



City of Mission Viejo

Community Development Block Grant (CDBG) Program Year 2018-2019 Public Service Grant Application

A. GENERAL INFORMATION

1. Name of Proposed Program: Long-Term Care Ombudsman Program
2. Full Legal Name of Applicant Organization: Council on Aging Southern-California
3. Application Contact Person: Elizabeth (Libby) Anderson
4. Phone: (714)-479-0107 ext. 214 Fax: (714)-479-0234
5. Mailing Address: 2 Executive Circle, Suite 175, Irvine, CA 92614
6. E-Mail: landerson@coasc.org
7. Location Where Services Will Be Provided: City of Mission Viejo
8. Official Authorized to Sign Contract: Lisa Wright Jenkins, President & CEO
9. Federal Tax I.D. #: 95-2874089 DUNS Number: 053284459
10. Provide a CD-ROM or USB drive with a copy of the following documents:
 - Proof of Tax Exempt status
 - Articles of Incorporation & By-Laws
 - Most recent 990 tax return filed with the IRS
 - Most recent audit or A-133 Single Audit if applicable (remove password protection)
 - Existing or proposed program applicant/participant registration or intake form

**E-MAIL MS-WORD VERSION OF THIS FORM TO MLINARES@CITYOFMISSIONVIEJO.ORG &
MAIL PAPER COPY OF COMPLETE APPLICATION & CD-ROM/USB TO:**

CITY OF MISSION VIEJO
COMMUNITY DEVELOPMENT DEPT.
200 CIVIC CENTER
MISSION VIEJO, CA 92691
Attention: Mike Linares

APPLICATION IS DUE 3 PM DECEMBER 19, 2017

B. PROGRAM INFORMATION

1. This request is for a New or Existing program. **If it is an existing program**, how will services be expanded in the City? (Be as specific; attach additional pages if necessary.)

The Long-Term Care Ombudsman Program is the only agency that regularly visits all Skilled Nursing Homes and Residential Care Facilities including B&C homes. The only advocates for the rights of the elderly living in long term care facilities. If needed, Ombudsmen refer to an appropriate licensing agency, who are in fact the enforcing agencies. The LTC Ombudsman Program is committed to an increased communication with law enforcement and the public. Programs to educate the public, and facility staff and family are on going. Data suggests that for every incident of abuse or neglect reported at least five cases go unreported. There are 139 facilities in the City of Mission Viejo significantly more then any other Orange County City.. Our goal is to visit each facility at least once a month. In addition an Ombudsman responsibility is to respond to any complaint or concern by investigating, reporting, recording resolving or referring when appropriate, they are also obligated to witness

2. Have you previously received funding from the City of Mission Viejo CDBG Program? Yes No . If yes, identify the year(s), amount(s), and program(s) funded. In the 2nd table below, provide the year(s), name of agencies, program name and amount of CDBG funding received from communities other than Mission Viejo.

Previous MV Funding Information (last 5 years)

Year	MV CDBG Amount	Program Name
2017-18	\$4,870.00	Long-Term Care Ombudsman Program
2016-17	\$5,440.00	Long-Term Care Ombudsman Program
2015-16	\$5,020.00	Long-Term Care Ombudsman Program
2014-15	\$5,825.00	Long-Term Care Ombudsman Program
2013-14	\$5,785.00	Long-Term Care Ombudsman Program

Previous Non-MV Funding Information (last 3 years)

Year	Agency	Program Name	Grant Amount
2017-18	Anaheim,Fullerton,MV,NB,CM,FV	Long-Term Care Ombudsman Pgm.	\$88,945.00
2016-17	Anaheim,Fullerton,MV,NB,CM,FV	Long-Term Care Ombudsman Pgm.r	\$86,398.00
2015-16	Anaheim,Fullerton,MV,CM,FV	Long-Term Care Ombudsman Pgm.	\$69,265.00
2014-15	Anaheim,Fullerton,MV,CM,FV	Long-Term Care Ombudsman Pgm.	\$65,908.00

3. Is your agency based in the City of Mission Viejo? Yes No

5. Funding is requested under which category? **(Limit one)**

- | | |
|---|---|
| <input checked="" type="checkbox"/> Elderly/Frail Elderly Services | <input type="checkbox"/> Youth Services |
| <input type="checkbox"/> Physically/Developmentally Disabled Adults | <input type="checkbox"/> Crime Awareness |
| <input type="checkbox"/> HIV/AIDS Services | <input type="checkbox"/> Homeless Services |
| <input type="checkbox"/> Fair Housing Services | <input type="checkbox"/> Substance Abuse Services |
| <input type="checkbox"/> Mental Illness Services | <input type="checkbox"/> Childcare Services |
| <input type="checkbox"/> Other Low/Mod Services (Specify) _____ | <input type="checkbox"/> Health Services |

6. Provide the following proposed program budget information:

FY 2018-2019 CDBG funds requested from Mission Viejo:	<u>\$6,000</u>
Total Program budget:	<u>\$552,859</u>
Total Agency budget:	<u>\$4,264,000</u>

7. Provide the following information regarding the number of **unduplicated** clients to be served by the proposed program between July 1, 2018 & June 30, 2019:

- Total number of unduplicated clients to be served by the proposed program **regardless of city of residence**: 575
- Of the number listed above in "a", what is the total number of unduplicated **Mission Viejo clients** to be served? 58
- Of the total Mission Viejo residents to be served listed above in "b", how **many will be assisted with CDBG funds**? 58

8. Can you provide documentation verifying the following:

- Program applicant/client household income? Yes No
- Program applicant/client race and ethnicity? Yes No

9. All CDBG-funded activities must meet a HUD Objective and Outcome.

Objectives: Select **one** HUD objective that best applies to the proposed program:

- Suitable Living Environment – The activity is designed to benefit community, families, or individuals by addressing issues in their living environment.
- Decent Housing – The activity is designed to cover a wide range of housing opportunities that meet an individual family or community need.
- Creating Economic Opportunities – The activity will generate economic development, commercial revitalization, or job creation.

Outcomes: Select **one** HUD outcome that best applies to the proposed program:

- Availability/Accessibility – The activity makes services, infrastructure, housing or shelter available/accessible to low and moderate-income persons, including individuals with disabilities.
- Affordability – The activity provides affordability in a variety of ways for low and moderate-income persons, including creation or maintenance of affordable housing, basic infrastructure hook-ups, or services.
- Sustainability (promoting livable & viable communities) – The activity aims to improve the community or neighborhoods, helps to make them livable or viable by providing benefits to low and moderate-income persons, or by removing/eliminating slums/blighted areas.

10. In any of the past three years has your agency expended more than \$750,000 in cumulative federal funds during one fiscal year? Yes No

If yes, did your agency prepare a Single Audit compliant with OMB Circular A-133? Yes No If yes, provide a copy of most recently completed Single Audit. If no, explain why a Single Audit was not prepared. _____

11. Please complete the budget proposal provided as **Attachment A** of this application.

12. **Narratives:** Please provide the following information. (**NOTE:** Your responses are limited to 1,000 characters per question. Narratives beyond this limit may be deleted during final production of your application for presentation to commissions and the City Council):
 - a) Identify the nature and extent of the community need to be addressed by the proposed program/service. Provide data that supports the unmet demand for the proposed service in Mission Viejo. The Council on Aging Southern California Long-Term Care Ombudsman Program provides advocacy services to persons who are elderly, frail elderly or disabled adults. The program benefits low and moderate income persons living in licensed Long-Term Care facilities. Ombudsmen have legal access to facilities to make unannounced visits. Empowering residents is accomplished through facility visits as well as private problem solving visits, listening to concerns and complaints and verifying, investigating, recording, reporting, and when possible resolving problems to the resident's satisfaction. When necessary the complaint is referred to the appropriate licensing agency which has enforcement authority. The LTC Ombudsman program is the only program that regularly provides visits to all licensed residential care facilities and advocates for the rights of the Long-Term Care residents.

 - b) Describe the proposed program/service. Include information on how the program/service will address the specific community need. Specify activities to be undertaken, the average amount or length of service will be provided, and the expected outcome of the program/service: The Long-Term Care Ombudsman Program is measured quarterly in the following categories: Number of facility visits, number of complaint or concerns(intake forms ocmpleted), number of Advanced Health Care Directives completed, and the number of Resident Council and Family Council meetings attended by the Ombudsman with the goal to empower and assist residents. The Ombudsman program is ongoing . Anticipated service levels for 2018-2019 pending allocation of requested funds. Facility visits 355: Cases received, evaluatedand resolved or referred 60; Resident or family Council Meetings 24 : Training hours provided for Mission Viejo assigned Ombudsman 28.

 - c) Describe your organization detailing professional qualifications to carry out the proposed program. List all appropriate credentials (if applicable) and related experience. Also discuss organization resources (e.g., facilities, materials, etc.) that are available to provide services. The goal of the Long-Term Care Ombudsman (LTCO Program is to help those residents living in licensed skilled nursing and residential care facilities to maintain or improve their quality of life. This is accomplished through acvocacy, mediation, complaint investigation and resolution or referral. The Ombudsman Program is staffed with: (1) LTC Ombudsman Director, (2) 2 Part Time LTC Field Service Managers, (3) 1 LTC Ombudsman Trainer/Recruitment Coordinator, (4) 2 LTC Ombudsman Support Managers , (5) 16 Part time staff Ombudsman Offering support to volunteers in particular areas, (6) approximately 70 volunteer LTC Ombudsman. All Ombudsman are required to complete a minimum of 36 hours classroom training followed by 10 hours of field training visiting facilities with a certified Ombudsman before becoming certifiedby the California Department of Aging.. LTC Ombudsman are required to attend monthly regional meetings as well as monthly in-services.

 - d) Describe the organization's capacity to implement the program and meet projected service goals, and experience administering CDBG funds. The Council on Aging -Southern California has been serving the aging community in a responsible, fiscally sound way since 1973. It has sponsered the Long-Term Care Ombudsman Program since 1976. Staffing remains consistent with an average atenure of 7 years. The LTC Ombudsman Program is the only program erving the exclusive needs of elderly and disabled persons living

in LTC facilities. Most of the work we do is conducted by Certified Ombudsman volunteers. With CDBG funds we are able to employ a part time Certified Ombudsman to work for the City of Mission Viejo. The Ombudsman presence and work accomplished will increase clients served, facilities visited and complaints receive, recorded, resolved or referred. The reputation of the Council on Aging Long-Term Care Ombudsman Program has resulted in being awarded the Riverside County Program.

- e) Provide specific information on how CDBG funds awarded to the program will be spent (e.g., program staff, office supplies, food costs)? Also include information regarding the percentage of agency resources utilized for fundraising and agency management. CDBG funds awarded by the City of Mission Viejo will be used exclusively to pay salary and benefits for the Ombudsman assigned to the City of Mission Viejo.

C. CERTIFICATION

1. I hereby certify that, if funds are granted from the City of Mission Viejo to our organization, they will be used to only benefit lower income residents of Mission Viejo. We understand that funding is provided on a reimbursable basis only, that proof of liability insurance will be required, and that our formal agreement with the City will define other reporting and programmatic requirements.
2. No federal appropriated funds have been paid or will be paid, by or on behalf of the grantee, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
3. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

Name: Libby Anderson

Title: Long- Term Care Ombudsman Program

Signature: ORIGINAL SIGNATURE ON FILE Date: 12/19/17

**CDBG PUBLIC SERVICES AND GRANTS APPLICATION
ATTACHMENT A**

Proposed Budget

Organization: Council on Aging-Southern California

Program: Long-Term Care Ombudsman Program

EXPENDITURES

CATEGORY	MISSION VIEJO CDBG FUNDS	OTHER SOURCES (Specify Amount)	TOTAL BUDGET
Administration Salaries & Benefits		\$138,042.00	\$138,042.00
Program Salaries & Benefits	\$6,000.00	\$405,168.00	\$411,168.00
Program Supplies		\$19,787.00	\$19,787.00
Facilities (Specify)			
Communications		\$3,800.00	\$3,800.00
Insurance		\$4,915.00	\$4,915.00
Utilities			
Professional Services (Specify) IT Support & Audit Fees		\$18,500.00	\$18,500.00
Other (Please specify) Rent		\$27,416.00	\$27,416.00
Other (Please specify) Travel		\$13,964.00	\$13,964.00
Other (Please specify) Volunteer Support		\$8,632.00	\$8,632.00
TOTAL	\$6,000.00	\$640,224.00	\$646,224.00

REVENUES

Source (Specify)	OTHER SOURCES (Specify Amount)	Is Source Secured via Contract?
Source: Federal Funds	\$182,459.00	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Source: State Funds	\$371,817.00	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Source: Other City Funds-CDBG's	\$91,516.00	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Source: Participant Fees	\$432.00	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Source:		Yes <input type="checkbox"/> No <input type="checkbox"/>
TOTAL	\$646,224.00	

CDBG Funded Personnel - **ONLY** list personnel that will be paid with CDBG funds requested as part of the 2018-2019 Program Budget.

Not applicable

AGENCY ADMINISTRATION

POSITION TITLE	ANNUAL SALARY	ANNUAL BENEFITS	TOTAL COMPENSATION	CDBG FUNDS REQUESTED	% OF TIME POSITION IS DEDICATED TO MV CDBG ACTIVITY
Cynthia Morse	\$13,370	\$2,006	\$15,376	\$6,000	50%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%

PROPOSED PROGRAM STAFF

POSITION TITLE	ANNUAL SALARY	ANNUAL BENEFITS	TOTAL COMPENSATION	CDBG FUNDS REQUESTED	% OF TIME POSITION IS DEDICATED TO MV CDBG ACTIVITY
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%

PROPOSED PROGRAM CONTRACT STAFF

POSITION TITLE	ANNUAL SALARY	ANNUAL BENEFITS	TOTAL COMPENSATION	CDBG FUNDS REQUESTED	% OF TIME POSITION IS DEDICATED TO MV CDBG ACTIVITY
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%
	\$	\$	\$	\$	%