

LATE

HB-1824-HD-1

Submitted on: 3/17/2022 7:07:04 AM
Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Sai Chantavy	Testifying for Maunalani Nursing and Rehabilitation Center	Support	Written Testimony Only

Comments:

RE: Support for HB1824HD1

Dear Chair San Buenaventura, Vice Chair Ihara, and Committee Members,

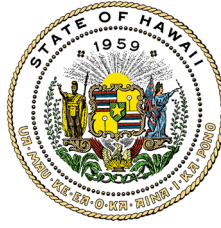
Maunalani Nursing and Rehabilitation Center is in full support of Mr. John. G. McDermott and the Long-Term Care Ombudsman Program. We believe his request for hiring an Ombudsman on each island will be beneficial and more effective for everyone. If you have any questions please feel free to reach out to me (Sai Chantavy, Executive Director/CEO) at 808-695-2801.

Sincerely,

Sai Chantavy

DAVID Y. IGE
GOVERNOR OF HAWAII

ELIZABETH A. CHAR, M.D.
DIRECTOR OF HEALTH



CAROLINE CADIRAO
DIRECTOR

Telephone
(808) 586-0100

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(808) 586-0185

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

**Testimony COMMENTING on HB1824 HD1
Making an Appropriation for the Office of the Long-Term Care Ombudsman Program**

COMMITTEE ON HUMAN SERVICES
SENATOR JOY A. SAN BUENAVENTURA, CHAIR
SENATOR LES IHARA, JR., VICE CHAIR

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

Hearing Date: March 17, 2022
3:00 P.M.

Room Number: 225
Via Videoconference

1 **EOA's Position:** The Executive Office on Aging (EOA), an attached agency to the Department
2 of Health, is providing comments on HB1824 HD1, making an appropriation for the Office of
3 the Long-Term Care Ombudsman Program (LTCOP), a program of the EOA.

4 **Fiscal Implications:** This measure appropriates an unspecified amount for fiscal year 2022-
5 2023 for an unspecified number of long-term care ombudsman program specialist positions
6 within the Executive Office on Aging.

7 **Purpose and Justification:** The LTCOP is required by federal and state law to protect the
8 human and civil rights of residents in all long-term care settings. The Long-Term Care
9 Ombudsman is required to visit facilities quarterly, respond to complaints, engage in
10 investigations, provide information, assistance and referrals to long-term residents and their
11 families, facilitate family councils statewide, provide community education, and administer the
12 program.

1 Currently, LTCOP has 1 full-time State Ombudsman, 1 Oahu Ombudsman beginning March 1,
2 2022, and 3 part-time contracted Ombudsmen for Kauai, Maui, Lanai, Molokai, and Hawaii
3 island. These contractors are trained Ombudsmen and have assisted to expand quarterly visits;
4 however, they do not replace the unmet needs that would be filled by full-time staff. In 1995, the
5 Academy of Medicine recommended one full-time Ombudsman for every two thousand
6 residents. Hawaii has 12,895 residents in 1,779 facilities statewide. Based on these statistics,
7 LTCOP should have 6.44 full-time long-term care Ombudsmen.

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

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

12 To meet the goal of quarterly visits and to advocate for the most vulnerable residents in all care
13 settings, LTCOP needs to conduct 28 visits a day statewide. Based on our current data with our
14 staff, contractors, and volunteers, we average four (4) visits a day.

15 COVID revealed the critical importance and need for the LTCOP. When nursing facilities,
16 community care homes and adult foster homes are closed to family members and visitors, the
17 Ombudsmen are allowed access to these facilities and are the eyes and ears for the families.

18 **Recommendation:** The Administration's original budget included 2 FTE permanent
19 Ombudsmen for the LTCOP. HB1600, HD1 increased the request to 5 FTE permanent
20 Ombudsmen. We are grateful for the budget bill that would support the necessary staff of 5 FTE.
21 Our recommendation is to allow HB1824 HD1 to continue in the unlikely chance that the budget
22 bill is reduced to the original EOA request. If additional funding is needed via this measure, we
23 support additional funding and positions for this program provided that its enactment does not
24 reduce or replace priorities with the Administration's budget request.

25 Thank you for the opportunity to testify.

DAVID Y. IGE
GOVERNOR



CRAIG K. HIRAI
DIRECTOR

GLORIA CHANG
DEPUTY DIRECTOR

EMPLOYEES' RETIREMENT SYSTEM
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
OFFICE OF THE PUBLIC DEFENDER

STATE OF HAWAII
DEPARTMENT OF BUDGET AND FINANCE
P.O. BOX 150
HONOLULU, HAWAII 96810-0150

ADMINISTRATIVE AND RESEARCH OFFICE
BUDGET, PROGRAM PLANNING AND
MANAGEMENT DIVISION
FINANCIAL ADMINISTRATION DIVISION
OFFICE OF FEDERAL AWARDS MANAGEMENT (OFAM)

WRITTEN ONLY
TESTIMONY BY CRAIG K. HIRAI
DIRECTOR, DEPARTMENT OF BUDGET AND FINANCE
TO THE SENATE COMMITTEE ON HUMAN SERVICES
ON
HOUSE BILL NO. 1824, H.D. 1

March 17, 2022
3:00 p.m.
Room 225 and Videoconference

**MAKING AN APPROPRIATION FOR THE OFFICE OF THE LONG-TERM CARE
OMBUDSMAN PROGRAM**

The Department of Budget and Finance (B&F) offers comments on this bill.

House Bill No. 1824, H.D. 1, appropriates an unspecified amount of general funds in FY 23 to the Executive Office on Aging to fund an unspecified amount of full-time equivalent long-term care ombudsman program specialist positions within the Office of the Long-Term Care Ombudsman.

B&F notes that, with respect to the general fund appropriation in this bill, the federal Coronavirus Response and Relief Supplemental Appropriations Act requires that states receiving Elementary and Secondary School Emergency Relief (ESSER) II funds and Governor's Emergency Education Relief II funds must maintain state support for:

- Elementary and secondary education in FY 22 at least at the proportional level of the state's support for elementary and secondary education relative to the state's overall spending, averaged over FYs 17, 18 and 19; and

- Higher education in FY 22 at least at the proportional level of the state's support for higher education relative to the state's overall spending, averaged over FYs 17, 18 and 19.

Further, the federal American Rescue Plan (ARP) Act requires that states receiving ARP ESSER funds must maintain state support for:

- Elementary and secondary education in FY 22 and FY 23 at least at the proportional level of the state's support for elementary and secondary education relative to the state's overall spending, averaged over FYs 17, 18 and 19; and
- Higher education in FY 22 and FY 23 at least at the proportional level of the state's support for higher education relative to the state's overall spending, averaged over FYs 17, 18 and 19.

The U.S. Department of Education has issued rules governing how these maintenance of effort (MOE) requirements are to be administered. B&F will be working with the money committees of the Legislature to ensure that the State of Hawai'i complies with these ESSER MOE requirements.

Thank you for your consideration of our comments.

J:\Branch \0drafts\HB1824-HD1_BUF_03-17-22_HMS_Comments.docx DYC

Mitchell D. Roth
Mayor



William H. Farr
Executive on Aging

County of Hawai'i OFFICE OF AGING

Aging and Disability Resource Center, 1055 Kino'ole Street, Suite 101, Hilo, Hawai'i 96720-3872
Phone (808) 961-8600 • Fax (808) 961-8603 • Email: hcoa@hawaiiantel.net
West Hawai'i Civic Center, 74-5044 Ane Keohokālole Highway, Kailua-Kona 96740
Phone (808) 323-4390 • Fax (808) 323-4398

March 15, 2022

Senator Joy A. San Buenaventura, Chair
Senator Les Ihara, Jr., Vice-Chair
Hawaii State Capitol
415 South Beretania Street
Honolulu, HI 96813

**Re: Support of HB1824, HD1, relating to MAKING AN APPROPRIATION FOR THE
OFFICE OF THE LONG-TERM CARE OMBUSMAN PROGRAM
3:00 P.M., March 17, 2022, Conference Room 225 & Videoconference**

Dear Senator San Buenaventura and Members of the Committee on Human Services:

Hawaii County Office of Aging (HCOA) fully supports the Kupuna Caucus initiative to appropriate funds to the Office of the Long-Term Care Ombudsman program (LTCOP) for five full-time (5.0 FTE) ombudsman program specialist positions; one on Oahu, two on Hawaii Island, and one each on Kauai and Maui.

As of 2021, Hawaii had 1,779 long-term care facilities statewide, housing 12,895 residents. The National Academy of Medicine recommends an essential standard of one full-time Ombudsman for every two thousand long-term care residents. As current demographics indicate, Hawaii's older population has continued to increase, while LTCOP staffing has remained the same for over 40 years.

As a federally mandated program, our current LTCOP cannot meet the needs of, and provide the services to our Kupuna currently living in long-term care facilities. The proposed appropriation to fund five full-time (5.0 FTE) ombudsman specialist positions is truly a step in the right direction to address the current needs.

Thank you for the opportunity to submit testimony in support of this appropriation.

Sincerely,

William "Horace" Farr
Executive on Aging
Hawaii County Office of Aging



*An Area Agency on Aging
Hawai'i County is an equal opportunity provider and employer.*



HAWAII LONG-TERM CARE
OMBUDSMAN
SOMEONE WHO CARES

e: john.mcdermott@doh.hawaii.gov
t: (808) 586-7268
Toll-free: 1-888-229-2231
www.hi-ltc-ombudsman.org

THE SENATE
THE THIRTY-FIRST LEGISLATURE
REGULAR SESSION OF 2022

COMMITTEE ON HUMAN SERVICES
Senator Joy A. San Buenaventura, Chair
Senator Les Ihara, Jr., Vice Chair

NOTICE OF HEARING

DATE: Thursday, March 17, 2022
TIME: 3:00PM
PLACE: Conference Room 225 & Videoconference

Strong Support for HB1824HD1

Aloha and Good Afternoon Chair San Buenaventura, Vice Chair Ihara, and committee members. My name is *John G. McDermott* and I have been the State Long-Term Care Ombudsman for the past 24 years. My responsibility is to be an advocate for anyone in the State living in a nursing home, assisted living facility, expanded or regular adult residential care home or a community care foster family home.

I am a staff of ONE with a Volunteer Coordinator - plus an Oahu Ombudsman we just hired on March 1st. Yes, we have wonderful volunteers and three part-time contractors, but contractors and volunteers are not a substitute for staff. In this bill we are asking for 5 positions: a full-time, permanent "local" ombudsman for Kauai, for Maui, for the Hilo side and Kona side of Hawaii, and one more for Oahu. The Neighbor Islands should not have to wait for me to show up and come to their rescue.

In 1995 the *National Institute of Medicine* recommended a MINIMUM of 1 F/T Ombudsman per every 2,000 residents. We have almost 13,000 residents. If this bill passes, we will finally meet that 1995 standard which every other state achieved years ago.

We have 1,779 facilities spread over 6 islands. For me to visit every facility quarterly (the federal requirement) I must be at 30 facilities a day, every day.

We started as a Demonstration Project in 1975. We became federal law in 1978 and state law in 1979, so the Neighbor Islands have been waiting for their own "local" ombudsman for 43 years!

Adult Protective Services have staff. Office of the Public Guardian have staff. Hawaii Disability Rights Center have staff. Office of Health Care Assurance have staff. Office of the State Ombudsman have staff. The Long-Term Care Ombudsman Program also needs staff!

COVID made it very clear why having an ombudsman on each island is the right thing to do. There were no flights to the Neighbor Islands during the worst of this pandemic. Renting a car was difficult to find and expensive. I couldn't get to these facilities to check on our kupuna.

Because family and friends couldn't visit, many residents with dementia declined dramatically. An ombudsman has access to the residents 24/7. I need staff who will monitor what's happening – call bells being answered, folks being fed, bathed, dressed – some Activities so our kupuna are not left in bed all day staring at the walls because there is nothing to do, and the facility is short-staffed.

We DO NOT duplicate the role of APS or OHCA. APS has their own screening process. They focus on protecting individuals from imminent abuse and neglect, and if the complainant doesn't meet those requirements, there is no investigation. OHCA's focus is on annual inspections. Then they're gone. Facility staff know after the surveyors leave; they are in the clear for another year. OHCA will go in if they receive a complaint but when family/friends couldn't visit during COVID - and confused residents only became more confused and left in bed – who was expected to make the complaint to OHCA??

When I fly to a Neighbor Island, the TSA security protocols require I be at the airport 90 minutes before departure – that's roundtrip, 3 hours wasted. Add time for the flight itself. Add time to pick up the rental car and drive to the facilities. That leaves me less than 4 hours on the island. If I want to talk to as many residents as possible, I need to be in the facility at least 2 hours. So much WASTED time because I don't live on that island.

A *local* ombudsman is there for evening investigations when called for; there for family councils that meet on the weekends; there for senior fairs; there for multiple, timely, follow up visits if needed for a complaint investigation; there on a regular basis to establish a rapport and trust with the residents; there to recruit local volunteers; and there to explain the Program to the Mayor, the County Council members, the local media outlets, and local senior advocacy groups looking for guest speakers.

My kupuna are the most vulnerable. Many of them are alone. Family members have moved to another island or the mainland or died. They are afraid to complain for fear of retaliation. Everything we have we owe to them, but they seem to be forgotten, hidden in their LTC facilities, no longer able to speak for themselves.

Our Neighbor Island kupuna and their families have been waiting a long time. Please don't make them wait any longer. Mahalo and thank you for this opportunity to testify.



2022 Hawaii Leadership Board

March 14, 2022

Dr. Pokii Balaz, Chair
*Lunalilo Home
Kokua Kalihi Valley*

Senator Joy San Buenaventura, Chair
Senate Committee on Human Services
Hawaii State Capitol
Conference Room 225

Tricia Medeiros, Immediate
Past Chair
*Chief Operating Officer
The Plaza Assisted Living*

RE: HB1824 – In Support

Gina Fujikami, MD
*The Queen's Medical
Center*

Aloha Chair San Buenaventura, Vice-Chair Ihara, and Members of the Committee:

Stafford Kiguchi
*Executive Vice President
Bank of Hawaii
retired*

On behalf of the Alzheimer's Association, I am pleased to extend our support for HB1824, which appropriates funds to the Office of the Long-Term Care Ombudsman for five full-time positions; one on Oahu, two on Hawaii Island, one for Kauai, and one for Maui.

Lori McCarney
*Executive Director
Hawaii Bicycling League*

The need for long-term care is growing rapidly in Hawaii as our population ages and a significant portion of this population will need long-term care in a facility. The role of a long-term care ombudsman is to help resolve problems related to and protect the health, safety, welfare, and rights of our kupuna, our most vulnerable citizens, who live in nursing homes, care homes, and assisted living facilities.

Kai Ohashi
*Financial Advisor
Edward Jones*

Although the Alzheimer's Association and other community agencies provide numerous services to the elderly, many of which are residents of long-term care facilities or nursing homes, many services are needed beyond what we can provide.

Michael Robinson
*Vice President
Hawaii Pacific Health*

This office and these positions are crucial to ensure that our elderly have an advocate to address any complaints and issues with long-term care facilities and state agencies. Our kupuna deserves better from us and needs to be heard, and we ask you to pass this bill out of committee.

Kimberly Soares
*Vice President
Atlas Insurance*

If you have any questions, please do not hesitate to contact me by email at ljudenas@alz.org or by phone at 808.495.4122.

Gordon Takaki
*Past President
Hawaii Island Chamber of
Commerce*

Caroline Witherspoon
*President
Becker Communications*

LJ R. Duenas
*Executive Director
Alzheimer's Association*

Sincerely,



LJ Duenas
Executive Director
Alzheimer's Association

HB-1824-HD-1

Submitted on: 3/14/2022 4:24:35 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Gerald Arens	Testifying for Long Term Care Ombudsman	Support	Written Testimony Only

Comments:

1. believe it is important step for the legislature to fund permanent staff positions within the office of the LTCOP. There are over 1,700 facilities with a total of over 8,000 total beds. The majority of these beds are occupied by our most vulnerable state treasures, our Kupuna. There are not enough Long-Term Care Ombudsman paid staff positions to be able to visit each of our state facilities on a quarterly basis. Adding five permanent positions will ensure more effective oversight of the rights of all people in long term care facilities. We must be able to fund these positions so the program can attract people interested in a long-term commitment to this worthy federally mandated and mostly unfunded program. Thank you.

HB-1824-HD-1

Submitted on: 3/14/2022 4:58:07 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Louis Erteschik	Testifying for Hawaii Disability Rights Center	Support	Written Testimony Only

Comments:

Support.

HB-1824-HD-1

Submitted on: 3/14/2022 7:36:01 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Jean Davidson	Testifying for Long term Care Ombudsman	Support	Written Testimony Only

Comments:

Regarding HB 1824 HD1. Making an Appropriation for the LTCOP

Dear Honorable Legislators:

I strongly favor and support this Bill to appropriate funds to the Office of the Long Term Care Ombudsman (LTCOP) for the funding of program specialist positions for the islands of Kauai, Maui, the Big Island and Oahu. It is difficult to understand why the LTCOP has been staffed with only one paid position, LTC Ombudsman Mr John McDermott for many, many years. With only Mr. McDermott performing the work alone, how can he be expected to protect the rights of our kupuna and seniors effectively? Our elderly residing in nursing and care homes have been sorely neglected for so many years now.

I am one of the few volunteers who give precious time to visit the kupuna in nursing and care homes. I currently visit residents at Hale Malamalama and Lunalilo Home, but note that many other care homes have no Long Term Care Ombudsman to protect their rights. I have seen first hand how important it is to fund these LTCOP positions.

Please reflect on how you would view the LTCOP positions if someone you loved dearly or a relative was residing at a nursing or care home with no LTCOP Ombudsman to protect their rights. I am confident you would think it was important to fund the LTCOP positions for the neighbor island.

Please consider my strong support of this Bill.

Thank you for all the hard work you are doing for the people of Hawaii. You are appreciated.

Jean M. Davidson, Ed.D

LTCOP Ombudsman.



1001 Bishop Street | Suite 625 | Honolulu, HI 96813-2830
1-866-295-7282 | Fax: 808-536-2882
aarp.org/hi | aarphi@aarp.org | twitter.com/AARPHawaii
facebook.com/AARPHawaii

The State Legislature
The Senate Committee on Human Services
Thursday, March 17, 2022
3:00 p.m.

TO: The Honorable Joy San Buenaventura, Chair
RE: Support for H.B. 1824 H.D. 1 Relating to Long Term Care Ombudsman

Aloha Chair San Bueanaventura 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 over 140,000 members in Hawai'i.

AARP strongly supports H.B. 1824 H.D. 1 which establishes and funds five permanent long-term care ombudsman program specialist positions to the office of the Long-Term Care Ombudsman. Having adequate staffing for this office is long overdue. Up to now, Hawaii has had only one full time ombudsman serving nearly 13,000 residents residing among the 1,779 facilities spread over 6 islands. This is not acceptable. In 1995, the National Institute of Medicine recommended a minimum of 1 full-time Ombudsman per every 2,000 residents. If this bill passes, Hawaii will finally meet that 1995 standard.

The COVID-19 pandemic has heightened awareness of our frailest residents' vulnerability. Because family and friends couldn't visit, activities and social interactions among long term care residents were negatively impacted. Unfortunately, facilities were short-staffed which exacerbated the situation, and many residents were left alone. The role of ombudsman is very critical in ensuring that residents are receiving proper care and attention. The ombudsman serves as the public's eyes and ears when visiting these facilities. Having access to the residents 24/7, the ombudsman becomes their advocate and can bring their concerns and complaints to the facility and appropriate state agencies' attention to be immediately addressed and resolved.

Please provide the 5 additional staff so that each island will have a full-time, permanent ombudsman specialist. Hawaii's long term care residents deserve immediate access to someone who can assist them.

Thank you very much for the opportunity to **support H.B. 1824 H.D.1.**

Sincerely,

A handwritten signature in black ink that reads "Keali'i S. Lopez". The signature is written in a cursive style.

Keali'i S. López
State Director

Policy Advisory Board for Elder Affairs

Testimony to the Senate Committee on Human Services
Thursday, March 17, 2022
3:00 p. m.
Conference Room 225 and via videoconference

Re: HB 1824 HD 1, MAKING AN APPROPRIATION FOR THE OFFICE OF
THE LONG-TERM CARE OMBUDSMAN PROGRAM

Dear Chair San Buenaventura, Vice Chair Ihara, and Honorable Members of the Senate Committee on Human Services:

I am Gary Simon, Chair of the Policy Advisory Board for Elder Affairs (PABEA), which is an appointed board tasked with advising the Executive Office on Aging (EOA).

PABEA strongly supports HB 1824 HD 1, which would appropriate funds to the Office of the Long-Term Care Ombudsman for five ombudsman program specialist positions.

The role of ombudsman is critical in ensuring that residents are receiving quality, safe care and attention. The ombudsman serves as the public's eyes and ears when visiting these facilities. Having access to the residents twenty-four hours per day, seven days a week, the ombudsman is their advocate and can bring their concerns and complaints to the facility and appropriate state agencies' attention to be addressed immediately and resolved.

For decades, the Office of the Long-Term Care Ombudsman has been severely understaffed. Currently, Hawaii has only one full time ombudsman serving nearly 13,000 residents residing among the 1,779 facilities spread over 6 islands. Our elderly and frail residing in our long term care facilities deserve better from us. They deserve immediate access to someone who can assist them.

In 1995, the National Institute of Medicine recommended a minimum of one full-time ombudsman for every 2,000 residents. If this bill passes, Hawaii will finally meet that 1995 standard. Please provide the additional staff so that each island will have at a full-time, permanent ombudsman specialist.

We urge you to support HB 1824 HD 1, and we urge you to recommend its passage.

On behalf of PABEA, I thank you for seriously considering the bill.

Very sincerely,



Gary Simon
Chair
Policy Advisory Board for Elder Affairs
No. 1 Capitol District
250 South Hotel Street, Suite 406
Honolulu, Hawaii 96813
Email garysimon@hawaii.rr.com

HB-1824-HD-1

Submitted on: 3/15/2022 1:02:44 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Vanessa Y. Chong	Testifying for Protect Leahi & Maluhia `Ohana	Support	Written Testimony Only

Comments:

Aloha -- our most vulnerable community members need local advocates as part of a strong safety net. This measure would provide a solid start.



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.

**The Senate
Committee on Human Services
Thursday, March 17, 2022
3:00 p.m.**

To: Senator Joy A. San Buenaventura, Chair
Re: HB1824 HD1, Making an appropriation for the office of the long-term care ombudsman program.

Aloha Chair San Buenaventura, Vice-Chair Ihara, and Members of the Committee,

I am Lila Mower, president of Kokua Council which advocates, informs, and educates to improve laws, policies, and practices that impact the well-being of kupuna, their families, and our community.

Kokua Council **strongly supports HB1824 HD1** and concurs with the testimony of John McDermott, Hawaii's LTC ombudsman.

Mahalo for the opportunity to testify on this measure.

HB-1824-HD-1

Submitted on: 3/14/2022 5:01:29 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
John A. H. Tomoso	Individual	Support	Written Testimony Only

Comments:

03-14-22

RE: HB1824 HD1

Aloha,

I am in strong favor and support of this Bill that appropriates funds to the Office of the Long-Term Care Ombudsman for ombudsman program specialist positions throughout the State of Hawai'i, for elders and senior who are in nursing and care homes, statewide. The time is now and the need is clear and demonstrated.

Mahalo

John A H Tomoso +, MSW (retired), ACSW

HB-1824-HD-1

Submitted on: 3/14/2022 5:06:33 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Rick Tabor	Individual	Support	Written Testimony Only

Comments:

RE: HB 1824 MAKING AN APPROPRIATION FOR THE OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM.

Thank you for your time, Senator Joy A. San Buenaventura, Chair and members of the Committee on Human Services.

I could represent any of the number of nonprofits I'm involved in, as they all support this very important bill. As you know, those nonprofits & roles include; President of HPGS (Hawai'i Pacific Gerontological Society). Vice President of the Kokua Council & Hawai'i Meals on Wheels, Board of Directors Rotary Club of Honolulu, Alzheimer's Association Hawai'i Ambassador/Champion volunteer, Hawai'i Team Leader Compassion and Choices Hawai'i, just to name a few.

I recently added Long-Term Ombudsman volunteer to my list of retirement volunteer activities. Despite all the involvement, I'll submit my observation and testimony on behalf of myself in strong support of 5 FTE positions for the state's Long Term Care Ombudsman. I'm not sure how this important Kupuna program went this long without being fully staffed. From what I've observed, we're 43 years out of compliance with the ADA rules. The pandemic exposed how serious an issue not having full time, Island dedicated Ombudsmen is. And Biden's newest focus on improving Nursing Home care is finally taking this crucial service for our Kupuna seriously.

As a son of an 88-year-old dementia diagnosed mother, my busy family and I are well aware of the need for someone to look in on her to make sure she's ok. Even if it's only to sit and listen and assure her they'll see what they can do to enhance her situation. The listening ear with assurance is sometimes all a person needs to feel heard so they can carry on. I won't repeat everything you've already heard in other testimonies. Instead, I'll just ask for what seems logical. One FTE dedicated Long-Term Care Ombudsman for each island and an additional one FTE LTCO for Oahu. A full LTCOP would be a tremendous help to our devastated aging with dignity Kupuna world. I was just reading how seriously understaffed our caregivers are, and how it could take a long time to restaff this workforce need. This on top of the reality of us baby boomers aging out is about to be a terrible issue. Having dedicated Ombudsman, who can report & trouble shoot issues would be very helpful to all involved.

Another story comes to mind. Our neighbor cared for his mother for 28 years. She is 97 years old. And needed ongoing nursing care. They placed her in a licensed home. She lost 55 pounds

in three months. The home operator was evasive when questioned. And they really could have used some help assessing the problem. He's kind of private, so I only heard about the issue after they moved her to a new place. Had the Long-Term Care Ombudsman program been fully staffed, instead of relying on part-time volunteers, this situation might have been resolved before a 97-year-old dementia resident loses 55 pounds.

We're talking lives here. How many elders have we lost due to staffing shortages or without someone advocacy for common sense solutions for our loved ones? Hawai'i's been out of compliance for too many years. It's time to be in compliance and fully staff the Long-Term Care Ombudsman office.

Thank you for your time and consideration on this very important call to action bill.

Rick Tabor, Pauoa Valley Home Owner, Kupuna Volunteer in 12 Nonprofits, Retired Mental Health Professional

HB-1824-HD-1

Submitted on: 3/15/2022 7:53:13 AM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Jomel Duldulao	Individual	Support	Written Testimony Only

Comments:

STRONG SUPPORT for HB1824 HD1

Aloha and Good Afternoon Chair San Buenaventura, Vice Chair Ihara, and committee members. My name is Jomel Duldulao and I am currently serving as a Long Term Care Ombudsman for Oahu. I have been in this capacity for the past 13 months.

The pandemic has truly hit our Kupuna and residents pretty hard. Many facilities I visit have restricted visitations which have led many of their residents to feel abandoned and depressed. The residents I have spoken to mentioned to me they miss seeing and holding their loved ones. The residents feel depressed and isolated. I have been making 5 facility visits a day on Oahu and I can't meet the requirement of visiting every facility every quarter. There are countless times when I visited a resident at a foster home and care home and the resident thanked me personally for coming by and talking to them and checking in on them. Many of the residents and families had never heard of the LTCO program and were grateful for the visit and asked me to come back again to check in with them.

Also, this past year a family member had initially called me to ask me to check in on their Uncle who mentioned to them they were not happy and not eating well. I reassured the family member that I would give their Uncle a call and also make a physical visit. I was able to have a wonderful talk with the Uncle and he explained to me some of the things that could be improved to help him feel more at home. With the Uncle's consent, I was able to have a constructive discussion with the caregiver. The caregiver wasn't aware and was open to making the changes to help the resident feel more at home. Uncle was so delighted about the changes and was grateful that he was able to enjoy some of the simple things, like eating hot dogs and spaghetti. I am just grateful that I was able to make his quality of life a little better.

Every county must have an ombudsman to represent and advocate for the many seniors and vulnerable residents. There are roughly 10,000 residents living in longterm care settings on Oahu. To better serve and protect our most vulnerable Kupuna and residents, **Please support HB1824 HD1!**

Mahalo and thank you for this opportunity to testify.

Jomel Duldulao

Honolulu

HB-1824-HD-1

Submitted on: 3/15/2022 8:26:04 AM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Margaret A. Perkinson, PhD	Individual	Support	Written Testimony Only

Comments:

Aloha and Good Afternoon Chair San Buenaventura, Vice Chair Ihara, and committee members. My name is Margaret A. Perkinson, PhD. I want to voice my strong support for HB1824 HD1 MAKING AN APPROPRIATION FOR THE OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM.

I am a research gerontologist and have specialized in family caregiving and long-term services and supports for over 40 years. I am familiar with ombudsman programs in other states. In comparison, Hawaii is solely lacking in the support allocated to this essential program.

An ombudsman serves the critical function of advocate for residents in nursing homes, assisted living facilities, expanded or regular adult residential care homes, and community care foster family homes. In 1995 the National Institute of Medicine recommended a MINIMUM of 1 F/T Ombudsman per every 2,000 residents. Hawaii has almost 13,000 residents. If this bill passes, the 1995 standard will finally be met, a standard that every other state achieved years ago.

Hawaii has 1,779 facilities spread over 6 islands. To meet the federal requirement, every facility must receive quarterly visits from an ombudsman. This translates to visiting 30 facilities a day, every day, statewide. The geography of Hawaii, calling for time-consuming inter-island travel, makes this requirement even more daunting. Local ombudsmen are essential for each island. This bill will ensure that our most vulnerable kupuna will receive the attention that is their due.

HB-1824-HD-1

Submitted on: 3/15/2022 10:19:19 AM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
jacqueline gardner	Individual	Support	Written Testimony Only

Comments:

I SUPPORT HB 1824

the kupuna on the outer islands DESERVE their own ombudsman

Brent Freemont
Contracted Long Term Care Ombudsman
Maui County

Aloha, My name is Brent Freemont and I am the contract Ombudsman for Maui County, and live in Kula. 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 19 hours a week. There are three large Nursing Facilities, over 50 Community Family Foster Homes, and six ARCH assisted living facilities just on Maui Island. Currently, I am the only one visiting these facilities to advocate for our elders in these homes, and it is only part time. They need our full time support and I hope that you'll support Bill HB1824. On behalf of your Maui County Kupuna,
I thank you.

Brent Freemont
Maui County Ombudsman

HB-1824-HD-1

Submitted on: 3/15/2022 2:47:05 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Sharon Young	Individual	Support	Written Testimony Only

Comments:

Dear Chair San Buenaventura, Vice Chair Ihara, and Committee Members,

I strongly support HB1824 HD1. The Long-Term Care Ombudsman Program has been short-staffed and under-funded for too long. With so many people in long-term care facilities, issues and concerns will always come up. Without enough staff, the program might not be able to give adequate support in a timely manner. The residents are so vulnerable and really deserve to always be in a safe environment and to have a good quality of life. So please consider passing the bill. It really will be money well-spent.

Thank you for listening.

Sincerely,

Sharon Young

Makiki

Senate
Committee on Human Services
Thursday, March 17, 2022
3:00 PM
Conference Room 225/Videoconference

Testimony in support of HB 1824 HD1
Making an Appropriation for the Office of the Long-Term Care Ombudsman Program

Aloha Chair Joy A. San Buenaventura, Vice Chair Les Ihara, Jr., and Members of the Committee,

I am writing this letter in strong support of this Kupuna Caucus initiative to appropriate funds to establish and fund permanent positions within the Office of the Long-Term Care (LTC) Ombudsman. John McDermott has been working tirelessly on his own for decades and we know that LTC Ombudsman advocacy is needed now more than ever.

My family was one of the many who lost a close loved one during COVID-19. Until mid-2020, my loved one lived independently at home until a simple fall required admission into a nursing home for rehabilitation. The initial statewide lockdown to prevent the spread of COVID-19 meant that family members could not visit to help with the adjustment to this new situation. Isolation from family, coupled with a recent diagnosis of dementia, led my loved one to become increasingly confused, refused to eat, and no longer recognized us when we tried to FACETIME. My loved one suffered >20% weight loss and passed away less than six months after the initial fall.

I wish I could say that we were the only family who suffered this experience but a survey conducted by the National Consumer Voice for Quality Long-Term Care found that 85% of family members noted a decline in the residents' physical abilities; 87% decline in physical appearance; and 91% reported their loved one's demeanor (mental status) had declined.

I wish that LTC Ombudsmen had not been barred from entering facilities by the Centers for Medicare and Medicaid Services (CMS) from March 13, 2020 until CMS eased visitation restrictions in September 2020. LTC Ombudsmen advocate for residents and family members and respond to complaints about the quality of care and ensure residents have a good quality of life in facilities, however, now that visits have restarted, it's impossible for a program with a staff of two, to visit every facility statewide.

Please appropriate the necessary funding for the Long-Term Care Ombudsman Program so these much-needed services are available to all kupuna and other vulnerable citizens who are dependent on others for their care.

Thank you very much for the opportunity to submit my testimony in support of HB 1824.

Lynn Niitani

Aina Haina

HB-1824-HD-1

Submitted on: 3/15/2022 4:41:16 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Marilyn Seely	Individual	Support	Written Testimony Only

Comments:

Members of the Committee on Human Services

March 17, 2022, 3:00 PM

My name is Marilyn Seely and I write in support of HB 1824 HD 1, Making an Appropriation for the

Long-Term Ombudsman Program.

I have been affiliated with and supportive of LTC Ombudman services for over 40 years here and on the mainland and have been distressed that Hawaii has not had the full complement of qualified professional staff to support this program state wide. I have seen first hand the issues that ombudsmen face daily in advocating for frail vulnerable residents of facilities and how vital it is that someone outside the organization can provide the know how in identifying and resolving the many issues they face. Moreover, the ombudsman is also an important resource for the staff of the facilities in understanding the rules and regulations and how to make sure they are in compliance. Sadly our state staffing was limited to only one person for many years, then doubled. Now we have the tremendous opportunity to add five more positions to not only increase coverage for Oahu but for the first time to add neighbor island staff as as well. This is a goal we have been searching for for many years and the satisfaction and excitement we have that it may finally come to fruition is beyond my ability to adequately share with you. Know your support for this will result in real and positive outcomes for those who deserve your help at a most vulnerable time of their lives. Please know how much I appreciate your consideration of this request.

Marilyn Seely, Kaneohe Hawaii ;

Dear Senator San Buenaventura,

I'm Clarence M. Agena, a certified VOLUNTEER Long Term Care Ombudsman in the LTCOP for over four years. I strongly urge you and your Committee on Human Services to support and pass the subject HB1824. Long term care residents need all the care they can get, and Long Term Care Ombudsmen to advocate for them. Thank you and aloha ...

Clarence M. Agena

HB-1824-HD-1

Submitted on: 3/14/2022 7:33:03 PM

Testimony for HMS on 3/17/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Gerard Silva	Individual	Oppose	Written Testimony Only

Comments:

Wasting Taxe payer Money!!