

November 9, 2022

WHEREAS, on October 23, 2019, City Council authorized a one-year service contract with two one-year renewal options to administer the Senior Services Ombudsman Program by providing 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 for the period October 1, 2019 through September 30, 2020 - Senior Citizens of Greater Dallas, Inc., sole source by Resolution No. 19-1656; and

WHEREAS, on October 13, 2020, City Council authorized the first of two, one-year renewal options 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 for the period of October 1, 2020 through September 30, 2021, by Resolution 20-1543; and

WHEREAS, on September 22, 2021, City Council authorized the second and final, one-year renewal options to the service contract with Senior Citizens of Greater Dallas, Inc., approved as to form by the City Attorney, 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 for the period of October 1, 2021 through September 30, 2022, by Resolution No. 21-1548; and

WHEREAS, Senior Citizens of Greater Dallas, Inc., through its Long-Term Care Ombudsman Program, will provide ombudsmen services to residents in thirty-one (31) nursing homes and three (3) assisted living facilities located within the city of Dallas.

Now, Therefore,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. That the City Manager is hereby authorized to execute a one-year service contract, with two one-year renewal options, with Senior Citizens of Greater Dallas, Inc., approved as to form by the City Attorney, to administer the Senior Services Ombudsman Program by providing nursing home ombudsman [services](#), which includes receiving, investigating and resolving complaints and assisting in obtaining goods or services ~~to~~ [for](#) seniors residing in nursing homes and assisted living facilities within the city of Dallas for the period November 9, 2022 through November 8, 2023, in an amount not to exceed \$150,868.00.

SECTION 2. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$150,868.00 (subject to annual appropriations) to Senior Citizens of Greater Dallas, Inc. from the FY 22-23 General Fund, Fund 0001, Department MGT, Unit 4305, Object 3070, Encumbrance/Contract No. OCC-2023-00020689, Vendor 243979.

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SECTION 3. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.