

Subject Ombudsman for Long-Term Care

Authors Clardy

Analyst Danyell A. Punelli

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Summary

This bill appropriates \$1,744,000 in fiscal year 2024 and \$2,049,000 in fiscal year 2025 from the general fund to the commissioner of human services for additional staff and associated costs in the Office of Ombudsman for Long-Term Care. Requires the additional staff to include ten full-time regional ombudsmen, two full-time supervisors, and five additional full-time support staff.

The Office of Ombudsman for Long-Term Care is an office within the Minnesota Board on Aging. The office is responsible for:

- gathering information and evaluating any act, practice, policy, procedure, or administrative action of a long-term care facility, acute care facility, home care service provider, or government agency that may adversely affect the health, safety, welfare, or rights of any client;
- mediating or advocating on behalf of clients;
- monitoring the development and implementation of federal, state, or local laws, rules, regulations, and policies affecting the rights and benefits of clients;
- commenting on and making recommendations to public and private agencies regarding laws, rules, regulations, and policies affecting clients;
- informing public agencies about the problems of clients;
- providing for training of volunteers and promoting the development of citizen participation in the work of the office;
- conducting public forums to obtain information about and publicize issues affecting clients;
- providing public education regarding the health, safety, welfare, and rights of clients; and
- collecting and analyzing data relating to complaints, conditions, and services.