ombudsman (SLTCO) since August, 1998.

In 1978 the Older Americans Act (OAA) required all states have an Office of the Long-Term Care Ombudsman Program. In 1979 HRS 349 was amended to conform with federal law.

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" recommended **at a minimum** 1 FTE ombudsman per 2,000 residents.

- Hawaii has 1 FTE ombudsman per 12,889 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 more types of facilities (Adult Residential Care Homes, Assisted Living Facilities, Community Care Foster Family Homes) and in Hawaii they are spread over 6 different islands, so the logistics are more complicated than in 1995 and require greater staffing and funding.

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, at a minimum, should be visited quarterly.” Our **12,889** long-term care residents live in **1,727** facilities. A quarterly visit means I need to visit **28.78 facilities/day!**

Kauai has 5 NHs w/333 beds, 1 AL w/100 beds, 21 CCFFHs w/48 beds and 6 ARCHs w/26 beds so **33 LTC facilities with 507 beds.**

Maui has 4 NHs w/ 459 beds, 1 AL w/ 144 beds, 59 CCFFHs w/150 beds and 12 ARCHs w/72 beds so **76 LTC facilities with 825 beds.**

Hawaii has 8 NHs w/870 beds, 1 AL w/220 beds, 125 CCFFHs w/339 beds and 42 ARCHs w/190 beds so **176 LTC facilities with 1,619 beds.**

Oahu has 30 NHs w/2,830 beds, 15 ALFs w/2,379 beds, 1,024 CCFFHs w/2,616 beds and 373 ARCHs w/2,113 beds so **1,442 LTC facilities with 9,938 LTC beds.**

Travel to a Neighbor Island includes airfare + car rental + airport parking + per diem. As an example: on January 22nd of this year, the average cost would be \$150 + \$60 + \$18 + \$20 = \$248/trip.

Since airlines require passengers arrive at least one hour before departure – and factoring in the time flying, time picking up the rental car, time driving to the facilities – I have just wasted 2 hours there and two hours back so *only 4 hours left to visit* with the residents.

The time and cost involved clearly demonstrates its much more effective to have “local” ombudsmen who live on the Neighbor Islands, know the people and the community, can be available for evenings or weekend investigations, family councils, senior fairs, recruiting volunteers, working with the local media, County Councils and local Area Agencies on Aging.

Some are proposing that we continue *contracting* out these positions and not increase the size of state government and associated liabilities. I think that's unfair to the Neighbor Islands and

reflects a Honolulu-centric mentality that many find insulting and demeaning – myself included. 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’s unfair.

A quick review of our 2017 contractor experience: After receiving permission to post the contracts and get the word out by various e-mail list-serves, we received only ONE application for Kauai, ONE application for Maui, ONE application for Hilo and after many more months ... ONE application for Kona. Disappointing but not a surprise. With Hawaii’s high cost of living, young people need full-time jobs, with benefits. The labor market in Hawaii is very tight so lots of competition for these workers. All our applicants were recent retirees who knew of the LTCOP and wanted to help but discovered this type of advocacy within long-term care facilities was much more emotionally and physically draining than they had expected.

These contractors were all part of the *sandwich generation*... some taking care of parents AND children starting lives of their own. Our Kauai contractor had to quit 2/7/20 after her one-year commitment to care for multiple family members. I won’t give all the details but her plate was FULL and so she had to move on. On Kauai we contracted with the Kauai Agency on Elderly Affairs after receiving no applications.

Our Maui contractor was previously an ombudsman volunteer for 7 years so no learning curve there. We were happy he applied for the position and he was happy to finally get some money (we don’t even have funding to reimburse our volunteers for their gas mileage to the facilities). Unfortunately, he is now having some health issues and may also need to step down.

Our Hilo contractor worked as Director of Social Services at several nursing homes so she also had no real learning curve (although we did have to address any potential conflicts of interest) but after hiring her, she informed us she couldn’t do the amount of walking required for this job due to a leg injury.

We then contracted with the Hawaii Office on Aging so we wouldn’t lose the money. We got lucky. They connected us to a DOH public health nurse practitioner who had just retired after 40 years and wanted to help the LTCOP after unexpectedly losing her husband and needing something productive to do during this transition period. She is often good-naturedly asking if we have found her replacement yet because she is now ready to move on as well.

Every organization I know of has had problems finding workers on the Kona side. We finally had an applicant who had recently retired to Waikoloa from the Mainland and wanted to get to know Hawaii’s people and history through the Ombudsman position. She was very good but decided Waikoloa was more expensive than she had budgeted and left us to work full-time.

Our contractors made a MAJOR difference. For the first time since 1978 when the LTCOP was established, EVERY facility on the Neighbor Islands received quarterly visits by the ombudsman (and monthly on Kauai). We resolved most of the residents' complaints and learned of several systemic problems we need to address with the Department of Health. But contractors take a long time to find, and train, and when the contract is pau, we must do this all over again. It's not fair to the Neighbor Islands kupuna. In this kind of work, you get better over time. You need the cumulative experience to work with people in a crisis. I need 5 FTEs who will make the commitment to be there for 25 years like I did.

Others ask why we don't consider using volunteers? Been there, done that. I created the Volunteer Coordinator position back in 2001 with the support of the Legislature. Since then we have certified almost 250 volunteers. These folks are carefully screened. We provide 20 hours of classroom training and 8 hours of on-site training, one-on-one with me. We ask for a one-year commitment (many have given us years!) and that we all meet as a group monthly, so everyone stays on the same page and we learn from one another by discussing cases and having guest speakers. We currently have 21 wonderful volunteers but most of our volunteers only want to be assigned to ONE facility so I would need 1,727 volunteers to cover all our facilities.

It's much easier to recruit volunteers to clean a beach *for a day*, build a house *for a day*, count whales *for a day*. A quick assignment, folks feel good about what they did, and it's over. That's not the LTCOP. This is a commitment of one year to make weekly visits to talk story with the residents, listen to their concerns and problems, then work on solutions with administration. Sometimes successful, but not always. Vulnerable seniors with dementia or other limitations don't call my office. Many don't have a phone. They don't know what "ombudsman" means. You must go to the facility and face-to-face engage with the residents until they trust you and open up about their concerns. There is always the fear of retaliation so the weekly visits to follow up and make sure the residents are still safe after voicing concerns is critical.

As to another criticism why we don't "partner" with other organizations, I can provide a very long list to prove that we have and will continue to partner with anyone interested in protecting our kupuna.

We appreciate our volunteers and our contractors, but they are NOT a substitute for FTE permanent staff. One FTE Ombudsman for the entire State doesn't work. Our young people are moving away. It's too expensive to live here. Affordable housing is nonexistent. For the kupuna who decide to stay behind, the *extended ohana* are no longer available to help them, support them, protect them. Our ombudsmen help fill in for that loss. Residents know what they tell the ombudsman is confidential and that the ombudsman will visit again on a regular basis so if their situation deteriorates, the ombudsman will be there to advocate on their behalf.

Variations of companion bills HB1872 and SB2337 have been introduced multiple times before without success, but with the growing numbers of Hawaii seniors needing long-term care placement, *it has never been more important than now to pass these bills.*

The LTCOP tries to protect our most vulnerable, and often hidden from sight, kupuna. The LTCOP should not be confused with Adult Protective Services or the Department of Health's Office of Health Care Assurance (the 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 *pro-actively* 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 to investigate complaints and address concerns by visiting at least once a quarter.

Please support SB2337, SD1 so we can better protect our seniors who are responsible for everything we have and love about Hawaii. Mahalo.

Mahalo for giving me this opportunity to testify.



Hawaii's Long Term Care Residents

12,889 LTC residents statewide		(1/23/20)
○ 47	Nursing Homes	(4,492 beds)
○ 433	Adult Residential Care Homes (ARCH), Expanded, type I and II	(2,401 beds)
○ 18	Assisted Living Facilities	(2,843 beds)
○ 1,229	Community Care Foster Family Homes	(3,153 beds)
...Total community beds 8,397		

Total: **1,727** Facilities ... 60 days/quarter = 28.78/day!!

Federal funding for the LTCOP is based on senior population. 12 states receive the same federal funding as Hawaii. The difference is what they receive as additional funding from their Legislatures.

FY2018 Federal Funding Title VII

Ombudsman/Elder Abuse



Based on *Senior* Population – **OMB \$84,052 + EA \$23,710 = \$107,762**

Alaska Delaware District of Columbia Hawaii

Idaho Maine Montana New Hampshire North Dakota

Rhode Island South Dakota Vermont Wyoming

In 2017 the LTCOP received an additional \$157,168 for 3 part-time contractors and restoration of the F/T Oahu position. Without that additional amount, funding would only be \$176,850.

FY2018 State / Local / Total Ombudsman Funding

Alaska \$497,679 state / \$731,241 total funding

Delaware \$384,013 state / \$824,784 total funding

D.C. \$383,252 state / \$562,602 total funding

Hawaii \$102,942 state / \$257,642 total funding

(2017 \$176,850 w/out contractors)

Idaho \$312,443 state / \$652,226 total funding

Maine \$756,033 state / \$1,203,544 total funding

Montana \$536,202 state + \$212,932 LF / \$1,189,171 total funding

New Hampshire \$233,106 / \$612,652 total funding

North Dakota \$227,832 / \$417,795 total funding

Rhode Island \$339,400 + \$46,119 LF / \$724,927 total funding

South Dakota \$62,892 / \$581,029 total funding

Vermont \$88,344 + \$46,119 / \$707,481 total funding

Wyoming \$146,641 / \$328,876 total funding





FY2018 State / Local / Total Ombudsman Funding

State	Staffing	State Funding	Total Funding
Alaska	5 FTE	\$497,679	\$731,241
Delaware	5 FTE	\$384,013	\$824,784
D.C.	7 FTE	\$383,252	\$562,602
Idaho	10 FTE	\$312,443	\$652,226
Maine	13.67 FTE	\$756,033	\$1,203,544
Montana	19.72 FTE	\$536,202 + \$212,932 LF	\$1,189,171
New Hampshire	5 FTE	\$233,106	\$612,652
North Dakota	6.50 FTE	\$227,832	\$417,795
Rhode Island	6.15 FTE	\$339,400 + \$46,119 LF	\$724,927
South Dakota	7 FTE	\$62,892	\$581,029
Vermont	6.60 FTE	\$88,344 + \$46,119 LF	\$707,481
Wyoming	5 FTE	\$146,641	\$328,876

LATE

SB-2337-SD-1

Submitted on: 2/19/2020 11:36:25 AM
Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Brent Freemont	Testifying for State LTCOP	Support	No

Comments:

Aloha, My name is Brent Freemont and I am the contract Ombudsman for Maui County. The Ombudsman program is a valuable resource for our Kupuna and Maui County is made up of three islands to visit, currently I'm only contracted for 20 hours a week. They need our support and I hope that you'll support HB1872 and SB2337. Thank you.

Harry Kim
Mayor



Roy Takemoto
Managing Director

Barbara J. Kossow
Deputy Managing Director

County of Hawai'i Office of the Mayor

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February 18, 2020

Senator Donovan M. Dela Cruz, Chair
Senator Gilbert S.C. Keith-Agaran, Vice Chair
Committee on Ways and Means

Dear Chair Dela Cruz, Vice Chair Keith-Agaran, and Committee Members:

RE: SB 2337, SD1 Making an Appropriation for the Office of the Long-Term Care Ombudsman Program

Please accept this testimony in support of the intent and purpose of SB 2337, SD1, dealing with the Long-Term Care Ombudsman Program.

It seems clear that Oahu has been grossly underserved, and the neighbor islands almost totally neglected, by virtue of inadequate funding for this program. With our senior population growing daily, it is unacceptable for this situation to continue, now that it has been brought to your attention.

Please approve SB 2337 with a reasonable allocation of resources and an early effective date. It ought to become part of your base budget as well.

Respectfully Submitted,

Harry Kim
MAYOR

SB-2337-SD-1

Submitted on: 2/14/2020 7:26:06 PM

Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Louis Erteschik	Testifying for Hawaii Disability Rights Center	Support	No

Comments:



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THE SENATE
Committee on Ways and Means
Thursday, February 20, 2020
10:35 a.m.
Conference Room 211

To: Senator Donovan Dela Cruz, Chair

RE: SB 2337 SD 1 RELATING TO AN APPROPRIATION FOR THE OFFICE OF LTC OMBUDSMAN PROGRAM

Dear Chair Dela Cruz, Vice-Chair Keith-Agaran, and Members of the Committee,

My name is Keali'i Lopez and I am the State Director for AARP Hawai'i. AARP is a membership organization of people age fifty and over, with nearly 145,000 members in Hawai'i. AARP advocates for issues that matter to Hawai'i families, including the high cost of long-term care; access to affordable, quality health care for all generations; and serving as a reliable information source on issues critical to people over the age of fifty.

SB 2337 SD1 appropriates funding to the office of Long Term Care Ombudsman to establish six full time equivalent ombudsman specialists for the counties of Oahu, Hawaii, Kauai and Maui.

AARP strongly supports SB 2337 SD1. 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 nine ombudsman volunteers responsible to visit residents in Hawaii's 1,696 facilities, which include adult residential care homes, foster care homes, assisted living and nursing homes, caring for over 12,000 residents.

The requested appropriation provides the necessary funding to hire additional ombudsman specialists in each county who can address our vulnerable residents' needs and concerns in the most expedient manner.

Thank you for the opportunity to testify in support of SB 2337 SD1.





AMERICANS FOR DEMOCRATIC ACTION

OFFICERS	DIRECTORS			MAILING ADDRESS
John Bickel, President	Melodie Aduja	Chuck Huxel	Stephen O'Harrow	P.O. Box 23404
Alan Burdick, Vice President	Juliet Begley	Jan Lubin	Lyn Pyle	Honolulu
Marsha Schweitzer, Treasurer	Ken Farm	Jenny Nomura		Hawai'i 96823
Doug Pyle, Secretary	Stephanie Fitzpatrick	Dave Nagaji		

February 19 , 2020

TO: Chair Dela Cruz & Members of the WAM Committeee

RE: SB 2337 SD1 MAKING AN APPROPRIATION FOR THE OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM.

Support for Hearing on February 20

Americans for Democratic Action is an organization founded in the 1950s by leading supporters of the New Deal and led by Patsy Mink in the 1970s. We are devoted to the promotion of progressive public policies.

We support SB 2337 SD 1 as it would fund the office of the long-term care ombudsman for six full-time (6.0 FTE) ombudsman specialist positions; two each on Oahu and Hawaii and one each on Kauai and Maui. The number of kupuna needing long-term care continues to rise. There are a range of care facilities out there. The Ombudsman position helps to ensure that all facilities provide quality care.

John Bickel, President



The Thirtieth Legislature
Regular Session of 2020

THE SENATE

Committee on Ways and Means

Senator Donovan M. Dela Cruz, Chair

Senator Gilbert S.C. Keith-Agaran, Vice Chair

State Capitol, Conference Room 211

Thursday, February 20, 2020; 10:35 a.m.

**STATEMENT OF THE ILWU LOCAL 142 ON S.B. 2337, SD1
MAKING AN APPROPRIATION FOR THE OFFICE OF THE
LONG-TERM CARE OMBUDSMAN PROGRAM**

The ILWU Local 142 **supports** S.B. 2337, SD1, which appropriates funds to establish in the Office of the Long-Term Care Ombudsman six full-time equivalent ombudsman specialist positions, two each on Oahu and Hawaii and one each on Kauai and Maui.

Although nationally recognized standards recommend a minimum of one full-time paid ombudsman for every 2,000 long-term care patients, Hawaii's ombudsman program has had only a staff of one since the Executive Office on Aging's reorganization in 2015—this despite the fact that Hawaii's long-term care population has steadily increased during those years. When staffing had been severely cut, volunteers were recruited, but these volunteers cannot compensate for lack of full-time staff.

Long-term care ombudsmen are vital to ensuring that elderly and disabled individuals who are forced to live in long-term care facilities are properly cared for, receive compassionate and appropriate care, and receive the services they need.

With the likelihood of long-term care facilities increasing as Hawaii's aged population continues to grow and long-term care needs escalate, Hawaii must provide for ombudsmen who can help to ensure the quality of facilities and staffing that serve this particularly vulnerable population.

The ILWU urges passage of S.B. 2337, SD1. Thank you for considering our testimony.

SB-2337-SD-1

Submitted on: 2/15/2020 8:58:42 AM

Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Alan Urasaki	Individual	Support	No

Comments:

SB-2337-SD-1

Submitted on: 2/15/2020 10:01:14 PM

Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Colby Takeda	Individual	Support	No

Comments:

The Ombudsman Program is critically important for our older adults, their families, and our caregivers. Please support this bill. Thank you!

Senator Donovan M. Ela Cruz, Chair
Senator Gilbert S.C. Keith-Agaran, Vice Chair
Committee on Ways and Means

Lucille Miller, Individual
1522 Enos Lane
Honolulu, HI 96822
808-436-6535

Support for SB 2337 SD1, Making An Appropriation For The Office Of The Long-Term Care Ombudsman Program

Aloha Senators and mahalo for your time, my name is Lucille Miller and I'm currently a student at UH Mānoa in the Master's of School of Social Work program. I am an advocate for increasing the number to six full-time Ombudsman specialist positions for the State of Hawai'i from the current status of a single full-time specialist position.

According to the Hawaii 2025 State Plan on Alzheimer's Disease and Related Dementias published by the Executive Office On Aging Department of Health in 2013, there will be an estimated 34,000 individuals in Hawaii who will be affected by ADRD, not to mention the added stress to family and caregivers. There is the risk many of these individuals will end up in long-term care facilities. This will place extra work strain on all staff and risk of not meeting and exceeding proper patient care. This has the potential of resulting in added complaints, violations, and need of licensure and facility inspections.

Currently, the long-term ombudsman program utilizes volunteers which there are now nine at the writing of this bill. Volunteers are a great resource but with the ever-increasing aging population here in Hawaii and throughout the U.S. it is irresponsible to expect long-term placement of the necessary trained volunteers to take on what should be the job of a state-run program. Volunteers should be in place to exentuate a program not to be the cornerstone of such a program.

Again, I firmly support SB 2337 SD1, for the simple fact that allowing this fundamental right for the care of our kūpuna will further support all Hawaiian communities and their ohana. In closing, I would like to thank the Hawai'i Legislature for this opportunity to share insight on this issue.

Sincerely,
Lucille Miller
MSW Candidate UH Mānoa

SB-2337-SD-1

Submitted on: 2/18/2020 10:18:53 AM

Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
jacqueline gardner	Individual	Support	No

Comments:

As a 66 year old female I am in Strong support of a LONG TERM CARE OMBUDSMAN position for Hawaii island

As you may know we are geographically a large area and require our own ombudsman to be able to support seniors living in long term care in Hawaii, many of whom are for a variety of reasons are unable to speak for themselves and may be vulnerable and feel forgotten. And the number of elders are growing more rapidly than our funding.

We cannot rely on busy, stressed volunteers to speak for our island elders.

thank you for your time and consideration

Jacqueline Gardner APRN

SB-2337-SD-1

Submitted on: 2/18/2020 10:10:31 PM

Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Lynn Niitani	Individual	Support	No

Comments:

I strongly support this measure to appropriate \$467,651 to establish positions and provide support to the long-term care ombudsman program. Long-term care ombudsmen serve residents by advocating for quality care that can affect changes to simple but important things like the right to nutritious food or a comfortable room temperature to serious issues like receiving appropriate and timely care. The advocacy ombudsmen provide may lead to improved quality of life for vulnerable citizens who are dependent on others for their care.

Having visited relatives in long-term care facilities, I know how important it is to have an advocate who is outside of the facility to whom I can turn to for advice and information free from bias and without fear of retaliation. All of our kupuna deserve access to these services and John McDermott has been doing this alone for too long. It is time to dedicate funding to these much-needed services and ensure this program has the resources it needs. Thank you very much for the opportunity to submit my testimony in support of SB2337.

SB-2337-SD-1

Submitted on: 2/18/2020 11:42:41 PM

Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Tani Kagesa	Individual	Support	No

Comments:

Aloha pumehana kākou e Chair Dela Cruz, Vice-Chair Keith-Agaran, and members of the committee,

I am in support of SB2337 SD1 to hire six full-time long-term care ombudsmen to protect the rights of your elderly constituents. The kākou of Hawai'i need you to pass this bill.

As you know, many leaders from across Hawai'i, on multiple islands and from various disciplines, have voiced their strong support of SB2337. Even the current ombudsman, John G. McDermott, has provided testimony with specific data that demonstrates the dire need for additional full-time staff. The recommended ratio of 2,000 residents per one ombudsman, already constitutes a large caseload and a heavy kuleana to care for that many people. I was shocked when I learned that the government was only funding one staff to cover over 12,000 people, with the help of some volunteers. This is nearly impossible. Please help the long-term care ombudsman protect the rights of our kākou by providing more staff.

I have served elderly residents in SNF/ILF settings and am currently studying for my master's in social work with a specialization in gerontology. As many elderly transition through varying levels of functionality, it can be a frightening and stressful experience for them: From health scares to the hard realizations that they can no longer do the things that they used to. They need the reassurance that they will be well taken care of by their care providers and that if they are not receiving the quality care that they deserve, there is someone out there who will listen and advocate on their behalf. It is so empowering for our kākou when they realize that they can continue to stand up for their rights and engage their self-efficacy. However, it can be very disempowering when their calls for help and requests for advocacy go unaddressed or unheard for lack of time or resources to do so. We need more ombudsmen so our kākou across Hawai'i, especially on neighbor islands, will have a local and reliable avenue to go to.

With the coming of the silver tsunami, our elderly population will exponentially increase in the coming years. Overwhelming evidence suggests that due to medical advances, people are living longer and national census reports show that the baby boomer generation are becoming elderly. With this expected increase in kÅ«puna, will come an increase in need for elderly services. With increased demand, but lack of vital support in place, we run the risk for higher rates of neglect and abuse. Let's not wait for the tsunami to hit our shores, before we prepare for it. We need to make this change now, so that our state is better prepared.

However, with increased funding for FTE positions, should come raised expectations. I recommend including language to address the need for additional accountability to the state, as well as transparency on the effective and ethical use of the potential, allotted funds. There should also be clarification on the qualifications for the incoming long-term care ombudsmen. This way, we can ensure excellence and quality care for our kÅ«puna.

Our kÅ«puna have laid the foundations and we stand on their shoulders today. Many have spent their entire lives investing in the next generation and caring for our community. Let's invest back into them and fund additional ombudsmen to protect their rights.

I respectfully ask you to pass this bill with amendments. Mahalo nui for the opportunity to testify.

Me ke aloha,

Tani Kalei Alarcio Kagesa, BSW

SB-2337-SD-1

Submitted on: 2/19/2020 7:56:39 AM

Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Clarence Agena	Individual	Support	No

Comments:

I ask for your support of SB2337, Making an Appropriation for the Office of the Long Term Care Ombudsman Program (LTCOP). I have been a volunteer in the LTCOP for two years, and have been an advocate for residents primarily at Ka Punawai Ola Nursing Facility in Kapolei. I spend over two hours per week helping the residents in the facility. I am also involved with the Project Dana Caregivers Support Group and the City's Elderly Affairs Division. My past career was with the Hawaii National Guard and State Department of Defense. I am now focused as a volunteer with the LTCOP and being a volunteer mentor, advisor, and counselor to seniors and caregivers. As a 75 year old senior myself, for now, I'm just keeping myself busy helping others. Please support SB2337.

SB-2337-SD-1

Submitted on: 2/19/2020 8:33:30 AM

Testimony for WAM on 2/20/2020 10:35:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Jim Springer	Individual	Support	No

Comments:

2/17/2020

Senate Committee on Ways and Means

SB2337 SD1 - MAKING AN APPROPRIATION FOR THE OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM.

As a LTCO volunteer I support the above referenced bill

Aloha Senator Dela Cruz & Members,

My name is Jim Springer, and a State of Hawaii, Long Term Care Ombudsman (LTCO) volunteer here on Oahu. A year and a half ago after an serious illness which was my introduction to aging, as I'm in my 70's; it was a stark eye opener for me to the aging process that we go through and the resources to make it a pleasant journey.

Selfishly, after my recovery, looking for a way to volunteer in the aging area I happened on the State of Hawaii, Long Term Care Ombudsman office that has 2 full time employees and approximately 10 volunteers serving all of the islands 12,500 LTC beds in the State, 9,500 of which are on Oahu.

The LTCO office funding and number of volunteers and staff is woefully inadequate. I don't even remember how I found these 2 souls at the State LTCO office to be able to volunteer. As far as I know, there is nothing of a public nature alerting the public to this amazing wonderful resource for and about kupuna care in LTC facilities. It is federally mandated, and adopted by the State of Hawaii in the 70's. John McDermott, the State LTCO for 20+ years is a tremendous resource to the public and in the field where we volunteers are LTC residents voice with all manner of issues. By enacting SB 2337, the legislature will take a large step forward in providing kupuna in LTC with an advocate for their quality of care and life issues.

In closing, as a volunteer, there is nothing as rewarding and personally satisfying as advocating for a LTC residents quality of care and life issues. We will all be there shortly. The committees passage SB 2337 SD1 will be a feather in your cap.

Mahalo for taking this testimony.

Respectfully submitted by Jim Springer

LATE

SB2337 Making Appropriations to the Office of the Long-Term Care
Ombudsman Program

February 20, 2020 10:35 a.m. Room 211

Aloha Chair Dela Cruz, V ice Chair Keith-Agaran and committee
members

I am a member of the Policy Advisory Board for Elder Affairs, Kokua
Council, the Hawaii Alliance of Retired Americans and I volunteer with
AARP. I am submitting this testimony as an individual.

I encourage your strong support of SB2337 which would fund six full-
time Long-Term Care Ombudsmen (LTCO). This would include two
LTCO on Oahu, two on the Big Island, one on Maui and one on Kauai).
According to a federal study, states should have one LTCO for every
2000 residents in nursing homes/care homes. Hawaii has over 12,600
individuals in such facilities. There is currently one LTCO, one volunteer
coordinator and one clerk for the entire state. Logistically, there is no
way that that one LTCO can visit these patients, once a year, much less
quarterly. Doing the math, he would have to see more than 28 people
every day!

Residents of these facilities are usually elderly and frail and, often, have
no family or friends to confirm they are getting their needs met. This is
the role of the Long-Term Care Ombudsman.

Hawaii has a history of caring for its Kupuna. Please ensure that our
most vulnerable citizens are protected.

Barbara J. Service MSW (retired Child Welfare)

Current Senior Advocate, PABEA, Kokua Council, AARP