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# A BILL FOR AN ACT

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

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:**

1           SECTION 1. The legislature finds that in the executive  
2 office on aging reorganization of June 2015, the long-term care  
3 ombudsman program was reduced in staff to only the director,  
4 making Hawaii the only state in the country with a long-term  
5 care ombudsman program staff of one. In 1995, a time when most  
6 residents lived in nursing homes, the Institute of Medicine  
7 recommended a minimum staffing ratio of one full-time paid  
8 ombudsman for every two thousand long-term care residents.  
9 Currently, Hawaii has over twelve thousand long-term care  
10 residents, most of whom live in the community rather than in  
11 nursing homes, which creates greater challenges. Under the 1995  
12 Institute of Medicine recommendation, Hawaii should have a  
13 minimum of six full-time long-term care ombudsmen.

14           The legislature further finds that the long-term care  
15 ombudsman program may utilize volunteers. The long-term care  
16 ombudsman program has certified close to one hundred eighty



1 volunteers since the volunteer component began in 2001, using  
2 considerable time and resources for recruitment, training, and  
3 retention; however, as of 2016, there were only eight ombudsman  
4 volunteers. Furthermore, volunteers cannot substitute for a  
5 full-time, highly trained, paid staff position.

6 The legislature also finds that in addition to visits to  
7 long-term care facilities, long-term care ombudsmen respond to a  
8 multitude of complaints, engage in investigations, and provide  
9 information, assistance, and referrals to long-term residents  
10 and their families. As of 2016, there were 1,405 long-term care  
11 facilities on Oahu, 40 facilities on Kauai, 70 facilities on  
12 Maui, and 187 facilities on Hawaii, for a total of 1,702  
13 facilities statewide. The long-term care ombudsman program  
14 lacks staff to visit each facility on a quarterly basis, let  
15 alone facilitate resident and family councils, provide more  
16 community education, and work more closely with neighbor island  
17 county councils and the area agencies on aging. The legislature  
18 additionally finds that the long-term care ombudsman program  
19 requires resources to ensure that the neighbor islands' kupuna  
20 and their families receive the same equal access to the services



1 provided by the long-term care ombudsman program as Oahu has  
2 received since 1975.

3 The purpose of this Act is to support the long-term care  
4 ombudsman program on the island of Oahu and allocate funds for  
5 contracted services through the office of the long-term care  
6 ombudsman in the counties of Hawaii, Kauai, and Maui.

7 SECTION 2. There is appropriated out of the general  
8 revenues of the State of Hawaii the sum of \$150,000 or so much  
9 thereof as may be necessary for fiscal year 2017-2018 and the  
10 same sum or so much thereof as may be necessary for fiscal year  
11 2018-2019 for the long-term care ombudsman program to support  
12 the long-term care ombudsman program on the island of Oahu and  
13 provide funding for contracted services through the office of  
14 the long-term care ombudsman in the counties of Hawaii, Kauai,  
15 and Maui; provided that the appropriation shall be distributed  
16 as follows:

- 17 (1) Office of the long-term care ombudsman
- 18 for the city and county of Honolulu \$75,000;
- 19 (2) Office of the long-term care ombudsman
- 20 for the county of Hawaii \$25,000;



- 1 (3) Office of the long-term care ombudsman
- 2 for the county of Kauai \$25,000; and
- 3 (4) Office of the long-term care ombudsman
- 4 for the county of Maui \$25,000.

5 The sums appropriated shall be expended by the executive  
 6 office on aging for the purposes of this Act.

7 SECTION 3. This Act shall take effect on July 1, 2017.

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INTRODUCED BY:

Kal Rhoad  
Clarence Fischler

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# S.B. NO. 530

**Report Title:**

Long-term Care Ombudsman; Long-term Care Ombudsman Program;  
Appropriation; Kupuna Caucus

**Description:**

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

*The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.*

