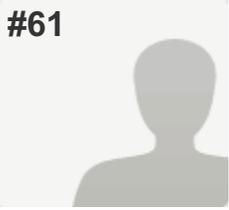


#61

**COMPLETE****Collector:** Web Link 1 (Web Link)**Started:** Monday, December 28, 2015 10:20:47 AM**Last Modified:** Monday, December 28, 2015 12:34:02 PM**Time Spent:** 02:13:14**IP Address:** 23.25.96.145

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<b>Q1: Name of your organization.</b>	Jefferson Area Board for Aging ("JABA")
<b>Q2: Grant #</b>	20140820
<b>Q3: Grant Period</b>	December 1, 2014 - November 30, 2015
<b>Q4: Location of your organization</b>	
City	Charlottesville
State	Virginia
<b>Q5: Name and Title of person completing evaluation.</b>	Lindy Auberry, Grants and Special Projects Coordinator
<b>Q6: Phone Number:</b>	434.817.5247
<b>Q7: Email address.</b>	lauberry@jabacares.org

PAGE 2: Key Outcomes and Results

**Q8: Total number of clients served through this grant funding:**

With the generous support of the S.L. Gimbel Foundation Fund this past year, JABA's Long-Term Care Ombudsman Program ("LTCOP") continued to provide advocacy and direct services to some of our area's most vulnerable elders. JABA's LTCOP serves 11 nursing homes, 19 assisted living facilities, two adult day care facilities and the Blue Ridge PACE (Program of All-inclusive Care for the Elderly). These facilities are spread out over 2,168 square miles (city of Charlottesville, plus Albemarle, Fluvanna, Greene, Louisa and Nelson counties). Overall, our LTCOP served 4,033 individuals in central Virginia during the grant period, up from 3,293 during the previous year. Most of these clients live in long-term care facilities, although some receive LTC in community settings.

**Q9: Describe the project's key outcomes and results based on the goals and objectives:**

Objective #1: Identify, investigate, and work to resolve 80 complaints made by or on behalf of long-term care recipients.

Result: A complaint is defined as a concern brought to or initiated by an Ombudsman in which the Ombudsman is actively involved in working to resolve. Between December 1, 2014 and November 30, 2015, the Ombudsman program resolved 355 complaints. Much of this increase is a result of having more Volunteer Ombudsmen participating in our LTCOP (see Objective #3 below). As volunteers develop relationships with residents at LTC facilities, residents feel more comfortable in sharing information about difficulties they are experiencing, and in seeking resolution to these issues.

Objective #2: Provide information, consultation and community education to 320 residents, family members, members of the public, long-term care providers, hospitals and social service agencies.

Result: Consultations are incidents of service during which a LTCO advises, performs research, or provides educational materials to a person or facility. JABA's professional staff manages the majority of consults, but some are handled by Volunteer Ombudsmen. Between December 1, 2014 and November 30, 2015, JABA's Ombudsman Program provided consultation and education to 349 individuals, long-term care facilities, care providers, and agencies.

Objective #3: Increase the number of Volunteer Ombudsmen from 7 to 14 people, resulting in a total of 2,880 hours of direct advocacy services, a 100% increase over the current year.

Result: During the grant period, the LTCOP trained two classes of new Volunteer Ombudsmen ("VOs"). The 2015 trainings were held in April and September. They resulted in an increase from 7 to 28 Volunteer Ombudsmen, twice the number of VOs we anticipated. The reason for this jump in volunteers is due to increased advertising made possible by the Gimbel grant. Through a combination of radio and print ads, our recruitment efforts were much more successful than in previous attempts.

Volunteer Ombudsmen provided 2,517 hours of advocacy services during the grant period, a few hundred hours below our goal of 2,880 hours. This was largely due to the timing of our twice-yearly training sessions. The second training occurred in September 2015, only two months prior to the end of the grant period. Volunteers were immediately placed in LTC facilities after their training, but there was not enough time to demonstrate the significant increase in monthly VO hours that we expect to see going forward.

It is important to note that the increase in total Volunteer Ombudsmen also increased the number of facilities we were able to serve. VOs are assigned to LTC facilities where they are expected to spend at least 4 hours per week and visit each resident. Depending on their size, some facilities have two or more VOs; alternately, some VOs visit more than one facility. On December 1, 2014, we had Volunteer Ombudsman stationed in 12 of the 28 facilities we serve throughout central Virginia. By November 30, 2015, the number of facilities had risen to 21.

Objective #4: Create and print written materials to distribute at hospitals and other locations to increase awareness of the protections offered by the Ombudsman Program to a growing number of individuals receiving community-based care at home.

Result: Between December 1, 2014 and November 30, 2015, we created 500 informational brochures and 2,000 residents' rights cards to distribute to long-term care facilities, hospitals, doctors' offices and community agencies.

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**Q10: Please describe any challenges/obstacles the organization encountered (if any) in attaining goals & objectives.**

As noted above, one of our goals was to increase the number of Volunteer Ombudsmen from 7 to 14 people. The actual increase of Volunteer Ombudsmen was 28 individuals, which allowed us to increase the number of facilities in which we could place VOs from 12 to 21. This greatly enhanced our "eyes and ears" in area long-term care facilities. As a result, we received 355 complaints, more than anticipated. As volunteers log in more hours in the future, we expect the number of complaints to increase. Although it may be difficult for LTCO staff members to address this increase in complaints, we believe this is a good "problem" to have – we want to serve clients' needs and give them a voice.

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**Q11: How did you overcome and/or address the challenges and obstacles?**

In order to meet the increased demand for assistance, we had to find new ways to maximize the effectiveness of LTCO paid staff. To this end, we are utilizing a couple of Volunteer Ombudsmen to assist us with administrative and office tasks so that staff members can focus more on clients. We have also identified a small group of experienced Volunteer Ombudsmen who will assist staff with certain types of complaints. In the past, handling complaints was almost solely performed by LTCO staff members.

**Q12: Describe any unintended positive outcomes as a result of the efforts supported by this grant.**

The effectiveness of the LTCO program depends on having strong relationships with the administration and staff of each LTC facility. The regular presence of an Ombudsman (most practically achieved through volunteers) in a LTC facility significantly enhances communication and constructive working relationships that promote problem-solving and overall quality of care and quality of life for residents. Both for the individual resident raising the concern, as well as for other current and future residents, the building of these relationships is essential.

An unexpected positive result of this grant was discovering that, as new VOs are placed in facilities to which we never had VOs assigned, and as additional VOs are placed in facilities in which we had previously had an insufficient number of VOS to serve the residents, we are developing more open and closer relationships with the administration and staff of these facilities.

**Q13: Briefly describe the impact this grant has had on the organization and community served.**

Due to the increase in Volunteer Ombudsmen, we have greatly expanded our capacity to meet and talk with long-term care residents, to assist them with their LTC-related issues, and to educate staff and the public on the LTCO Program and on long-term care topics in general. In addition, experienced Volunteer Ombudsmen are able to handle certain cases and consults, allowing paid staff members to handle more cases, and perform more education and outreach in the community.

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**PAGE 3: Budget**

**Q14: Please provide a brief narrative on how the funds were used to fulfill grant objectives.**

Salaries and Benefits: \$13,150 budgeted; \$13,150 spent

The Gimbel grant paid a portion of total staff salaries/benefits. The final total expense for staff salaries/benefits during the grant period was \$83,407.02. At the time of the grant request, Mary Rafaly's hours were 25 hours per week; she currently works 30 hours per week in order to meet a growing caseload. Therefore, total salaries/benefits are higher than originally estimated.

Marketing and Awareness: \$4,550 budgeted; \$4,601 spent

Marketing expenses were the single biggest budget item in the Gimbel grant award, and also had the most significant impact on JABA's LTCOP. Recruitment of Volunteer Ombudsman was twice the amount anticipated (21 VOs actually recruited vs. 7 new VOs anticipated). This was due almost exclusively to the success of a series of radio and print advertisements that definitely "got the word out" about the need for LTC Volunteer Ombudsmen. In the end, somewhat less money was spent on print ads (\$3,150 budgeted; \$2,426 spent) and more was spent on radio ads (\$480 budgeted; \$999 spent).

Another major initiative made possible by the Gimbel grant was the creation of large easy-to-read banners with the headings, "Get to Know Your JABA Ombudsmen – Know Your Residents' Rights – Call JABA If You Have Questions or Concerns" etc. One banner is placed prominently at each of the LTC facilities that JABA serves. Each 14 x 24 inch banner is made of sturdy plastic to last a long time. Large photos of JABA's two LTCO staff members are affixed to the bottom of each banner, along with a photo of the Volunteer Ombudsman who serves that specific facility. As Volunteer Ombudsmen change, photos can be updated without having to replace the banners. As residents at a facility see the banner and photos, they become more familiar and comfortable with knowing who they can turn to for assistance. Although the setup costs for this project were somewhat high, we have already received much favorable feedback about the banners (\$395 budgeted; \$938 spent).

## S.L. Gimbel Foundation Fund

Other marketing and awareness expenses were for the printing of handouts (some of which were printed in-house to save money), and the purchase of a residents' rights teaching game (\$525 budgeted; \$236.99 spent).

The total marketing and awareness budget in the Gimbel grant award was \$4,550; the total amount spent was \$4,600.56.

Supplies and Equipment: \$550 budgeted; \$792 spent

With support provided by the Gimbel grant, we were able to purchase a year's worth of program supplies, including materials with which we trained 21 new Volunteer Ombudsmen. Final total supplies expense was \$442.87; final equipment expense was \$349.00. The total charge for supplies/equipment was \$791.87.

Transportation: \$3,000 budgeted; \$2,862 spent

JABA's LTCOP serves 11 nursing homes, 19 assisted living facilities, two adult day care facilities and the Blue Ridge PACE (Program of All-inclusive Care for the Elderly.). These facilities are spread out over five counties and the city of Charlottesville, covering a total of 2,168 square miles. The confidential nature of our work requires visits to the LTC recipients we serve. In addition to LTC facility visits, we also make regular visits to each jurisdiction's social services agencies and local hospitals.

When asked to provide additional information for certain budget items in September 2014, JABA broke out total mileage charges into subcategories under "Professional Training" (mileage to attend trainings) and "Marketing & Awareness" (mileage to distribute brochures/banners). In retrospect, it would have been better for JABA to keep all mileage expenses under the main heading of "Transportation" (our original intent), in order to simplify tracking. As such, the total transportation/mileage reimbursement charges during the grant period were \$2,862.37, slightly under budget.

Professional Training: \$2,000 budgeted; \$1,714 spent

With the support of the Gimbel grant, LTCO staff members were able to attend major training conferences which helped them maintain high professional standards and stay current with state and national changes that directly affect our clients. Professional conferences attended were: State LTCO Conference; Virginia Coalition for Prevention of Elder Abuse Conference; National Consumer Voice for Quality LTC Conference; Central and Western Virginia Alzheimer's Association Education Conference; and the Virginia Department of Social Services Volunteerism & Service Conference. The latter two conferences were added to the schedule after the Gimbel grant was awarded because of their significance in helping staff work more successfully with clients and volunteers. The total charge for conference attendance was \$1,383.55

JABA also requested funds to support training of Volunteer Ombudsmen in two settings: (1) twice-yearly VO training; and (2) ongoing monthly informational meetings for all current VOs. Total expense to support these training activities was \$330.00, most of which went towards providing beverages and light snacks to volunteers.

In sum, the total for all training (professional training for staff members and VO training) was \$1,713.55, slightly less than budgeted.

All Grant-Related Budget Totals: \$23,250 budgeted; \$23,118 spent

For all grant categories combined, there was a \$131.65 shortfall in the amount spent. In the addendum being emailed c/o grant-info@thecommunityfoundation.net, expenses are documented either as general ledger totals or as receipts/invoices.

**Q15: Please relate a success story:**

Mrs. C. is a long-time resident of a local Assisted Living Facility (ALF) who has some degree of dementia and other health issues. In the spring of 2015, she developed complications from a virus, and was sent to a nursing home to receive therapy and regain her strength. After therapy was completed, Mrs. C. returned to her ALF. Because she remained in a weakened condition, Mrs. C. needed more help with her activities of daily living than she had before her illness.

Through his weekly visits, Al, one of JABA's Volunteer Ombudsmen, had gotten to know Mrs. C. He noticed her absence and met with her after she returned to the ALF to see how she was doing and whether her needs were being met. Mrs. C. revealed that she required more assistance than she had before her recent illness. Specifically, she was unsteady on her feet and needed assistance with going to the bathroom at night.

Mrs. C. told Al that she loved living at the ALF and had many friends there. Yet, she was afraid to ask for more help from staff because they might think that her needs were too great for the type of facility she was living in. Bottom line, she feared that asking for more assistance would lead to her being discharged from the facility, her only viable home. Over several visits, Al assured Mrs. C. that it was important to speak up in order to get the care she needed, and she ultimately agreed to raise the issue with staff. With Al's support, Mrs. C. explained her concerns to the facility's administrator and the director of nursing, who revised her care plan to account for her new needs. Mrs. C. remains living happily at the facility to this day.

Like Mrs. C., residents of long-term care facilities can be afraid to bring up care issues because these facilities are the only places they can call home. Due to her dementia and resulting emotional fragility, Mrs. C. would probably never have spoken up about her needs to the ALF staff if it had not been for our Volunteer Ombudsman. VOs develop relationships – and most importantly, trust – with LTC facility residents over time. Residents become comfortable in sharing their needs and concerns with VOs, and gain confidence to voice these concerns directly with administrators and nursing staff.

**Q16: Please relate a success story here:**

*Respondent skipped this question*

**Q17: Please relate a success story here:**

*Respondent skipped this question*

**PAGE 5: Organizational Information**

**Q18: Which category best describes the organization. Please choose only one.**

Senior Citizen Support

**Q19: What is the organization's primary program area of interest?**

Elder Care

**Q20: Percentage of clients served through grant in each ethnic group category. Total must equal 100%**

*Respondent skipped this question*

**Q21: Approximate percentage of clients served from grant funds in each age category.**

*Respondent skipped this question*

**Q22: Approximate percentage of clients served with disabilities from grant funds.**

*Respondent skipped this question*

**Q23: Approximate percentage of clients served in each economic group.**

*Respondent skipped this question*

**Q24: Approximate percentage of clients served from grant funds in each population category.**

*Respondent skipped this question*