



Nursing
Home
Ombudsman
Agency

of the Bluegrass, Inc.

Date: February 27, 2012

To: Commissioner Beth Mills

From: Sherry Culp *Sherry Culp*

Subj: Lease and subsidy agreement

The Nursing Home Ombudsman Agency (NHOA) works to improve the quality of care for residents in long-term care facilities. Our agency provides an ombudsman, free of charge, to residents of long-term care facilities in Fayette County. NHOA staff monitor care in long term care (LTC) facilities. We identify, investigate and work to resolve complaints that residents experience.

For the upcoming fiscal year we request your consideration of a rent grant or subsidy. We have already heard from various sources that partial funding we planned to receive in the FY 12-13 budget will not be available. All funds we save on rent can be used to support ombudsman work in facilities by the bedside of residents. We ask that you consider further supporting our work as we help protect some of the most vulnerable citizens.

NHOA has eleven ombudsmen dedicated to serving residents in Lexington. NHOA has four full time staff, a part time bookkeeper, and a practicum student stationed in the NHOA office. NHOA utilizes space at the senior center as work spaces for program and administrative office staff. NHOA also utilizes a shared multi use office area for educational sessions with staff, volunteers, clients and citizens interested in LTC.

Each year, our ombudsmen regularly work to educate and solve problems for 4,806 long-term care residents in central Kentucky (1,636 in Lexington- a 15% increase in residents this year). NHOA ombudsmen are advocates for vulnerable residents, someone who provides a voice for the resident should a problem occur. Sadly, approximately 60% of long-term care residents have no regular visitor other than their NHOA ombudsman.

The top five complaints ombudsmen in Lexington work to resolve are: unanswered call bells/lights; injuries of unknown origin; undignified treatment/lack of respect; involuntary eviction; and medication administration errors. NHOA ombudsmen are consumer driven and work at the direction of residents. Ombudsmen work to ensure that each resident's complaint is addressed utilizing a personal touch that is focused on resident strengths.

We need your help so we may continue to:

- help residents receive the care they need and the respect they deserve.
- teach nursing home residents about their basic rights and empower them to speak out for what they want.
- help residents have their end of life wishes honored.
- resolve concerns and work to prevent neglect and abuse.
- provide educational seminars to residents, families, community groups, and health care professionals.
- bring companionship, community, and purpose back to nursing home residents.

Thank you for your consideration of our request. If you should ever have an issue with a long-term care facility in your area, please know I am always at your service.

NHOA's mission is to improve the quality of care for residents of long term care facilities.

BOARD

Peter Brown
Sally Cammack
Paula DeBoor
Sandi DeFoor
H. "Gippy" Graham
Joe Graviss
Greg Hofelich
Stacia Kaufmann
Nancy Leonard
Larry Lewis
Barbara Patrick
Robynn Pease
John Rompf
Victoria Scarborough
Kathy Thompson
Richard Wehrle
Rod Wilson
Willa Woolfolk
Fr. William McDuffie,
Emeritus

Sherry Culp
Executive Director

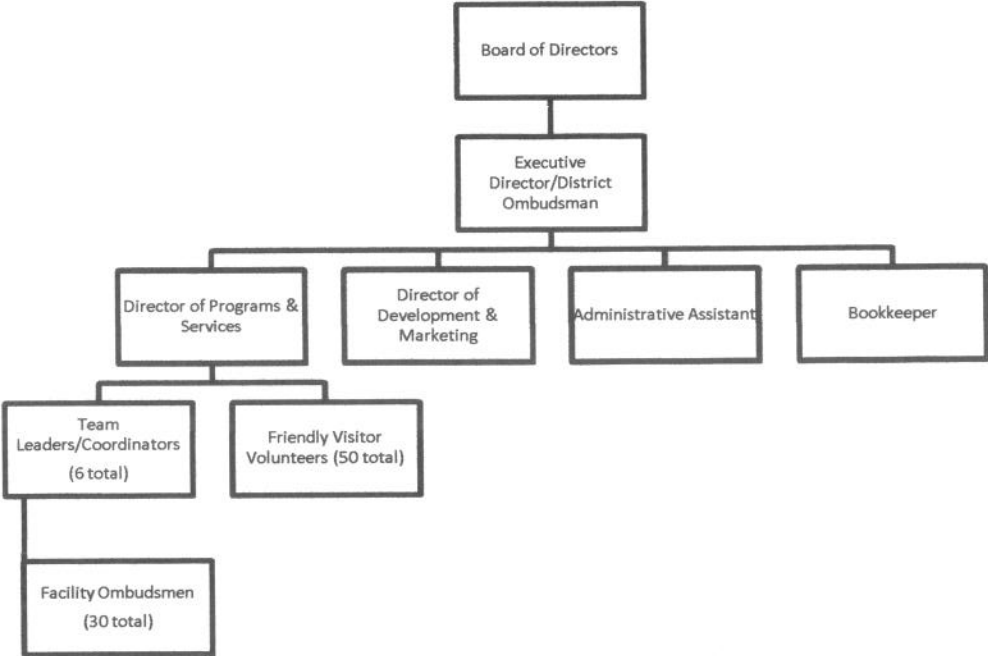
Senior Citizens' Center
1530 Nicholasville Rd.
Lexington, KY 40503
(859) 277-9215
(877) 787-0077 (toll free)
www.ombuddy.org



NURSING HOME OMBUDSMAN AGENCY OF THE BLUEGRASS

NHOA Organizational Chart

Mission: To improve the quality of care for residents living in long-term care facilities.



NHOA Budget FY 12-13

Income Source	Approved
Contributions	\$25,000
Memorials	\$2,500
Events	\$13,000
Grants/Foundations	\$30,000
Total all United Ways	\$105,587
Federal	\$71,101
State	\$94,762
Local governments	\$114,300
Miscellaneous & Investments	\$10,000
Grand Total Income	\$466,250
<p>Duration: Income sources grant annually to NHOA. There is no guarantee from one year to the next if NHOA will be funded. State funds are in 100% jeopardy and expected to end within 36 months due to Federal guideline changes.</p>	
Expenses	Approved
Staff	\$318,802
Benefits/Taxes	\$79,961
Professional Fees	\$5,500
Office Support (including rent \$3,386)	\$14,286
Program Support	\$31,100
Agency Support	\$16,601
Grand Total Expenses	\$466,250

Cash Flow Report
 NHOA OF THE BLUEGRASS INCOME REPORT
 from 07/01/2011 to 12/31/11

	Income Source	Approved FY '12	Actual Month Current 12/31/11	Actual YTD FY '12
	Public Support	\$40,011	6,615	13,875
	Contributions (20,731)		6300	13,010
	Memorial Corporations		315	865
	Special Events (50,000)		0	0
	Grants/Foundations	\$25,000	0	9,600
	Combined United Ways	\$132,000	1,125	48,871
	BG ADD	\$68,340	870	44,881
	LTC (CMP\$\$)	\$95,792	22,112	43,227
	Cities/Counties	\$101,284	19,608	52,717
	Miscellaneous Investments	\$10,000	765	3,748
	TOTAL	\$472,427	\$ 51,094	\$ 216,919

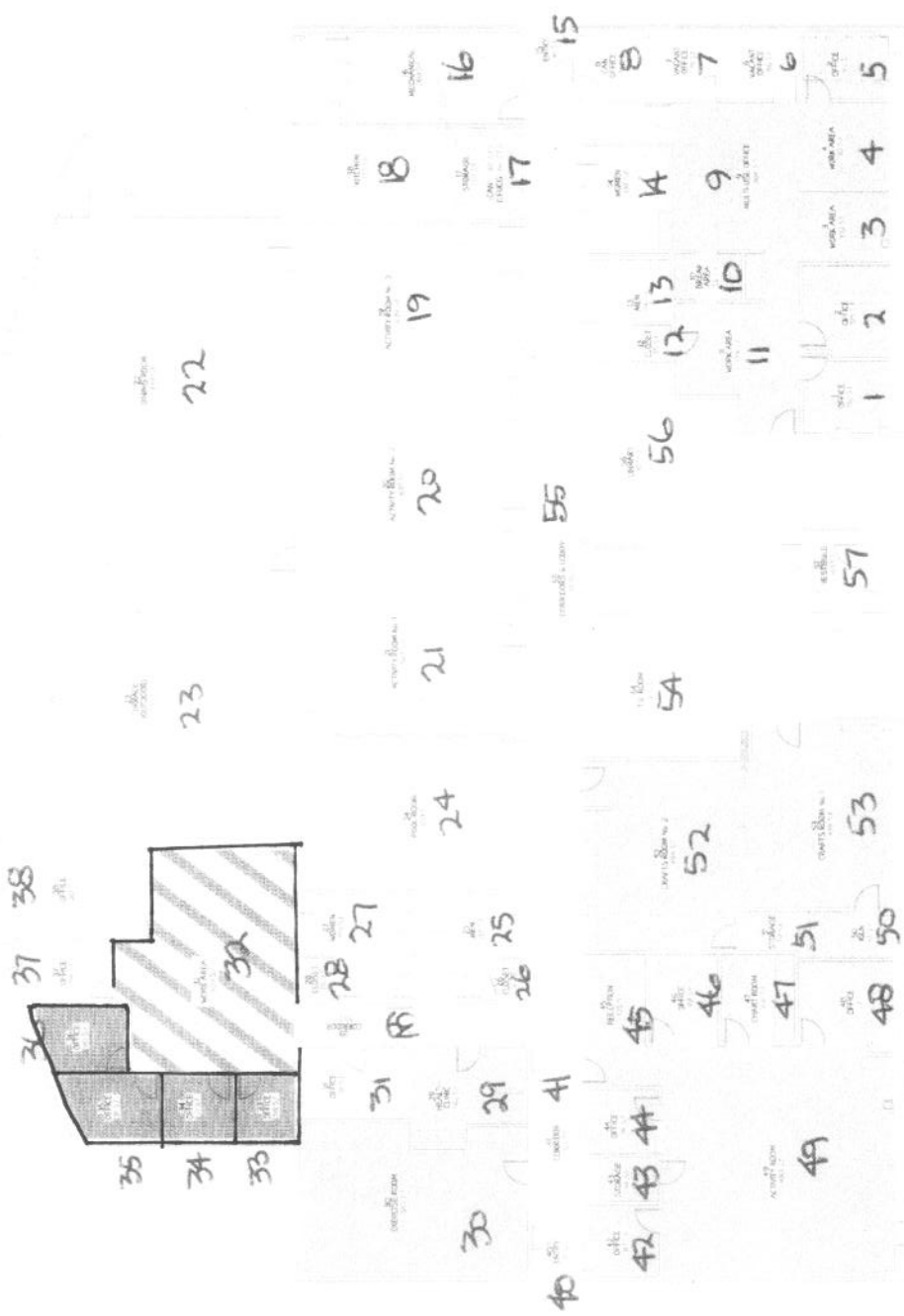
*totals do not equal 100% due to rounding

Cash Flow Report
 NHOA OF THE BLUEGRASS EXPENSE REPORT
 from 7/01/2011 to 12/31/11

Expenses	Approved FY '12	Actual Current Month 12/31/11	Actual YTD FY '12	Comments
Admin Staff 32%	\$136,218	11,352	68,109	
Facility Staff 31%	\$153,199	10,177	67,215	
Support Staff 12%	\$34,750	2,471	15,731	
Taxes and Benefits 7%	\$72,809	6,042	38,127	
Professional Fees 1%	\$7,000	77	3,378	*Audit
Office support (inc. new equipment) 3%	\$15,300	1,197	6,688	

Program Support 12%	\$35,550	3,470	18,699	
Agency Support 2%	\$17,601	1,093	10,996	*Moving Exp.
Total	\$472,427	\$ 35,878	\$ 228,944	

* totals do not equal 100% due to rounding
 **** Vendor we do our contract printing with started including postage into cost and not billing separately
 When we did budget we put postage under office support. This is why it is higher.



COLOR	TENANT	AREA
[Grid Pattern]	COMMUNITY CENTER	AREA 1
[Diagonal Lines]	ADULT DAY CENTER	AREA 2
[Unshaded]	WALKING WALK	AREA 3
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Senior Citizens Center