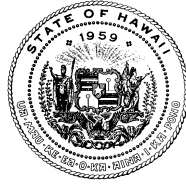


DAVID Y. IGE
GOVERNOR OF HAWAII



TERRI BYERS
DIRECTOR

VIRGINIA PRESSLER, M.D.
DIRECTOR OF HEALTH

STATE OF HAWAII
EXECUTIVE OFFICE ON AGING
NO. 1 CAPITOL DISTRICT
250 SOUTH HOTEL STREET, SUITE 406
HONOLULU, HAWAII 96813-2831
eoa@doh.hawaii.gov

Testimony COMMENTING on SB0530, SD2
Making an Appropriation for the Office of the Long Term Care Ombudsman Program

COMMITTEE ON HUMAN SERVICES
REPRESENTATIVE DEE MORIKAWA, CHAIR
REPRESENTATIVE CHRIS TODD, VICE CHAIR

COMMITTEE ON HEALTH
REPRESENTATIVE DELLA AU BALATTI, CHAIR
REPRESENTATIVE BERTRAND KOBAYASHI, VICE CHAIR

Testimony of Terri Byers
Director, Executive Office on Aging
Attached Agency to the Department of Health

Hearing Date: March 17, 2017, Room Number: 329
9:30 a.m.

- 1 **Office Testimony:** The Executive Office on Aging (EOA) would like to provide comments on
- 2 SB0530, SD2. We support the intent of this measure provided that its enactment does not reduce
- 3 or replace priorities within the Administration's executive biennium budget.
- 4 **Fiscal Implications:** This measure appropriates funds for the Long Term Care Ombudsman
- 5 Program (LTCOP) to include a position on Oahu and contracted services on the neighbor islands.
- 6 **Purpose and Justification:** EOA notes that funding for the LTCOP is a priority of the Ige
- 7 Administration. Governor David Ige's Executive Biennium Budget proposes a \$100,000
- 8 appropriation for the LTCOP. It would provide for three \$25,000 neighbor island contracts to
- 9 support long term care facility visits, counseling and/or investigating complaints, volunteer

1 coordination activities and trainings and \$25,000 for program operating expenses (e.g. travel,
2 mileage, postage, etc.).

3 The Long Term Care Ombudsman Program (LTCOP) is operated within the Executive Office on
4 Aging, the designated State Unit on Aging and recipient of Older American's Act grant funding.
5 Title VII of the Older American's Act, the LTCOP, partially funds two positions within the
6 Executive Office on Aging. One position functions as the State Long Term Care Ombudsman
7 and the other as the LTCOP volunteer coordinator. As the Title VII grant award is minimal, the
8 Executive Office on Aging uses other resources to offset the salaries of the two positions and
9 provide for a small operating budget.

10 With limited program resources, our LTCOP does not meet national standards/requirements.

11 Should there be a surplus of funds available to fund a full time State civil service LTCOP staff
12 position for Oahu that is not a part of the Governor's budget request, we would be supportive as
13 it will improve the efficiency of the LTCOP and better meet national requirements. Additional
14 funding will enable us to better secure the safety of older adults in Hawaii's care facilities.

15 EOA continues to examine ways to improve the efficiency of the LTCOP and meet federal
16 program requirements. Without additional funding, the LTCOP will continue be out of
17 compliance with federal mandates.

18 **Recommendations:** We support advancing this bill provided that its enactment does not reduce
19 or replace priorities within the Administration's budget request.

20 Thank you for the opportunity to testify.

Committee on Human Services

Rep. Dee Morikawa, Chair
Rep. Chris Todd, Vice Chair

Committee on Health

Rep. Della Au Belatti, Chair
Rep. Bertrand Kobayashi, Vice Chair

SB 531, SD2 Making an Appropriation for the
Office of the Long-Term Care Ombudsman Program

Conference Room 329, 9:30 a.m.
March 17, 2017

Testimony of John G. McDermott, LSW, ACSW, M.Div.
State Long Term Care Ombudsman
In strong support of SB 530

Purpose of SB530 SD2: To **restore** the Ombudsman Specialist for Oahu – which was established by the Legislature in 1979 – and to provide funding to contract three part-time Ombudsmen for Kauai, Maui and Hawaii counties.

Good morning, Chairs Morikawa and Belatti, Vice Chairs Todd and Kobayashi and members of the joint committees,

My name is John G. McDermott and I have been the State Long Term Care Ombudsman (SLTCO) since August 4, 1998 (almost 19 years). In 1975 Hawaii was one of the first states to initiate the *Nursing Home Ombudsman Demonstration Pilot*. At that time nursing homes (NH) were the only long term care facilities around. Now in Hawaii we also have assisted living facilities (ALF), adult residential care homes (ARCH), expanded adult residential care homes (E-ARCH) and community care family foster homes (CCFFH).

Because of its success, in 1978 the Older Americans Act (OAA) was amended to require that all states have an Office of the Long Term Care Ombudsman Program. In 1979 HRS 349 was amended to conform with federal law and finally in 2007 section 21-25, part III was added to HRS 349 officially establishing in Hawaii an Office of the Long Term Care Ombudsman Program.

While federal and state law requires an Office of the Long Term Care Ombudsman Program, there are no staffing requirements. It's clear, however, one SLTCO cannot provide "timely and regular access to the LTCOP services" for the current 12,340 long term care residents in Hawaii - as the law requires. Hawaii is now the ONLY state with only ONE ombudsman to meet the needs of this federally and state mandated Program.

The National Institute of Medicine's 1995 report, *"Real People, Real Problems: An Evaluation of the Long-Term Care Ombudsman Programs of the Older Americans Act"* recommends **at a minimum** 1 ombudsman per 2,000 residents.

- Hawaii has 1 ombudsman per 12,340 residents.

- National average is 1 ombudsman to 2,208 beds.

This study was done at a time when most residents were in nursing homes. Today's residents live in many different types of facilities (and in Hawaii on 6 different islands) so the logistics are more complicated and require greater staffing.

The OAA mandates all residents *"have regular and timely access to the LTCOP services."* AOA/Administration on Community Living (ACL) interprets this as "every resident is visited quarterly." Our 12,340 residents currently live in 1,702 facilities. A quarterly visit would require **28 facility visits a day!**

Kauai has 5 NHs, 1 ALFs, 19 CCFFHs and 15 ARCHs or 40 LTC facilities with 601 beds. The current annual cost to make quarterly visits to Kauai is \$16,800.

Maui has 4 NHs, 1 ALFs, 50 CCFFHs and 15 ARCHs or 70 LTC facilities with 808 beds. The current annual cost to make quarterly visits to Maui is \$25,200.

Hawaii has 9 NHs, 1 ALFs, 125 CCFFHs and 52 ARCHs or 187 LTC facilities with 1,676 beds. The current annual cost to make quarterly visits to Hawaii is \$64,800.

Oahu has 32 NHs, 11 ALFs, 951 CCFFHs and 411 ARCHs or 1,405 LTC facilities with 9,255 LTC beds. The current annual cost to make quarterly visits to Oahu depends on the price of gas so hard to calculate but high.

The total travel costs alone to the Neighbor Islands are approximately \$106,800 and would require 1,892 trips. My total operating budget is only \$30,400. Also please note Neighbor Island residents pay the same federal and state taxes as Oahu yet they have never had the same "regular and timely access to services" provided by the LTCOP.

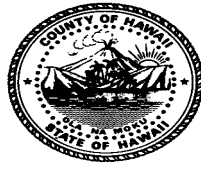
It should be clear to everyone this Program has never been adequately funded or staffed and this must be corrected. In the recent reorganization of the Executive Office on Aging the Ombudsman Specialist position for Oahu was eliminated making my job impossible. Little thought was given as to how this would impact our seniors or the effectiveness of this Program.

The LTCOP tries to protect our most vulnerable, and often hidden from sight, kupuna. It should not be confused with Adult Protective Services or the Department of Health licensing agency. APS only investigates cases of abuse or neglect and they have a screening process to weed out callers. DOH focuses mostly on annual inspections and then they are gone. Yes, they also investigate complaints but only the LTCOP is there to prevent problems, to work with residents, family and staff to make the facility better, to provide support and protection to the residents, as well as investigating complaints, by visiting at least once a quarter.

Please support this bill.

Mahalo for giving me this opportunity to testify.

Harry Kim
Mayor



C. Kimo Alameda, Ph.D.
Executive on Aging

County of Hawaii OFFICE OF AGING

Aging and Disability Resource Center, 1055 Kino'ole Street, Suite 101, Hilo, Hawai'i 96720-3872
Phone (808) 961-8600 • Fax (808) 961-8603
West Hawai'i Community Center, 74-5044 Ane Keohokālole Highway, Kailua-Kona, Hawai'i 96740
Phone (808) 323-4390 • Fax (808) 323-4398

TO: Committee on Health
Rep. Della Au Belatti, Chair
Rep. Bertrand Kobayashi, Vice Chair

FROM: C. Kimo Alameda, PhD.
Executive on Aging

DATE: March 15, 2017

SUBJECT:

Aloha,

Our island has 187 long term care facilities and growing as the senior population is growing. These numbers are actually a year old so may already have grown a bit. Over the 18 years that John McDermott has been the statewide ombudsman, he's had about a dozen volunteers on Hawaii island but currently just one - Ron Ueoka, assigned to Life Care Center of Hilo. He lives one block away so very convenient for him. Unfortunately he's not interested in taking on a second facility. He's a volunteer and volunteers are GREAT but they are no substitute for a paid position.

The Neighbor Islands have always had to wait for the state ombudsman (John) to find the time and money to visit our County. Right now the bill is asking \$25,000 for a contracted part-time worker per 3 Neighbor Island counties but a full-time position is really we need to make this federally and state mandated Program work--but I know the State Ombudsmen would be happy with a half-time for now. We appreciate your continual support.

Sincerely,

A handwritten signature in blue ink, appearing to read "C. Kimo Alameda", on a light-colored rectangular background.

C. Kimo Alameda, PhD
Office of Aging, Executive



todd2 - Chloe

From: webmaster
Sent: Thursday, March 16, 2017 12:21 PM
To: HUS testimony
Cc: adrc-iandr@hcoahawaii.org
Subject: FW: SB 530 SD2 Making an Appropriation for the Office of the Long-Term Care Ombudsman Program

[Forwarding to HUS testimony](#)

From: Wesley H. Tanigawa [mailto:adrc-iandr@hcoahawaii.org]
Sent: Thursday, March 16, 2017 11:48 AM
To: webmaster <webmaster@Capitol.hawaii.gov>
Cc: Nicolas Los Banos <nlosbanos@gmail.com>; Jolean Yamada <adrc-ianda@hcoahawaii.org>; 'Bratton, Alice' <alice.bratton@hawaiiicounty.gov>
Subject: SB 530 SD2 Making an Appropriation for the Office of the Long-Term Care Ombudsman Program

March 16, 2017

To: Committee on Human Services

Rep. Dee Morikawa, Chair

Rep. Chris Todd, Vice Chair

Committee n Health

Rep. Della Au Belatti, Chair

Rep: Bertrand Kobayashi, Vice Chair

From: Wesley Tanigawa

Hawaii County Office of Aging

Purpose of SB530 SD2: To restore the Ombudsman Specialist for Oahu – which was established by the Legislature in 1979 – and to provide funding to contract three part-time Ombudsmen for Kauai, Maui and Hawaii counties.

I work with the Hawaii County's Office of Aging as an Aging and Disability Specialist and provide guidance and advocacy to senior citizens and people with disabilities to the various benefits and resources on the state and

county level. Many of our seniors in nursing homes and in need of adequately managed nursing homes would be at serious risk if this bill is not funded. I strongly urge your support for SB350 SD2.

You may contact me at 938-2913 if you have further questions.

Sincerely,

Wesley Tanigawa



AMERICANS FOR DEMOCRATIC ACTION

OFFICERS	DIRECTORS			MAILING ADDRESS
John Bickel, President	Guy Archer	Chuck Huxel	Stephen O'Harrow	PO. Box 23404
Alan Burdick, Vice President	Fritz Fritschel	Jan Lubin	George Simson	Honolulu
Marsha Schweitzer, Treasurer		Jenny Nomura	Emmanuel Zibakalam	Hawai'i 96823
Karin Gill, Secretary				

March 14 , 2017

TO: Honorable Chairs Morikawa and Au Belatti and Members of the HUS and HLT Committees

RE: SBS 530 SD2 MAKING AN APPROPRIATION FOR THE OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM.
Support for Hearing March 17

Americans for Democratic Action is an organization founded in the 1950s by leading supporters of the New Deal and led by Patsy Mink in the 1970s. We are devoted to the promotion of progressive public policies.

We support SB 530 SD2 as it would provide for funding for ombudsman for Long-term Care Program

As the preamble of the bill states: "the Institute of Medicine recommended a minimum staffing ratio of one full-time paid ombudsman for every two thousand long-term care residents. Currently, Hawaii has over twelve thousand long-term care residents, most of whom live in the community rather than in nursing homes." As residential nursing homes are expensive and often less desired by senior citizens, we should do all we can to support people staying in their own homes or smaller home-care facilities. Yet these will only be good options if care-givers are accountable. Having a funded ombudsman is a smart part of making that happen.

Thank you for your consideration.

Sincerely,

John Bickel
President



The House
Committees on Human Services and Health
Friday, March 17, 2017
9:30 a.m.
Conference Room 329

RE: SB 530, SD2 RELATING TO AN APPROPRIATION FOR THE OFFICE OF LTC OMBUDSMAN PROGRAM

TO: Representative Dee Morikawa, Chair
Representative Della Au Belatti, Chair

AARP is a membership organization of people age fifty and over with nearly 150,000 members in Hawaii. AARP advocates and provides information on issues that matter to our kupuna and their families, including affordable, accessible, quality health care, financial resiliency, and livable communities

AARP Hawaii testifies in **strong support** of SB 530, SD 2 to appropriate funding to the Office of the Long Term Care Ombudsman.

This office is grossly understaffed to respond and investigate complaints and concerns of long term residents who reside in Hawaii's long term care facilities. There is currently one ombudsman and eight ombudsman volunteers responsible to visit residents in Hawaii's 1,702 facilities which include adult residential care homes, foster care homes, assisted living and nursing homes. This breaks down to 1,405 long term care facilities on Oahu, 40 on Kauai, 70 on Maui and 187 facilities on the Big Island of Hawaii. It takes a herculean effort to provide regular visitation and timely response to these residents' concerns and needs. With over 12,000 residents in our long term care residential facilities, there should be six full time ombudsmen based on the minimum staffing ratio of 1 ombudsman to every two-thousand residents according to the 1995 Institute of Medicine's recommendation.

The requested appropriation provides the necessary funding for one full time program specialist for Oahu, and allocates resources for contracted services through the Office of Long Term Care Ombudsman in the counties of Hawaii, Kauai and Maui. Thank you for the opportunity to testify.

Capt. T. J. Davies, Jr. (Ret.)
909 Kapiolani Blvd # 601
Honolulu, HI 96814-2132
tjdavies@juno.com
808-593-1026

21 February 2017

To: Committee on Human Services, Rep. Dee Morikawa, Chair, Rep. Chris Todd, Vice Chair
Committee On Health, Rep. Della Au Belatti, Chair, Rep. Bertrand Kobayashi, Vice Chair

Date: Friday, March 17, 2017, 9:30 a.m., Room 329

Re: SB 530, SD1, Appropriation for the Office of the Long-Term Care Ombudsman Program.

Chairs Morikawa & Belatti, Vice Chairs Todd & Kobayashi, and members of the committee:

My name is T. J. Davies Jr. I am 82 years old, retired and live in Kakaako. I am writing in STRONG SUPPORT of SB 530, Appropriation for the Office of the Long-Term Care Ombudsman Program. I am an advocate for Kupuna issues and I am writing to ask for your support for the State Long Term Care Ombudsman Program.

The EOA re-organization in 2015 eliminated the Ombudsman Specialist Position which covered Oahu. LTC Ombudsman Program has no time for the three Neighbor Island Counties if now required to cover Oahu. This is a Federal and State mandated state-wide program but no resources are provided from DOH/EOA or the Hawaii Legislature to do this.

DOH and the Senate and House Health Committees have refused to fund LTCOP staff, i.e., one each Ombudsman for the three Neighbor Island Counties, for multiple legislative sessions over many years, notwithstanding that **The Institute on Medicine 1995 report "Real People Real Problems: An Evaluation of the Long Term Care Ombudsman Programs of the Older Americans Act" recommended a minimum of one full time paid Ombudsman for every 2,000 residents.** By that criteria, the LTCOP should be a staff of six (6) for the 12,340 residents in Hawaii's 1,702 "long-term care facilities.

Again, DOH and the Senate and House Health Committees have refused to fund LTCOP staff, i.e., three Ombudsmen for the three Neighbor Island Counties, for multiple legislative sessions over many years. By this criteria, in a 13 week period of five (5) working days (with no holidays or sick days) it would require 25 facilities per day to be visited, which would be impossible even if all 25 were located in the same geographical area instead of being scattered throughout four Counties and multiple islands.

Your favorable consideration of this legislation is requested. Mahalo & Aloha

T. J. Davies Jr., Volunteer
Treasurer, AARP Chapter 60 Honolulu
Treasurer, Kokua Council for Senior Citizens of Hawaii Education Fund
Director, Hawaii Alliance for Retired Americans
Kakaako (District 26 / Senate District 12)

ARNE WERCHICK

Attorney, retired (formerly California State Bar 1965-2015)
76-187 Kamehamalu Street
Kailua Kona, Hawaii 96740
ArneWerchick@gmail.com
Telephone: 415-779-2763
Facsimile: 760-981-7739

March 14, 2017

House Joint Committees on Human Services and Health
Representatives Dee Morikawa and Della Belatti, Chairs

Re: **Senate Bill 530, SD 2 (Long-Term Care Ombudsman)**

Hearing Date: March 17, 9:30 a.m.

Dear Chairs Morikawa and Belatti, and Committee members:

I write in strong support of Senate Bill 530 which provides a very modest appropriation to support the vitally important Long-Term Care Ombudsman Program. I believe I am qualified to comment on this legislation because, before becoming a full-time resident on the Big Island, for the last ten years of my fifty-year career as a civil attorney in California I concentrated on issues directly affecting seniors with emphasis on residential and health care matters. I was Special Counsel for California Advocates for Nursing Home Reform (CANHR) and in that capacity -- among other cases -- was *amicus curiae* attorney in *State Department of Public Health v. Superior Court, Center for Investigative Reporting* (California Supreme Court, 2015) __ Cal.4th __ (S214679), affirming the public right to full disclosure of citations for adverse events at long-term health care facilities. I am generally familiar with the federally-prescribed Long-Term Care Ombudsman Program.

The long-term care ombudsman is frequently the last asset available to seniors both residing in care facilities and in the community when confronted with troubling issues. Considering that this senior population is among our most vulnerable and helpless citizens, such assistance can be life-saving and often mean the difference between quality living and misery. According to data provided by the federal Administration on Aging (most recent figures available for FY 2013), nationally ombudsmen resolved or partially resolved 73% of all complaints to the satisfaction of the resident or complainant, while visiting 70% of all nursing homes and 29% of all board and care, assisted living and similar homes at least quarterly.

Representatives Dee Morikawa and Della Belatti, Chairs

March 14, 2017

Re: Senate Bill 530 SD 2 (support)

Page Two

The types of problems commonly encountered included improper eviction or inadequate discharge/planning; unanswered requests for assistance; lack of respect for residents; administration and organization of medications; issues of quality, quantity or choice of food; or building or equipment which was in disrepair or hazardous. Ombudsmen can address such issues promptly and directly and without the need for financially-pressed seniors to try to obtain legal assistance. It is a vital service and deserves unqualified support.

I am pleased to add my voice in strong support of Senate Bill 530 which is a comparatively small appropriation for a very valuable program which without doubt provides essential help for our senior community.

- Arne Werchick

ArneWerchick@gmail.com

76-187 Kamehamalu Street

Kailua-Kona, Hawaii 96740-8996

tel: 415-779-2763

todd2 - Chloe

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, March 15, 2017 12:44 PM
To: HUSstestimony
Cc: JIMCISLER@YMAIL.COM
Subject: Submitted testimony for SB530 on Mar 17, 2017 09:30AM

SB530

Submitted on: 3/15/2017

Testimony for HUS/HLT on Mar 17, 2017 09:30AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Jim Cisler	Individual	Comments Only	No

Comments: Please consider this an investment in health care for us kupuna and our families. More oversight is needed.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

RE: SB530SD2

TO:HUS/HLT

03-15-17

Aloha kakou

While Federal and State Laws requires an Office of the Long Term Care Ombudsman(LTCO) Program in every state, there are no staffing requirements. It's clear, however, one LTCO staff member in a whole, island state like Hawai'i cannot provide "timely and regular access to the LTCOP services" for the current 12,340 long term care residents in Hawaii - as the law requires. Hawai'i is now the ONLY state with only ONE ombudsman to meet the needs of this federally and state mandated Program. I remain very concerned about this.

Me ka 'oia'i'o,

John A. Hau'oli Tomoso, MSW, ACSW, LSW

51 Kuula Street

Kahului, HI 96732-2906

808-280-1749

john.a.h.tomoso@gmail.com

todd2 - Chloe

From: afiller@twc.com
Sent: Thursday, March 16, 2017 7:57 AM
To: HUS testimony
Subject: *****SPAM***** Testimony SB530, SD2

Importance: High

TESTIMONEY IN SUPPORT OF SB 530 SD2

RELATING TO MAKING AN APPROPRIATION FOR THE OFFICE OF THE LONG-TERM CARE OMBUDSMAN PROGRAM

To: Representative Dee Morikawa, Chair, Committee on Human Services, and
Committee Members
Representative Della Au Belatti, Chair, Committee on Health, and Committee
Members

Hearing Date: Friday, March 17, 2017, 9:30 a.m.; CR 329

Thank you for the opportunity to submit written testimony in strong support of SB 530 SD2, Relating to the Long-Term Care Ombudsman Program. My name is Anna Filler and I retired two years ago at the age of 75. I worked for an estate planning law firm for over 20 years and have been in many of these care and nursing homes as part of my job. Some of these homes that I have been in are definitely not up to standards.

This bill will provide funds for additional staffing. There is only one staff member serving over 12,000 long term care residents statewide. Hawaii's staff to resident ratio ranked 10th worst in the nation.

The Long Term Care Ombudsman program requests funds for additional staffing so that our aging seniors are protected from undesirable living conditions.

I urge you to support Hawaii's growing senior population by supporting SB 530 SD2.

Thank you very much for the opportunity to submit my testimony in support SB 530 SD2.

Anna Filler
Email: afiller@twc.com
Kakaako/Senate District 12

William Beadle
1720 Ala Moana, 1406A
Honolulu, HI 96815

To: House Joint Committees on Human Services, Chairs Dee Morikawa and Della Belatti

Date: March 15, 2017

RE: Senate Bill 530/SD2

The purpose of this correspondence is to express my **strong support for SB 530/SD2**, which provides funding to expand the Long Term Care Ombudsman program. I have some personal knowledge of the need for this expansion. Over the past seven years I watched as my older sister Mary acted as ombudsman to her husband who was afflicted with Alzheimer's disease. Tom was lucky to have Mary oversee the care he received as he went in and out of various facilities until his passing this past year. She told me of the struggles she had in assuring that his care was the best each facility could offer, her constant vigilance assured that his final years were healthy and comfortable. What if Mary hadn't been there for her husband? Who would have looked out for his interests?

In Hawaii, the Long Term Care Ombudsman helps to fulfill that role, acting on behalf of those that do not have the constant support of family or friends. Currently, there are over 12,000 people residing in over 1,700 facilities across the Hawaiian Islands. There is only one ombudsman to provide oversight and advocacy in the entire state. That is why I am in support of SB 530/SD2, additional funding will allow for the expansion of services to this population.

Thank you for the opportunity to express my support for SB 530/SD2.

Aloha, Bill Beadle

Waikiki

Aloha Chair Morikawa, Vice Chair Todd, Chair Belatti, Vice Chair Kobayashi and committee members.

I am a senior citizen and a resident of House District 19 (your district, Rep Kobayashi) and Senate District 9. I am a member of AARP, Kokua Council, the Hawaii Alliance of Retired Americans and the Legislative Committee of PABEA.

I am testifying in strong support of SB530, SD2, to appropriate funds for the office of the Long-term Care Ombudsman program. This program, which has become, essentially, a one person operation, is responsible for overseeing the needs of more than 12,000 individuals in ARCH's, Community Care Foster Homes and nursing homes. An appropriation of \$150,000 would ensure that the availability of three more contracted staff to serve the neighbor islands.

We needed to make sure that that individuals in residential care are visited regularly.

Please move SB530, SD2 forward, to ensure the safety of our most frail and vulnerable kupuna.

Thank you for the opportunity to testify.

Barbara J. Service

March 16, 2017

To: Committees on Human Services and Health:
Most Honorable Rep. Morikawa, Chair (Committee on Human Services) and
Most Honorable Rep. Della Au Belatti, Chair (Committee on Health)
and Committee Members:

RE: **SB530,SD2** Making an Appropriation for the Office of the Long-Term Care Ombudsman Program

Hearing Date: March 17, 2017
Conference Room 329, 9:30AM

I support this measure to appropriate \$150,000 to the office of the long-term care ombudsman on Oahu to support this office and provide funds for contracted services for the the counties of Hawaii, Kauai and Maui.

Currently, the Long Term Care Office has **one** Ombudsman to handle the needs of a population totaling over 12,000 in the State of Hawaii. One person cannot handle the amount of requests by phone and the counseling time needed for daily inquiries for persons who may be in physical harm or have no one to turn to oversee their care.

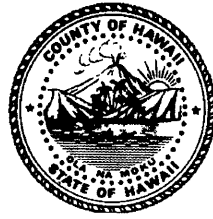
Usually a senior in need is an immediate need for the senior and their family. They need advocacy and assistance. To best serve our kupuna, additional funds are needed for staffing and services to be able to address the needs of the long-term care residents of our state.

Many Kupuna in Long-Term Care pinched pennies to survive.
As guardians of our Kupuna, we cannot be pinching pennies on their care.
It is pono for our community leaders to find a way to support their needs in the Ombudsman Office.

I ask you to support this measure – SB530,SD2 - and thank you for the opportunity to submit testimony on behalf of the seniors who have special needs.

Respectfully submitted,
Christine Olah
Honolulu Resident

Harry Kim
Mayor



Wil Okabe
Managing Director

Barbara J. Kossow
Deputy Managing Director

County of Hawai'i
Office of the Mayor

25 Aupuni Street, Suite 2603 • Hilo, Hawai'i 96720 • (808) 961-8211 • Fax (808) 961-6553
KONA: 74-5044 Ane Keohokalole Hwy., Bldg. C • Kailua-Kona, Hawai'i 96740
(808) 323-4444 • Fax (808) 323-4440

March 15, 2017

Representative Dee Morikawa, Chair
Committee on Human Services
Hawai'i State Capitol
Honolulu, HI 96813

Representative Della Au Belatti, Chair
Committee on Health
Hawai'i State Capitol
Honolulu, HI 96813

Dear Chairs Morikawa, Au Belatti, and members:

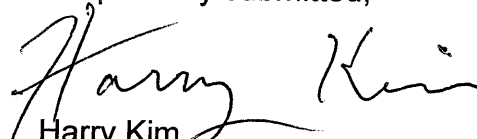
RE: SB 530 SD 2
Making An Appropriation for the Office of the Long-Term Care
Ombudsman Program

Please accept this testimony in support of the intent and purpose of SB530, dealing with the Long Term Care Ombudsman Program.

It seems clear that Oahu has been grossly underserved, and the neighbor islands totally neglected, by virtue of inadequate funding of this program. It is not entirely clear that Maui, Kauai, and Hawaii would achieve parity under this bill, but at least the intent is to achieve some decent level of services throughout the State, and there are organizations (Legal Aid Society comes to mind) that operate statewide and, with some funding, could start to fill the gap.

Please approve SB 530 with a reasonable allocation of resources and an early effective date.

Respectfully submitted,


Harry Kim
Mayor

LATE

From: mailinglist@capitol.hawaii.gov
Sent: Thursday, March 16, 2017 5:50 PM
To: HUSstestimony
Cc: wbotelho-cortez@hilolegacy.com
Subject: Submitted testimony for SB530 on Mar 17, 2017 09:30AM

SB530

Submitted on: 3/16/2017
Testimony for HUS/HLT on Mar 17, 2017 09:30AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Wendy	Legacy Hilo Rehab and Nursing Center	Support	No

Comments: SB530 is very much needed on Big Island. We have had numerous personal experience with the Ombudsman who's assigned to Big Island, who by the way is an awesome Ombudsman. It would be economically wise for the State to have an Ombudsman for the elderly care homes on the big Island. Legacy Hilo is no stranger to the media. At Legacy Hilo the Ombudsman has assisted us tremendously with eye rate residents. He has come down, unannounced, researched reports/complaints, spoke to employees, and residents, made corrections with us and all is resolved peacefully. He has also taken the time to educate our staff and residents. However the bottom line was he needed to fly in, rent a car, added in unnecessary expenses, that could be avoided if we had our own Ombudsman office. The "Old state Building" on Aupuni Street must still have vacant offices, since the Judiciary building was occupied. That would be an ideal location, and since the building is owned by the State, no added expenses, other than supplies, and a salary.

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TO: House Joint Committee on Human Services and Health, Representatives Dee Morikawa and Della Belatti, Chairs

Date: Friday, March 17, 2017, State Capitol Conference Room 329, 9:30 a.m.

RE: SB 530 SD1 Appropriation for the Office of Long Term Care Ombudsman

To Chairs Morikawa and Belatti and Members of the Committee,

I am writing to you in support of SB 530 SD1, requesting an appropriation for the Office of the Long Term Care Ombudsman. My name is Paul Nishimura, and I am a 59 year old resident of Waipahu. Though my parents never had to spend any time in a care home I want to believe that someone is making sure that the care homes, nursing facilities and assisted living facilities are giving appropriate care to the 12,000 long term care residents statewide. Chances are that my wife and I will be needing long term care one day. When that time comes it would give me and my caregivers piece of mind knowing that any facility we choose will offer quality care.

At the present there is only one person covering the entire state which includes 1,630 community residential care homes, 49 nursing facilities and 13 assisted living facilities. Additional staff is needed to get issues resolved in a timely manner for this most vulnerable population.

Thank you for this opportunity to submit testimony.

Paul Nishimura
Waipahu