



## Legislation Text

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**File #:** 21-1593, **Version:** 1

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**STRATEGIC PRIORITY:** Human and Social Needs  
**AGENDA DATE:** September 22, 2021  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Community Care  
**EXECUTIVE:** Kimberly Bizer Tolbert

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### **SUBJECT**

Authorize the second and final, 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, 2021 through September 30, 2022 - Not to exceed \$116,868.00, from \$233,736 to \$350,604 - 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 2019-20.

For FY 2021-22, the staff ombudsmen will serve the residents in 31 nursing homes and 3 assisted living facilities located within the city of Dallas. The following is a list of the targeted nursing homes and assisted living facilities in Dallas:

Nursing Homes:

1. Adora Midtown Park-8130 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 of Dallas-9009 Forest Lane	75243
22. The Lennwood-8017 West Virginia Drive	75237
23. The Meadows Health and 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 and Goals for the FY 2020-21 Program year are as follows:

<u>PERFORMANCE MEASURES</u>	<u>GOALS</u>	<u>OUTCOME (THROUGH (JULY 31, 2021)</u>
Number of nursing home and assisted living visits by certified staff and volunteer ombudsmen	765	193
Number of unduplicated nursing homes and assisted living residents visited	4,000	2,345
Receive, investigate, and resolve complaints	590	255
Provide ombudsman information to City of Dallas nursing homes and assisted living facilities	34	0
Recruit and place volunteers within the 34 contracted nursing homes and assisted living facilities	500	778
Consultations to nursing home and assisted living administrators	510	366
Attend inspections and fair hearings	34	89
Assist low-income residents in obtaining needed goods or services	400	950
Provide educational in-services for nursing homes and assisted living staff	2	3

**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.

The Quality of Life Committee will be briefed by memorandum regarding this matter on September 20, 2021.

**FISCAL INFORMATION**

Fund	FY 2022	FY 2023	Future Years
General Fund	\$116,868.00	\$0.00	\$0.00