

council meetings. Ombudsmen attended over 3000 resident and family council meetings in FY06 and more than doubled the number of family council meetings attended.

PIONEER AND CULTURE CHANGE MOVEMENT

The Ombudsman program was awarded the 2006-2008 Pioneer Network Grant Award in the amount of \$300,000. The grant will continue to conduct four (4) "backyard" training sessions, provide resources for the development or enhancement of regional pioneer coalitions and/or Family Councils, promote public awareness efforts, enhance the Statewide Illinois Pioneer Coalition, and support the Annual Pioneer Summit. The 3rd Annual Culture Change Summit "Building Relationships: The Heart of the Matter" was held in Springfield. Over 200 individuals from a variety of disciplines attended this event which was sponsored by the Illinois Pioneer Coalition.

Illinois Department on Aging

421 East Capitol Avenue, #100
Springfield, Illinois 62701-1789

Illinois Department on Aging
Senior HelpLine
1-800-252-8966
1-888-206-1327 (TTY)

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, call the Senior HelpLine at, 1-800-252-8966, 1-888-206-1327 (TTY)

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State of Illinois
Rod R. Blagojevich, Governor

Illinois Department on Aging
Charles D. Johnson, Director



**Annual Report
FY 2006**

Illinois Department
 on Aging

FUNDING

In FY06, the budget for the Ombudsman Program totaled \$2,558,883. The largest portion of funds supporting the program (59% or \$1,499,631) was from federal sources. State funds made up 15% (\$391,000) while local funds made up the remaining 26% (\$668,252). There has been no substantial increase in federal funds for the Ombudsman Program since 2000.

For the fourth year and through a memorandum of understanding between the Illinois Department of Public Health and the Illinois Department on Aging, a renewal grant of civil monetary penalty funds was awarded to the Ombudsman program. CMP funds have continued to make a significant impact on the ombudsman program. The Ombudsman program received a 29% increase in the budget with the addition of the CMP funds.

RESPONSIBILITIES

A major change in the Ombudsman program came when the Department on Aging's General Counsel issued a legal opinion stating Ombudsmen are not indemnified when serving residents less than 60 years of age. The Ombudsman program continued to review this issue as there are no other advocacy groups who are required by law to serve this population on an individual basis. Other pressures continued on the program including the addition of over

6800 new beds being licensed in Illinois. Complaints addressed by ombudsmen increased by nearly 30% over the previous year.

TYPES OF FACILITIES SHIFTING

In FY06 there were 1,193 licensed nursing facilities in Illinois with 115,687 beds. There were 268 assisted living, supportive living, shared housing and sheltered care facilities with 19,610 beds. The number of beds in nursing facilities decreased by 905 beds from FY05 to FY06 while the number of beds in assisted living, supportive living, shared housing and sheltered care facilities increased by 1,250 beds in the same period.

SYSTEMIC ADVOCACY

The Office of the State Ombudsman began a statewide initiative to increase the Personal Needs Allowance (PNA). Ombudsmen collected over 31,000 signatures from residents of long term care facilities, their family members, staff and other concerned citizens calling upon our government officials to take action to increase the personal needs allowance from \$30/month to \$90/month. Ombudsmen and members of the Long Term Care Council followed up the petition drive by meeting with local legislators during Residents Rights Week in October.

TRAINING

The Office of the State Ombudsman held its first Statewide Ombudsman Conference attracting 140 ombudsmen and advocates. Highlights of the conference included nationally recognized speakers as well as a luncheon recognizing the efforts of the many volunteers who provide many hours advocating on behalf of long-term care residents.

Additionally, there was a large increase in continuing education sessions held for ombudsmen over the previous year (100 additional trainings in FY06).

ILLINOIS LONG TERM CARE COUNCIL

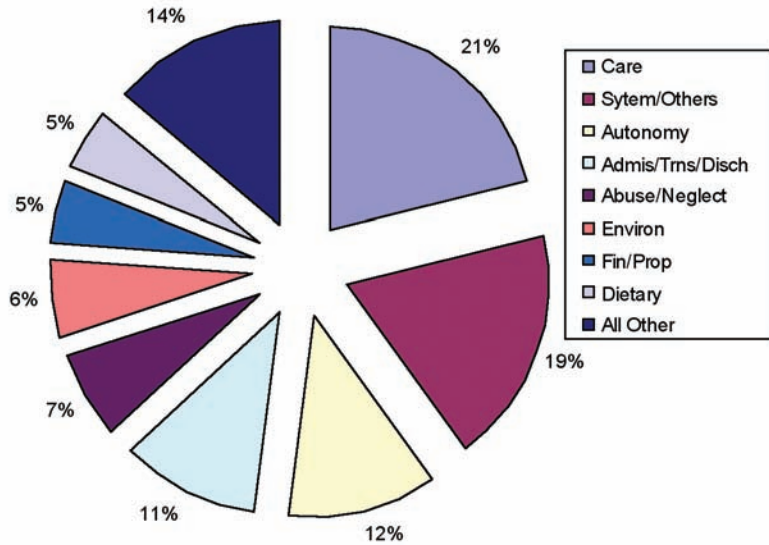
The Illinois Long Term Council remained a strong outlet for the Ombudsmen to work with other advocates and hear from consumers on issues affecting residents in long term care facilities. The advocacy workgroup of the council gained strength and began to look at the issue of ombudsmen program funding and an increase in the personal needs allowance.

FAMILY AND RESIDENT COUNCIL DEVELOPMENT

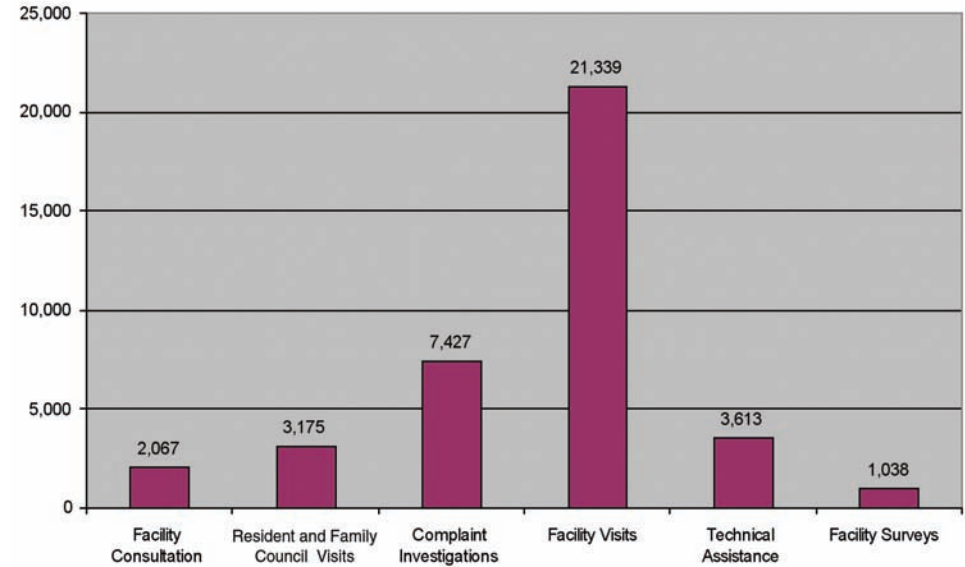
The Ombudsman program continued its efforts to support in the development of new family councils and to attend more resident

Long Term Care Ombudsman Program - 2006 Data

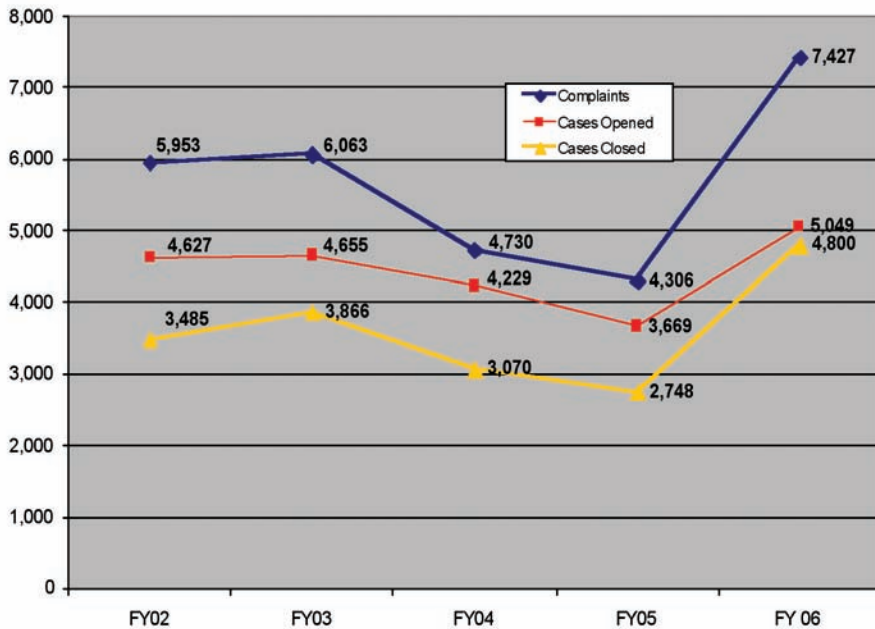
**Analysis of Complaints
FY06
N = 7,427**



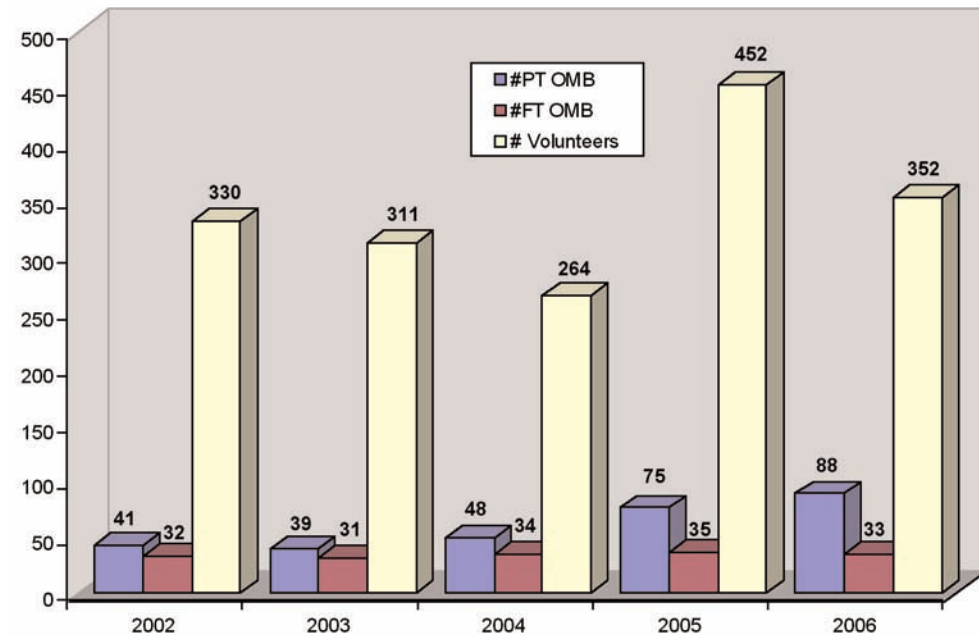
**Number of Activites and Services Performed
FY 06**



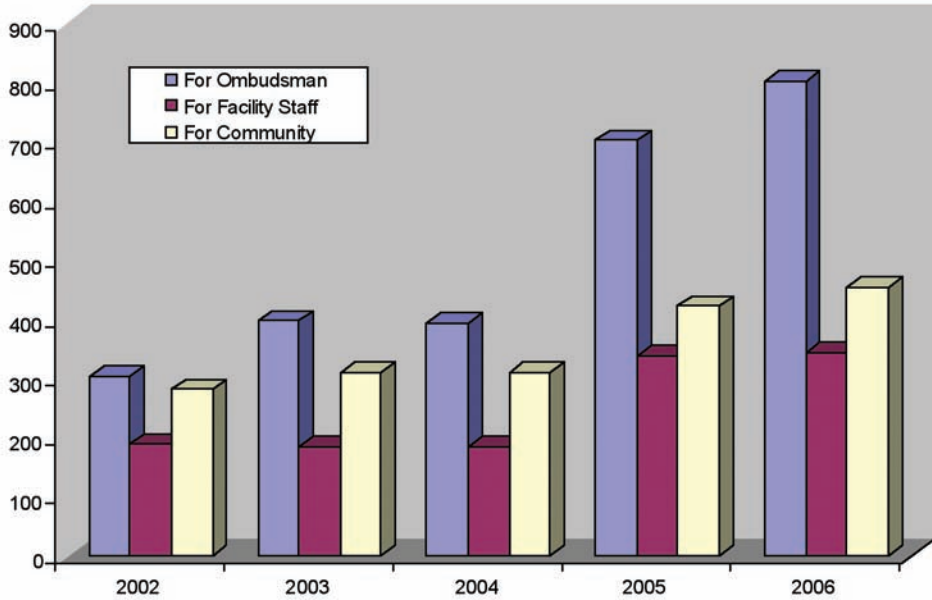
**Comparison Chart
Cases and Complaints FY02 - FY 06**



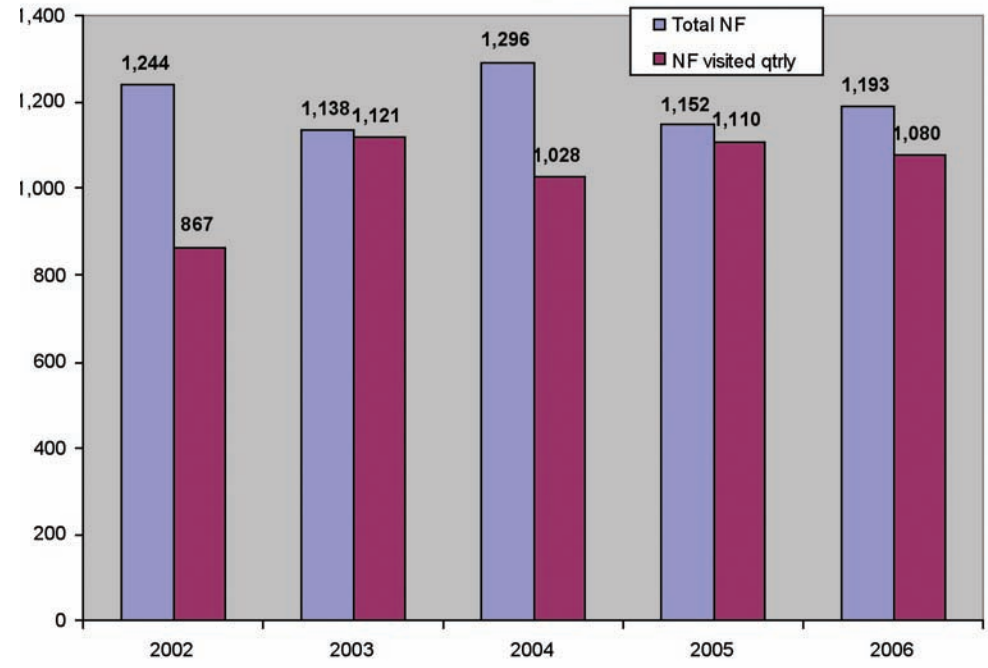
**Number of Ombudsmen
FY02 - FY06**



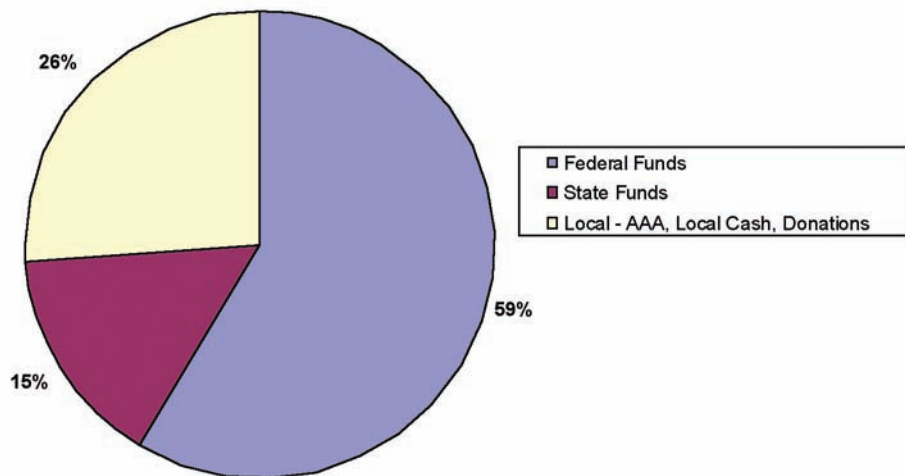
**Continuing Education Sessions held by Regional Ombudsman Programs
FY02 - FY06**



**Nursing Facilities Visited Quarterly
FY02 - FY06**



**FY 06 Funding by Source
Total = \$2,558,883**



**Resident vs Family Council Meetings Attended
FFY02 - FFY06**

