

The Advocate

Office of the State Long-Term Care Ombudsman

April 2009

Issue #17

Message from Jeanne

The current economic crisis has reminded us to take a hard look at all of the ways we do business within the Department of Elder Affairs. The Resident Advocate Committee Volunteer Program is a cost-effective and efficient way to make certain the rights and welfare of people living in long-term care facilities are respected. Each small change a volunteer is able to make to improve the quality of a person's life is one small step to improving the entire long-term care system.

The local ombudsmen depend on the meeting minutes submitted by committees each month to know what is happening in each of the facilities. Your meeting minutes are read by at least two people in this office. If you need assistance or would like a call from your local ombudsman, please include a note on the meeting minutes summary.

Congress Extends Digital TV Transition to June 12

Congress extended the deadline for television stations to switch from transmitting analog to digital signals to June 12. However, according to *U.S. News and World Report*, approximately 300 U.S. television stations are still moving forward with their plans to comply with the original Feb. 12 deadline, in addition to the up to 150 stations that already have made the transition.

Congress approved the extension in response to the 3.2 million people who are still on the waiting list for government-issued converter box coupons, as well as a Nielsen report showing that at least 6.5 million Americans rely on analog TV sets and remain unprepared for the switch. The bill delaying the deadline also permits people whose converter box coupons expired to apply for new ones. Resident Advocates may want to ask facility staff

questions about the TV Converter Box. Questions could be:

- Will there be a staff person available to help residents re-apply for the TV Converter Box Coupon and purchase the Box?
- Who will help the residents install the Box?

Economic Stimulus Checks for Social Security Recipients

The American Recovery and Reinvestment Act of 2009 states: *(c) TREATMENT OF PAYMENTS.- (1) PAYMENT TO BE DISREGARDED FOR PURPOSES OF ALL FEDERAL AND FEDERALLY ASSISTED PROGRAMS.-A payment under subsection (a) shall not be regarded as income and shall not be regarded as a resource for the month of receipt and the following 9 months, for purposes of determining the eligibility of the recipient (or the recipient's spouse or family) for benefits or assistance, or the amount or extent of benefits or assistance, under any Federal program or under any State or local program financed in whole or in part with Federal funds.*

Because it will not be counted as income, the payment received will not put a Medicaid-eligible individual over the state's income limit (if, of course, the individual is within \$250 of the state's relevant limit). And second, the language of the exemption means that a Medicaid nursing facility resident will not have an increase in his or her patient pay for the month it is received. The language says that the payment will not only be exempted for purposes of determining eligibility, but also in determining the "amount or extent of benefits or assistance . . ." So, the answer is, yes, Medicaid-enrolled NF residents will be allowed to keep the \$250 payment.

Rule Review

Please call Jeanne if there are certain topics that you would like reviewed in our "Rules Review" column. This quarter's topic: Resident Advocate Volunteers. Rules for resident advocate volunteers changed in 2008. This month we will review changes with the reasons for termination.

Iowa Administrative Code 321-9.5(2) states that a committee member's appointment may be terminated by the director for any of the following reasons:

- a. Falsification of information on the application form;
- b. Acting as a member prior to appointment;
- c. Attending less than one-half of the meetings convened each year by the resident advocate committee chairperson;
- d. Conviction of an illegal activity;
- e. Breaching confidentiality;
- f. Failure to attend approved training for two consecutive years; and
- g. Actions which are found by the director to violate these rules or the intent of the state long-term care ombudsman program.

It is very important for all volunteers to understand that part of the job of being a volunteer for this office means you will attend meetings and training. Volunteers must attend one-half of the meetings convened by the committee each year. It will be the responsibility of the secretary to alert us to people who are not attending meetings by writing a note on the meeting minutes form.

Volunteers must also attend training at least every two years. The annual training is the major way local ombudsmen communicate changes to volunteers. The training also provides information to help volunteers enhance skills in problem resolution. Beginning this year (calendar year 2009) we will be tracking attendance at training. Volunteers who do not attend training in 2009 or 2010 will be notified they are violating this rule.

"TOUGH ENOUGH TO CARE"

Do you know a resident advocate committee member who deserves special mention? In each newsletter we recognize someone who has been nominated.

Please call or e-mail Jeanne with your suggestion.

Shining Star Award

"TOUGH ENOUGH TO CARE" STAR ADVOCATE



MERLIN (Mert) JASPER

Merlin has been a Resident Advocate at the Good Neighbor Home in Manchester, Iowa for more than 20 years. He enjoys visiting with the residents and listening to the stories residents tell about their earlier years. As a Resident Advocate he gets very few complaints from the residents as they feel they are getting very good care.

He married his wife, Lillian, June 17, 1950 and moved to Manchester January 1951. Their children are Dr. Duane and Rhonda Jasper - Independence, Iowa, Daniel Jasper - Phoenix, AZ, Carolyn and Ernie Mills - Janesville, WI, Michael and Annette Jasper - Gilbert, AZ, and Mark Jasper (deceased). They have 8 grandchildren.

Merlin owned the Jasper Construction Co. for 42 years, which involved land improvement and soil conservation work. He served as president of N.E. Iowa Land Improvement Contractors for 2 years and retired from his business in 1989. He is now spends his time doing some woodworking and volunteering.

Along with volunteering as a RA at the Good Neighbor home, he is a volunteer for the Knights of Columbus, an Honorary Life Member. He has been an Eucharistic Minister at the Good Neighbor Home and a Eucharistic Minister along with other activities at St. Mary's Church. He received the Governor's Award for Volunteerism in 1996 as a Resident Advocate.

Congratulations to Merlin in reaching his 20th year anniversary of service to the Good Neighbor Home, Manchester, IA.

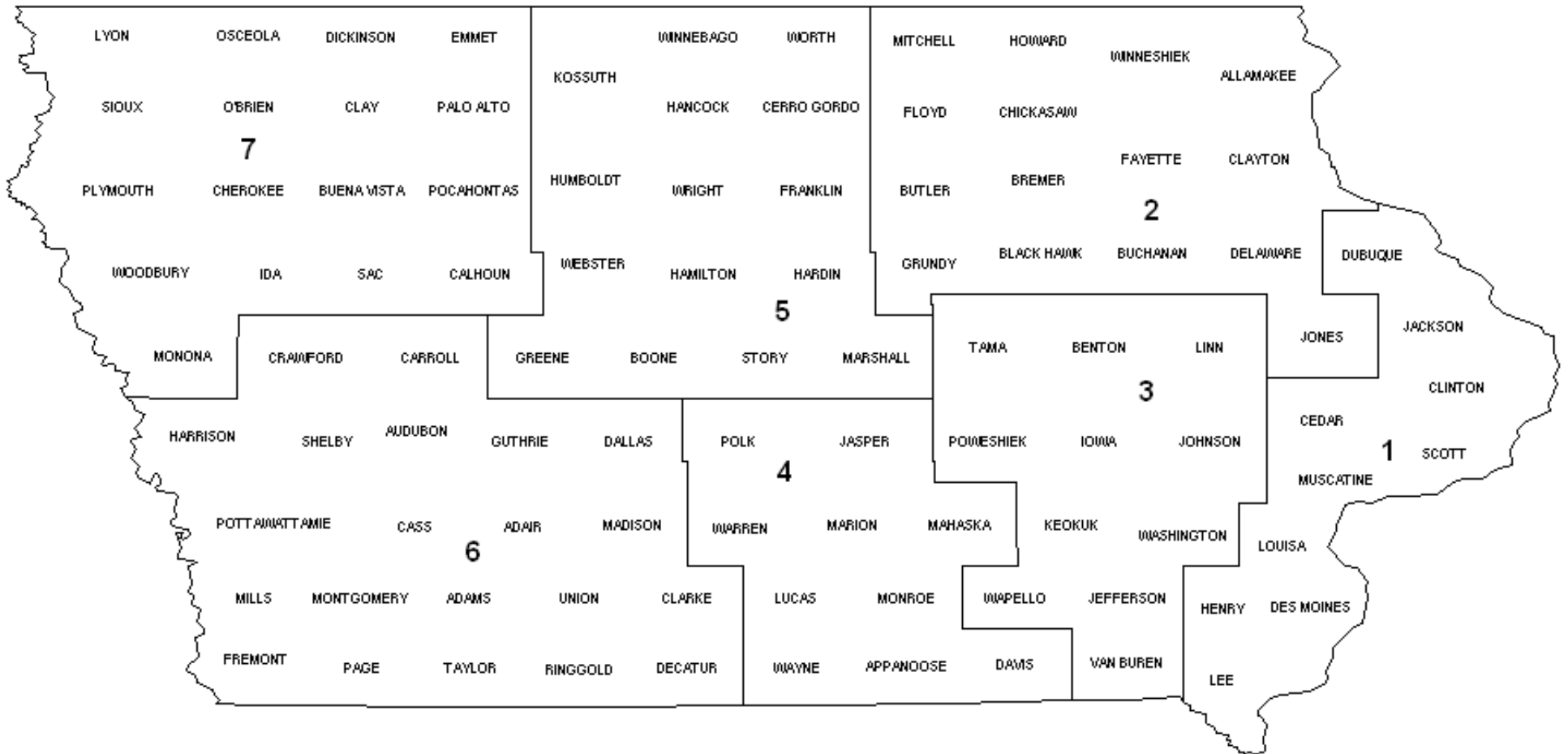
VOLUNTEER TRAINING

The 2009 training schedule is included with this newsletter. PRE-REGISTRATION IS REQUIRED. Please call 800-532-3213 to register at least one week prior to the training date. Please read the rule review for information about training this year. Your local ombudsman can provide you with more information if needed. Please remember that state rules do not allow us to use funds for snacks or beverages at training.

County	City	Training Date	Time	Location
Allamakee	Waukon	April 20	1:30	Robey Memorial Library: 401 1st Ave NW
Appanoose	Centerville	May 27	1:30	Drake Public Library: 115 Drake Avenue
Benton	Vinton	June 10	1:30	Vinton Public Library: 510 2nd Ave.
Black Hawk	Cedar Falls	May 29	9:30	Cedar Falls Public Library: 524 Main St.
Boone	Boone	May 08	1:30	DMACC: Room 171&173, 1125 Hancock Dr.
Buchanan	Independence	April 23	9:30	Senior Center: 400 5th Ave NE
Buena Vista	Storm Lake	July 08	1:30	Public Library: 609 Cayuga St.
Carroll	Carroll	June 17	1:30	DMACC: 906 N. Grant Rd.
Cass	Atlantic	May 07	9:30	Cass County Memorial Hospital: Conference Room 2, 1501 E. 10th St.
Cedar	Tipton	May 06	1:30	Cedar Manor: 1200 Mulberry St.
Cerro Gordo	Mason City	June 16	1:30	Mercy Medical Center-North Iowa (West Campus): Room WC1, 910 N Eisenhower
Cherokee	Cherokee	July 29	1:30	Cherokee Community Center: 530 W. Bluff
Chickasaw	New Hampton	April 30	9:30	Community Center: 112 East Spring St.
Clay	Spencer	June 17	1:30	Spencer Hospital: Lower Level meeting rooms, 1200 1st Ave E
Clayton	Guttenberg	June 30	1:30	Guttenberg City Hall: Auditorium, Top Floor, 502 S 1st St.
Clinton	Clinton	May 05	1:30	Wyndcrest Nursing Home: 600 14th Ave Clinton
Decatur	Lamoni	June 25	9:30	Lamoni Public Library: 301 W. Main St.
Des Moines	Burlington	June 23	9:30	Klein Center: 2910 Madison Ave.
Dubuque	Dubuque	July 20	1:30	Ennoble Care Center: 2000 Pasadena Drive
Fayette	Fayette	June 22	1:30	Fayette Public Library: 104 W State St.
Floyd	Charles City	April 29	1:30	Charles City Public Library: 106 Milwaukee Mall
Hancock	Britt	July 08	9:30	Hancock Memorial Hospital: Room 2nd Floor, 532 1st St NW Hub
Hardin	Iowa Falls	June 18	1:30	Iowa Falls Public Library: 921 Washington Ave.
Henry	Mt. Pleasant	June 23	1:30	Park Place Care Center: 401 S. Van Buren St.
Howard	Cresco	June 02	1:30	Regional Health Services: Laura Rose Lobby, 235 8th Ave West
Humboldt	Humboldt	May 21	1:30	Humboldt Hospital: Conference Room, 1000 N 15th St.
Ida	Holstein	July 22	9:30	Lohff Schuman Community Center: Community Room, 301 Lohff Schuman,
Iowa	Williamsburg	July 23	1:30	Highland Ridge: Cross Roads meeting room is first room on the right, 100 Village View Circle in Williamsburg. Enter in main ALP entrance.
Jasper	Newton	April 30	9:30	Newton Public Library: 100 North 3rd Avenue West
Jefferson	Fairfield	June 30	1:30	Sunnybrook AL: 3000 W. Madison Ave.

County	City	Training Date	Time	Location
Johnson	Iowa City	June 25	1:30	Coralville Public Library: Meeting Room A, 1401 5th St.
Jones	Monticello	June 16	1:30	Monticello Nursing and Rehab Center: 500 Pinehaven Dr.
Kossuth	Algona	July 07	1:30	Kossuth Regional Health Center: EMS Conference Room, 1515 S Phillips
Lee	Keokuk	June 22	1:30	Riverhills Village: 20 Village Circle
Linn	Marion	June 11	1:30	Marion Library: Using Room A, 1095 6th Ave. (park in lot at 11th St. & 6th Ave).
Linn	Marion	July 10	1:30	Marion Library: Using Room A, 1095 6th Ave. (park in lot at 11th St. & 6th Ave).
Lucas	Chariton	May 19	9:30	Chariton Hospital: Education Room, 1200 North 7th Street
Madison	Winterset	June 03	1:30	Winterset Public Library: 123 N 2nd St.
Mahaska	Oskaloosa	May 21	1:30	Oskaloosa Public Library: 3rd Floor Room A, 301 South Market Street
Marion	Knoxville	May 06	1:30	Knoxville Public Library: 213 Montgomery Street
Marshall	Marshalltown	June 05	1:30	Marshalltown Medical and Surgical Center: Conference Room A, 3 South 4th Ave.
Montgomery	Red Oak	May 27	9:30	Montgomery Co. Hospital: 2301 Eastern Ave.
O'Brien	Sheldon	July 29	9:30	Sanford Hospital: 118 Nth 7th Ave.
Page	Shenandoah	May 20	1:30	Shenandoah Public Library: 201 S. Elm St.
Palo Alto	Emmetsburg	June 17	9:30	Iowa Lakes Community College: Community Room, 3200 College Dr.
Plymouth	Lemars	June 11	9:30	Floyd Valley Hospital: Conference Room 1, 714 Lincoln St. NE, Le Mars
Pocahontas	Pocahontas	July 08	9:30	Pocahontas Regional Hospital: 606 NW 7th St.
Polk	Altoona	April 20	1:30	Altoona Public Library: 700 - 8th Street SW
Pottawattamie	Council Bluffs	April 29	1:30	Western Historic Trails: 3834 Richard Downing Ave.
Poweshiek	Grinnell	June 03	1:30	Grinnell Senior Center/Community Center: 927 4th Ave.
Scott	Davenport	August 03	9:30	Ridgecrest Village: 4130 Northwest Blvd.
Shelby	Harlan	July 15	9:30	IWCC: 2712 12th St.
Sioux	Rock Valley	June 11	1:30	Hegg Memorial Hospital: Four Seasons Room, 1202 21st Ave.
Story	Ames	June 12	9:30	Ames City Hall: 515 Clark Ave.
Tama	Tama	May 21	1:30	City Hall: Lounge, 305 Siegel St.
Union	Creston	June 24	1:30	Greater Regional Hospital: 1700 W. Town Line
Wapello	Ottumwa	July 16	1:30	Seneca AAA: Lower Level, 117 N. Cooper Suite 2
Warren	Indianola	April 22	1:30	Indianola Public Library: 207 North B Street
Washington	Washington	June 18	1:30	Washington Public Library: 210 E. Main St.
Webster	Fort Dodge	May 22	9:30	Ft. Dodge Public Library: 424 Central Ave.
Woodbury	Sioux City	July 22	1:30	Siouxland Senior Center: Large Game Room, 313 Cook St,

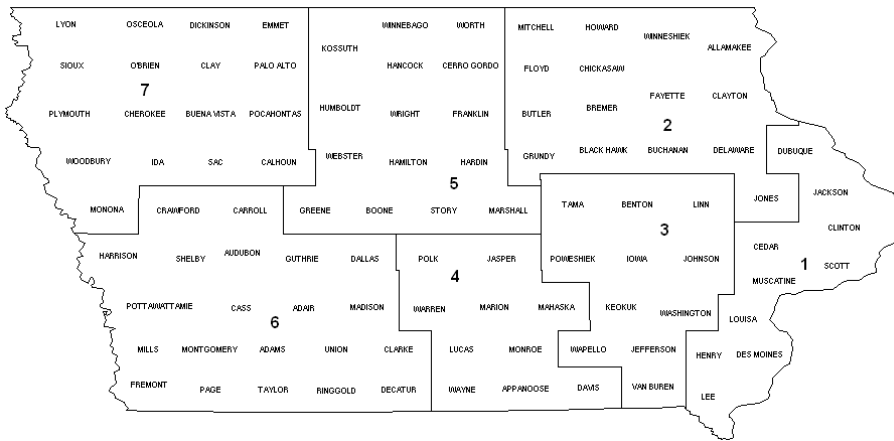
Long-Term Care Ombudsman Districts



OFFICE INFORMATION

The Office of the State Long-Term Care Ombudsman is a unit within the Iowa Department of Elder Affairs. All members of this unit can be reached at **800-532-3213** or at the direct phone numbers listed here.

Long-Term Care Ombudsman Districts



1. Kim Cooper, SE
kim.cooper@iowa.gov
2. Carol DeBoom, NE
carol.deboom@iowa.gov
3. Pam Railsback, SE Central
pamela.railsback@iowa.gov
4. Tonya Amos, S Central
tonya.amos@iowa.gov
5. Angie O'Brien, N Central
angie.o'brien@iowa.gov
6. Julie Pollock, SW
julie.pollock@iowa.gov
7. Kim Weaver, NW
kimberly.weaver@iowa.gov

Jeanne Yordi, State LTC Ombudsman
515-725-3327
jeanne.yordi@iowa.gov

Katie Mulford, Ombudsman Assistant
515-725-3344
katie.mulford@iowa.gov

Shirley Taylor, RAC Secretary
515-725-3304
shirley.taylor@iowa.gov

Office of the State Long-Term Care Ombudsman
510 E. 12th Street
Jessie Parker Building Suite 2
Des Moines, IA 50319

Pre-Sorted Standard
US Postage Paid
Des Moines IA
Permit 1195