

Memorandum



CITY OF DALLAS

DATE November 8, 2024

TO Honorable Chair and Members of the Quality of Life, Arts and Culture Committee

SUBJECT **Upcoming Office of Community Care Agenda Item to Authorize the Second of Two One-year Renewal Options for the Service Contract with Senior Citizens of Greater Dallas, Inc. d/b/a the Senior Source for the Senior Services Ombudsman Program**

On November 13, 2024, the following Office of Community Care item will be considered by City Council:

File ID: 24-3378: Authorize the City Manager or her designee to exercise the second of two one-year renewal options for the service contract with Senior Citizens of Greater Dallas, Inc. d/b/a the Senior Source, as a sole source, to provide nursing home ombudsman services, which includes: receiving, investigating and resolving complaints and assisting in obtaining goods or services for seniors residing in nursing homes and assisted living facilities within the city of Dallas with a term beginning on December 1, 2024 through November 30, 2025 - Not to exceed \$150,868.00, increasing the contract amount from 301,736.00 to \$452,604.00- Financing: General Fund (subject to annual appropriations)

Background

This authorization represents the second renewal of a contract with Senior Source for the implementation of the Senior Ombudsman Program. For almost 40 years, the City of Dallas has partnered with Senior Citizens of Greater Dallas, Inc. ("Senior Source"), to serve older adults in our community, including support for a key initiative, the Senior Services Ombudsman Program. City funds have long supported this project to promote safety in Dallas assisted living and nursing home facilities, bolstering local capacity of staff and volunteers to make proactive and responsive visits to these facilities, and to conduct outreach and engagement with older adults residing in these facilities, and their families. The goal of the program is to assist residents and to protect their health, safety, welfare and rights. This is accomplished through advocacy efforts of volunteer and paid certified ombudsmen who respond to long-term care residents' requests for assistance with complaints and concerns. Nursing home and assisted living monitoring by certified ombudsmen include observation, research, and investigation of concerns. The Ombudsman Program is also a resource for residents and families searching for a long-term care facility. The program provides training to nursing home and assisted living staff, as well as resident and family councils, on residents' rights, the role of the ombudsman, abuse and neglect, and reducing restraint use.

About this funding request

Funding for this item will enable the Senior Source to continue to provide ombudsman services to seniors who are residents of nursing homes and assistant living facilities in

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PAGE Page 2 of 3

the City of Dallas. The Senior Source will provide these services to approximately 2,700 seniors for a one-year period. Funding supports staff, both those who make the visits and those who recruit and train volunteers, as well as training costs. The staff and volunteers enabled by City support allow for numerous additional visits, where staff and volunteers observe the facilities, living conditions and treatment of residents first-hand, and are able to interact with residents, receive complaints or concerns related to resident safety or other issues, and through the Senior Source’s designation as ombudsman, are able to respond to and address complaints. Examples of the types of complaints received include lack of staff assistance, resident neglect (eg bed sores), special dietary needs not being met, discharges and evictions, and other critical issues.

Below are the program accomplishments for Year 2 as of September 2024.

Performance Measure	Goal (Year 2 = November 2023 – November 2024)	Accomplishments as of 09-30-24 (Year 2 = November 2023 – November 2024)
Number of nursing home and assisted living visits by certified staff and volunteer ombudsmen	376	385
Number of unduplicated nursing home and assisted living residents visited	2,200	1,652
Receive, investigate, and resolve complaints	270	290
Provide ombudsman information to City of Dallas nursing homes and assisted living facilities	33	33
Recruit and place volunteers within the 34 contracted nursing homes and assisted living facilities	335	1,039
Consultations to nursing home and assisted living administrators	450	817
Attend inspections and fair hearings	22	19
Assist low-income residents in obtaining needed goods or services	270	405

DATE November 8, 2024

SUBJECT **Upcoming Office of Community Care Agenda Item to Authorize the Second of Two One-year Renewal Options for the Service Contract with Senior Citizens of Greater Dallas, Inc. d/b/a the Senior Source for the Senior Services Ombudsman Program**

PAGE **Page 3 of 3**

Provide educational in-services for nursing home and assisted living staff	1	0
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About Senior Source

The mission of Senior Citizens of Greater Dallas, Inc. is to enhance the overall quality of life and empower all older adults in greater Dallas to thrive. They have served older adults in the Dallas area for 62 years. Senior Citizens of Greater Dallas, Inc. is designated by the State of Texas as the local ombudsman for Dallas County, consistent with federal mandate from the Older Americans Act, Title VII, Chapter 2.

Should you have any questions or need any additional information, please contact myself or Jessica Galleshaw, Director of Office of Community Care, at 214-670-5113 or Jessica.Galleshaw@dallascityhall.com.



M. Elizabeth (Liz) Cedillo-Pereira
Assistant City Manager

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| Kimberly Bizer Tolbert, City Manager (I) | Alina Ciocan, Assistant City Manager |
| Tammy Palomino, City Attorney | Donzell Gipson, Assistant City Manager (I) |
| Mark Swann, City Auditor | Robin Bentley, Assistant City Manager (I) |
| Billierae Johnson, City Secretary | Jack Ireland, Chief Financial Officer |
| Preston Robinson, Administrative Judge | Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I) |
| Dominique Artis, Chief of Public Safety (I) | Directors and Assistant Directors |
| Dev Rastogi, Assistant City Manager | |