

Memorandum



CITY OF DALLAS

DATE September 13, 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 an Amendment to the Service Contract with Senior Citizens of Greater Dallas for the Senior Services Ombudsman Program**

On September 25, 2024, the following Office of Community Care item will be considered by City Council:

File ID: 24-2432: Authorize an amendment to the service contract with Senior Citizens of Greater Dallas, Inc. 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 - Not to exceed \$50,868.00, from \$250,868.00 to \$301,736.00 – Financing: General Funds

Background

The City of Dallas has a longstanding partnership 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 Amendment

This amendment corrects a prior error in the contract renewal for Senior Source, by correcting the funding level to be consistent with the annual budget set forth in the three-year agreement (one-year plus two one-year renewal options). The error took place when the initial contract authorization language did not properly authorize the renewals, creating inconsistency. The first renewal was scheduled for November 2023, and it was at this time that the error was discovered, forcing the department to execute the renewal via administrative action due to time limitations creating a risk of service lapse. However,

this only enabled the authorization of a portion of the second-year funding. This item corrects that error by correcting the funding level.

Funding for this item will enable the Senior Source to continue service delivery through the end of the second year of this contract period, at which point the department will return to this committee and properly authorize the third renewal option, and provide assistance to 1,000 seniors. 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.

Performance Goals and Accomplishments November 2023 – July 2024

The program is on track to meet annual goals in each category.

Performance Measure	Annual Goal	Accomplishments FY24 to Date (11/23-7/24)
Number of nursing home and assisted living visits by certified staff and volunteer ombudsmen	376	241
Number of unduplicated nursing home and assisted living residents visited	2,200	1,159
Receive, investigate, and resolve complaints	270	222
Provide ombudsman information to City of Dallas nursing homes and assisted living facilities	33	0* accomplished through annual outreach/in-service to be held in fall
Recruit and place volunteers within the 34 contracted nursing homes and assisted living facilities	335	818
Consultations to nursing home and assisted living administrators	450	619
Attend inspections and fair hearings	22	12

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Assist low-income residents in obtaining needed goods or services	270	405
Provide educational in-services for nursing home and assisted living staff	1	0* to be held in fall

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.

Sincerely,



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

Kimberly Bazor Tolbert, City Manager (I)
 Tammy Palomino, City Attorney
 Mark Swann, City Auditor
 Billierae Johnson, City Secretary
 Preston Robinson, Administrative Judge
 Dominique Artis, Chief of Public Safety (I)
 Dev Rastogi, Assistant City Manager

Alina Ciocan, Assistant City Manager
 Donzell Gipson, Assistant City Manager (I)
 Robin Bentley, Assistant City Manager (I)
 Jack Ireland, Chief Financial Officer
 Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)
 Directors and Assistant Directors