



Legislation Details (With Text)

File #: 22-2510 **Version:** 1 **Name:**

Type: CONSENT AGENDA **Status:** Approved as an Individual Item

File created: 10/17/2022 **In control:** Office of Community Care

On agenda: 11/9/2022 **Final action:**

Title: Authorize 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 November 9, 2022 through November 8, 2023 - Senior Citizens of Greater Dallas, Inc., sole source - Not to exceed \$150,868.00 - Financing: General Fund (subject to annual appropriations)

Sponsors:

Indexes: 100

Code sections:

Attachments: 1. Resolution

| Date | Ver. | Action By | Action | Result |
|------|------|-----------|--------|--------|
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STRATEGIC PRIORITY: Workforce, Education & Equity

AGENDA DATE: November 9, 2022

COUNCIL DISTRICT(S): All

DEPARTMENT: Office of Community Care

EXECUTIVE: M. Elizabeth Cedillo-Pereira

SUBJECT

Authorize 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 November 9, 2022 through November 8, 2023 - Senior Citizens of Greater Dallas, Inc., sole source - Not to exceed \$150,868.00 - Financing: General Fund (subject to annual appropriations)

BACKGROUND

Senior Citizens of Greater Dallas, Inc., who is federally mandated by the Older Americans Act, Title VII, Chapter 2, the Long-Term Care Ombudsman Program, has served older adults in the Dallas area for 59 years. 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. 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.

In past years, the Senior Services Nursing Home Ombudsman program was funded with Community Development Block Grant (CDBG) Funds. City Council voted on June 12, 2019 to move all senior services programs to the General Fund, beginning FY 2019-2020.

For FY 2021-2022, the staff ombudsmen served the residents in 31 nursing homes and three assisted living facilities located within the city of Dallas. The number of unduplicated seniors served was 4,023.

BACKGROUND

The following is a list of the targeted nursing homes and assisted living facilities in Dallas for program year FY 2022-23.

Nursing Homes:

| | | |
|-----|---|-------|
| 1. | Adora Midtown Park-8310 Meadow Road | 75231 |
| 2. | Autumn Leaves Nursing Center-1010 Emerald Isle Drive | 75218 |
| 3. | Brentwood Place One-3505 South Buckner Boulevard, Building 1 | 75227 |
| 4. | Brentwood Place Two-3505 South Buckner Boulevard, Building 2 | 75227 |
| 5. | Brentwood Place Three-3505 South Buckner Boulevard, Building 3 | 75227 |
| 6. | Brentwood Place Four-3505 South Buckner Boulevard, Building 4 | 75227 |
| 7. | C.C. Young-4829 West Lawther Drive | 75214 |
| 8. | Diversicare of Lake Highlands-9009 White Rock Trail | 75238 |
| 9. | Golden Acres-2525 Centerville Road | 75228 |
| 10. | Juliette Fowler Communities-1260 Abrams Road | 75214 |
| 11. | Lakewest Skilled Nursing & Rehab-2450 Bickers Street | 75211 |
| 12. | Le Reve Rehabilitation & Memory Care-3309 Dilido Road | 75228 |
| 13. | Monarch Pavilion Rehab Suites-6825 Harry Hines Boulevard | 75235 |
| 14. | Presbyterian Village North-8600 Skyline Drive | 75243 |
| 15. | Remarkable Healthcare of Dallas-3350 Bonnie View Road | 75216 |
| 16. | Senior Care Health & Rehab Center-2815 Martin Luther King Jr. Boulevard | 75215 |
| 17. | Signature Pointe on the Lake-14655 Preston Road | 75240 |
| 18. | Simpson Place Skilled Nursing-3922 Simpson Street | 75246 |
| 19. | Skyline Nursing Center-3326 Burgoyne Street | 75233 |
| 20. | South Dallas Nursing & Rehab-3808 South Central Expressway | 75215 |
| 21. | The Highlands Guestcare Center of Dallas-9009 Forest Lane | 75243 |
| 22. | The Lennwood-8017 West Virginia Drive | 75237 |

| | | |
|-----|--|-------|
| 23. | The Meadows Health & Rehab Center-8383 Meadow Road | 75231 |
| 24. | The Rehabilitation and Wellness Centre of Dallas-4200 Live Oak | 75204 |
| 25. | The Renaissance at Kessler Park-2428 Bahama Drive | 75211 |
| 26. | The Villa at Mountainview-2918 Duncanville Road | 75211 |
| 27. | The Villages of Dallas-550 East Ann Arbor Avenue | 75216 |
| 28. | Traymore Nursing Center-4315 Hopkins Avenue | 75209 |
| 29. | Treemont Nursing and Rehabilitation-5550 Harvest Hill Road | 75230 |
| 30. | Villages of Lake Highlands-8615 Lullwater Drive | 75238 |
| 31. | Walnut Place-5515 Glen Lakes Drive | 75231 |

Assisted Living Facilities

| | | |
|----|--|-------|
| 1. | Fowler Christian Apartments-105 Juliette Fowler Street | 75214 |
| 2. | Lakewest Assisted Living-3494 Kingbridge Street | 75212 |
| 3. | Simpson Place Assisted Living-3922 Simpson Street | 75246 |

Senior Citizens of Greater Dallas, Inc. Performance Measures, Goals and Accomplishments for the FY2021-22 Program year are as follows:

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

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, 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.

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 No. 20-1543.

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.

FISCAL INFORMATION

| Fund | FY 2023 | FY 2024 | Future Years |
|--------------|--------------|---------|--------------|
| General Fund | \$150,868.00 | \$0.00 | \$0.00 |

PROCUREMENT INFORMATION

Method of Evaluation for Award Type:

| | |
|-------------|---|
| Sole Source | <ul style="list-style-type: none">• Utilized for procurements where functional requirements can only be satisfied by one vendor, such as those where patents, copyrights or monopolies exists• Exempted from competitive bidding process• The Office of Procurement Services conducted a sole source review and found no exceptions |
|-------------|---|

OWNER

Senior Citizens of Greater Dallas, Inc. dba The Senior Source
3910 Harry Hines Blvd.
Dallas, Texas 75219

Stacey Malcolmson, President/Chief Executive Officer