

**ATTACHMENT 1
QUARTERLY AND FINAL SUMMARY REPORT**



**COUNTY OF HUMBOLDT – MEASURE Z
Report Form**

Organization Name: Area 1 Agency on Aging, Long Term Care Ombudsman Program July 30, 2016

Contact Name: Maggie Kraft, ED/Suzi Fregeau, Program Manager

Phone: 442-3763

Please attach a narrative report addressing the items outlined in section I below. Feel free to attach any other relevant materials or reports.

I. QUARTERLY NARRATIVE (please attach a maximum of 1 page, exclusive of attachments)

A. Results/Outcomes

1. Please describe the Measure Z activities completed and/or total numbers served or reached.

The LTCO program responded to 7 (seven) reported cases of Elder Abuse - 3 Serious Neglect 1 Sexual 3 Financial. Additionally there were 8 cases of abuse reported that were investigated and determined to be unfounded (not needing additional action). LTCO Program manager worked with HCSO on the sexual assault case and the person was arrested by responding officers. LTCO investigation into one ongoing case was verified and cross reported with APS and the Public Guardian, there were multiple meetings with APS/APS Mental Health Staff/PG however law enforcement was not necessary at this time. There was one report of an "escape" of a resident; LTCO was successful in resolving this situation before law enforcement was needed.

We signed the MOU with Humboldt County Sheriff's Office, which went into effect July 1, 2016. The purpose of the MOU is to relieve Sheriff's office from having to respond to reports of suspected abuse in nursing homes and assisted living facilities, unless the abuse is defined as "serious" (AB 40). Instead, after an initial response from LTCO a determination will be made if the suspected abuse requires law enforcement notification and appropriate information will be cross reported. We are working with the Fortuna and Eureka police departments to establish similar MOUs.

Presented two trainings to volunteers and staff from local nursing facilities about signs, symptoms of elder abuse and reporting requirements; additionally attended 8 hour training "Crimes Against the Elderly; A Community Approach to Identification, Investigation & Prosecution.

LTCO Program Manager participated in Elder Abuse Prevention Resources in Indian Country training; our goal is to work with local tribal chairpersons to set up protocols for reports of suspected elder abuse that may happen within their tribal communities.

Participated at Redwood Acres Fair with information to the community about elder abuse, signs, symptoms and who they would report to if they suspect such abuse happening.

Continue to be involved with two current court cases; one of financial elder abuse and prescription medication fraud, the other of severe neglect of a resident which resulted in the death of the resident. One case is being prosecuted by the Humboldt County District Attorney and the Department of Justice, and the second by the State Attorney General's office.

2. What difference did Measure Z funding make in our community and for the population you are serving? Please discuss evidence of effect (e.g., community indicators, outcomes, etc.). *If you have evaluation materials that document outcomes and impacts of your work, feel free to attach them in lieu of answering this or other questions.*

Additional situations of abuse or neglect may have been prevented due to the presence of the LTCO Volunteer in the local care homes. This visibility assists in protecting elders from abuse, and allows a safe place to report when they are abused. By establishing these relationships the LTCO can be the initial responder to reports of elder abuse until it is determined law enforcement is needed. This helps keep officers responding to calls in the broader community.

3. Describe any unanticipated impacts of receiving Measure Z funding, positive or negative, not already described above. NONE

II. FINAL SUMMARY REPORT (please attach a maximum of 2 pages, exclusive of attachments)

A. Lessons Learned

1. Describe what you learned based on the results/outcomes you reported in Section A above and what, if any, changes you will make based on your results/outcomes.

We learned that our community needs additional information about the differences between APS/Ombudsman and what the Ombudsman role is in advocating for those living in skilled nursing homes or assisted living facilities. Additionally, it is apparent that community members are not familiar with the appropriate mechanisms to identify and report elder abuse. The challenge is that most people don't think about nursing homes or residential care facilities, nor the quality of care provided by these facilities, until they or a loved one is faced with an issue.

While the Ombudsman program will continue to provide community education opportunities, it has been our experience that we can never get all the information to people who will need it before they need it. Most people ignore educational information about a situation they are not in or don't want to think about. The only way to make sure people know about our services and facility resident rights is to have a constant stream of information provided to the community. This is simply too costly for us to do without additional funding. In the next year we will make efforts to use cost effective educational opportunities and if we find additional funding, to consider using radio or television media outlets.

2. What overall public safety improvements has your organization seen as a result of receiving Measure Z funding?

We have been able to increase our visits and regular visibility in facilities, which is known to lead to a better quality of care to the residents and reduce the incidents of potential elder abuse.