Area Agency on Aging

Lewis-Mason-Thurston Area Agency on Aging

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MEMORANDUM

To: Certified Minority and Women Owned Businesses

From: Tracy Gunter, Projects Coordinator

Subject: Request for Proposals Announcement

Date: January 3, 2012

The Lewis-Mason-Thurston Area Agency on Aging (LMTAAA) will be contracting for the Regional Long Term Care Ombudsman Program in State Fiscal Year 2013, effective July 1, 2012. See attached job description program details.

Interested parties must compete for a contract in a Request for Proposals (RFP) process. Only one applicant will be selected to provide services within Lewis, Mason and Thurston Counties. Contracts are awarded on a state fiscal year, with an annual option to renew up to three (3) additional years, at the discretion of LMTAAA. The parties to an awarded contract are LMTAAA and the contracting entity.

LMTAAA is an Equal Opportunity Agency. Veteran, minority and woman-owned businesses are encouraged to apply. LMTAAA reserves the right to reject any or all submittals and to waive irregularities.

To be considered, a completed RFP Response must be received no later than **February 17, 2012**. Interested parties may request an RFP packet by calling (360) 664-2168.

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WASHINGTON STATE
LONG-TERM CARE OMBUDSMAN PROGRAM

JOB TITLE

Regional Long Term Care Ombudsman (RLTCO)

JOB DESCRIPTION

The RLTCO serves as an effective and visible advocate for the well being of long-term care residents within a designated region. The RLTCO shall promote both individual and systematic complaint resolution activities, including community involvement, administrative and legislative monitoring and reporting.

The RLTCO shall promote the development of citizen organizations, such as resident and family councils, to give residents of long-term care facilities, and other interested parties, a voice in resident health, safety, and policy-making process. Promote the regional program to increase awareness of and involvement with local long-term care facilities. Recruit, train and supervise volunteers to help carry out complaint fact-finding and resolution activities. Work with local organizations to develop additional funding for the regional program. Establish communication channels with government agencies, long-term care providers and organizations, professional groups and advocate groups within the region.

The RLTCO shall receive and carry out fact-finding; and resolve complaints relating to administrative action which adversely affect health, welfare and rights of residents of long term care facilities within the region. Encourage reconciliation by serving as a third party mediating disputes over services or issues when necessary. Assist long-term care providers, agencies, volunteers and others in becoming more responsive to the needs of residents. With the consent of resident refer complaints which come under other agencies jurisdiction for investigation. Maintain a regional reporting system to collect data related to complaints and conditions in long-term care facilities.

The RLTCO shall monitor complaints and the long-term care system in order to identify patterns and issues in the region. Analyze and develop policies and procedures to provide information and understanding to authorities charged with operation and regulation of the long-term care facilities within the region.

SPECIFIC DUTIES INCLUDE

I. Long Term Care Ombudsman Tasks

A. Receive the delegation of Long Term Care Ombudsman authority from the State Ombudsman and, within the region, fulfill Ombudsman responsibilities assigned by the federal Older Americans Act and state Long Term Care Ombudsman statutes on behalf of the State Ombudsman.

B. Receive, carry out fact finding about, and resolve complaints and concerns raised by residents, family members, friends, and facility staff within the region.

C. Act as a mediator in disputes between residents and other parties representing the resident's point of view.

D. Maintain the confidentiality of complainants and residents per federal and state statutes.

E. Document complaints and cases per instructions from the State Ombudsman; maintain the region's computerized case management system to assure complaints are resolved in a timely manner.

F. Provide summary statistical and narrative reports per instructions from the State Ombudsman and/or LMTAAA; utilize computer system to generate monthly and annual summary reports as required by the State Ombudsman.

G. Follow Program Instructions as issued in the official memo series from the State Ombudsman.

H. Attend regular staff meetings held by the State Ombudsman.

I. Provide staff services to the Regional Long Term Care Ombudsman Advisory Board.

II. Volunteer Ombudsman Management Tasks

A. Recruit candidates to volunteer as a Long Term Care Ombudsman.

B. Provide and coordinate (locate training sites, provide trainee snacks and meals, and arrange for supplemental trainers) the initial 32-hour training per the State Ombudsman approved training agenda for new recruits.

C. Provide in-service training as necessary to assure volunteer eligibility for annual re-certification and assure volunteer knowledge about appropriate issues is up to date.

D. Supervise the work of Certified Volunteer Long Term Care Ombudsmen in visiting assigned facilities, receiving complaints, carrying out fact-finding, and mediating the resolution of concerns.

KNOWLEDGE AND ABILITIES

Knowledge of: the needs and problems of long term care residents and their families; the State long-term care system; the State and local social service and public benefit programs related to the residents; the medical and social process of aging.

Ability to: organize and administer social services; coordinate with related services; supervise and train staff and volunteers; organize community groups; write and speak effectively; identify and analyze issues, maintain computerized database.

MINIMUM QUALIFICATIONS

A degree in health, nursing, social sciences, psychology, sociology, counseling, social work, or closely related field, and three years of social service experience with at least two years in the field of aging or geriatric long-term care.

Or

Any college degree, and a minimum of five years of work or significant volunteer experience in social and/or health services with a history of measurable performance that demonstrates the capability to perform the duties of the Regional Long-Term Care Ombudsman.

Or

In lieu of a college degree, ten or more years as a Certified LTC Ombudsman (paid or unpaid) with a past history of measurable performance that demonstrates the capability to perform the duties of the Regional Long-Term Care Ombudsman.

BACKGROUND SKILLS

Good at working with people; knowledge of and/or experience in the fields of gerontology, developmental disabilities, mental health, chronic disabilities; nursing; social services; personnel management; knowledge of legal systems; case management; mediation; knowledge of long-term care facility issues; networking between agencies; public speaking; understanding of resources that exist in the community; understanding of government systems and how they work; knowledge of or experience in the political field.

REQUIREMENTS

1. Must be free of conflict of interests as defined in WAC 365-18-040 which interfere or have the appearance of interfering with the Long Term Care Ombudsman's responsibilities.

2. Must have no monetary interest in the provision of long term care services.

3. Must have a vehicle, current insurance, and valid Washington Driver's License.

4. Must be a resident of the region served by the Regional Long Term Care Ombudsman Program who employs them.

WAC 365-18-040 Conflicts of interest.

(1) All ombudsmen shall be free from conflicts of interests, including:

(a) No ombudsman shall be or have been employed by or participated in the management of any long-term care facility, or have or have had the right to receive remuneration from a long-term care facility, including work as a paid consultant or independent contractor, currently or within the past year;

(b) No ombudsman or member of his or her immediate family shall have, or have had within the past year, any pecuniary interest in a long-term care facility or a long-term care service;

(c) No ombudsman shall have a direct involvement in the licensing, certification, or regulation of a long-term care facility or of a long-term care service during his or her tenure as an ombudsman or within the past year;

(d) No ombudsman shall be assigned to or work in a long-term care facility in which the ombudsman or a member of his/her immediate family resides;

(e) No ombudsman shall solicit or be the beneficiary of gifts, money or estate property from residents in any facility in which he or she has served or is serving as ombudsman. This subsection shall not prohibit an ombudsman from receiving gifts, money, or estate property from a resident who is a relative of the ombudsman;

(f) No ombudsman may work for an agency or entity in which the ombudsman has direct personal involvement in the provision or establishment of involuntary services or in the involuntary commitment of a resident.

(2) No individual, or immediate family member of such an individual, who is involved in the designation or removal of the state ombudsman, or the designation or revocation of the contractor or subcontractors, or who administers or oversees the contractor's or subcontractor's contract, may be an official or employee of any agency or organization that conducts the licensing, certification, or regulation of long-term care facilities, or that owns, operates, or manages such facilities.

[Statutory Authority: Chapter 43.190 RCW. 02-17-018, § 365-18-040, filed 8/9/02, effective 9/9/02. Statutory Authority: Chapter 43.190 RCW and Older Americans Act of 1965 (42 U.S.C., 3001 et seq., as amended). 00-09-060, § 365-18-040, filed 4/17/00, effective 5/18/00.]