



THE VOICE

The e-newsletter of National Consumer Voice for Quality Long-Term Care

April 2, 2019

House Passes Additional Funding for Money Follows the Person; Senate Now Considering Bill

Last week the U.S. House of Representatives voted to pass the Medicaid Services Investment and Accountability Act of 2019 ([H.R. 1839](#)). (Thank you to those who contacted their Representatives!) The bill would extend [spousal impoverishment protections](#) through September 2019 and would provide an additional \$20 million for the [Money Follows the Person \(MFP\) program](#). As we have [previously noted](#), MFP benefits both long-term care consumers and states. MFP helps individuals with disabilities and seniors who want to move out of nursing homes or other institutions and back into their communities, where they can live independently and experience an improved quality of life. At the same time, it helps states improve access to home and community-based long-term services and supports and save money.

The Senate is now considering H.R. 1839. Call your Senators to urge them to vote YES on H.R. 1839! Call the Capitol Switchboard at: (202) 224-3121 (voice) or (202) 224-3091 (tty) and ask to be connected to your Senators. You can use this tool to find your Senators, if

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you don't know who they
are: <https://contactingcongress.org/>.

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ACL Seeking Feedback on Updates to APS Guidelines

The Administration for Community Living (ACL) is seeking feedback on draft updates of the [National Voluntary Consensus Guidelines for State Adult Protective Services \(APS\) Systems](#). The Guidelines were published in 2017 to provide guidance to the APS field about effective practices. ACL is updating the Guidelines to incorporate new research findings and new areas of interest in APS practices and policies.

ACL is holding a series of webinars seeking feedback on the draft updates. Click the links below to register.

- [Thursday, April 11, 2019, 2:00 – 3:30 p.m. ET](#)
- [Wednesday, April 24, 2019, 2:00 – 3:30 p.m. ET](#)
- [Monday, April 29, 2019, 2:00 – 3:30 p.m. ET](#)
- [Friday, May 10, 2019, 2:00 – 3:30 p.m. ET](#)

ACL is also accepting written comments on all parts of the original and revised Guidelines. Submit comments [here](#) by **May 31, 2019**.

The draft revised Guidelines are available from the ACL website:

- [Guidelines with proposed updates as tracked changes](#)
- [Guidelines with proposed updates accepted](#)
- [Proposed updates to the Guidelines only](#)
- [Literature Review referenced in Proposed Updates to the Guideline, sorted by Guidelines domains](#)

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Thank Your Volunteers During National Volunteer Week - April 7-13

Calendar of Events

April 7-13: [National Volunteer Week](#)

April 7-13: [National Crime Victims' Rights Week](#)

Tuesday, April 9: [Overview of Phase 3 Nursing Home Regulations: A Look Ahead](#), 3:00pm ET, Free Consumer Voice webinar

Wednesday, April 24: Navigating the National Ombudsman Resource Center Website, 3:00pm ET, NORC Webinar, Registration info forthcoming

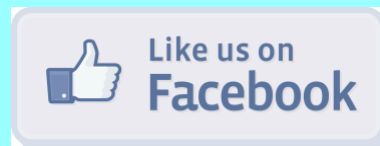
May: [Older Americans Month](#)

Monday, May 20: National Older Adult Mental Health Awareness Day, 1:00-3:30pm ET, RSVP for the in person event in Washington, DC [here](#) or watch the [livestream](#)

Saturday, June 15: [World Elder Abuse Awareness Day - Lifting Up Voices](#)

November 3-6, 2019: Consumer Voice Annual Conference, Crystal Gateway Marriott, Arlington, Virginia

Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Tuesday, March 26:

[A nursing home in New York has developed a program that enables senior residents to access medical cannabis under New York state law](#)

Next week, April 7-13, is National Volunteer Week. The theme for this year is [Celebrate Service](#). In federal fiscal year 2017, 6,625 volunteers trained and designated to investigate and resolve complaints, contributing 591,363 hours of service to Ombudsman programs across in the country (according to the [NORS data](#)). The Independent Sector determined the estimated value of a volunteer hour in 2018 was \$24.69. For the Ombudsman program, that is \$14.6 million of assets due to volunteer service! National Volunteer Week, is a perfect time to reach out and say thanks for volunteering with your program and making a difference in the lives of the residents. Find more information and resources for celebrating on NORC's [Volunteer Week](#) and [Volunteer Recognition](#) webpages.

Long-Term Care Ombudsmen: Thank your volunteers and recognize their work publicly by sending NORC brief messages of appreciation for their dedicated advocacy (e.g., examples of their advocacy, years of service, photos). NORC will post your message on its website and highlight the submissions on the home page. Email your submissions to ombudcenter@theconsumervoice.org.

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Next Week is National Crime Victims' Rights Week

April 7-13 is National Crime Victims' Rights Week. This year's theme is "Honoring Our Past. Creating Hope for the Future." The theme is meant to celebrate progress made while looking to a future of crime victim services that is even more inclusive, accessible and trauma-informed. The Office for Victims of Crime has provided an extensive resource guide featuring sample materials including sample social media posts, current statistics, and tutorials. Access the materials [here](#).

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National Older Adult Mental Health Awareness Day is May 20th

follow us on
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Last Week's Most Popular Tweet:

Wednesday, March 27:

[It's National Assistive Technology Awareness Day!](#)

Long-Term Care Resources & News

- [Veterans harmed at VA nursing homes in 25 states, inspection finds USA Today](#), March 28, 2019 - Consumer Voice's Robyn Grant quoted

We always welcome thoughts or reactions to the articles included in the weekly Voice. Feedback can be sent to info@theconsumervoice.org

DONATE NOW

Read past issues of The Voice [here](#).

Monday, May 20th is National Older Adult Mental Health Awareness Day. The Administration for Community Living, Substance Abuse and Mental Health Services Administration, and National Coalition on Mental Health and Aging are hosting an event to celebrate the day. The event aims to raise awareness of older adults' mental health needs; promote evidence-based prevention, treatment, and recovery supports; encourage collaboration between mental health and aging networks; and highlight where to seek services when needed. Attend the event in person in Washington, DC by registering [here](#) or tune into the [livestream](#) 1:00pm-3:30pm ET Monday, May 20th.

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Bill in Oklahoma Would Crack Down on Antipsychotic Drug Use in Nursing Homes

In Oklahoma, a bill pending in the State House would tighten regulations on administering antipsychotic drugs in nursing homes. According to AARP Oklahoma, the state ranks first in the nation in administering such drugs to nursing home residents. The legislation, Senate Bill 142, has passed the State Senate and is now pending in the House Health Services and Long-Term Care Committee. It would require informed consent from the patient or legal representative and if an antipsychotic is administered during an emergency, a follow-up exam by a physician would be required to ensure proper diagnosis. For more information, read the article [here](#).

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Spotlight on Resources

Support the Consumer Voice
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amazonsmile
You shop. Amazon gives.

**Ombudsman Volunteer Recognition Planning
Idea List**

Following is a list of ideas that may be helpful in planning an ombudsman volunteer recognition event. This list created by the Ombudsman Commission Advisory Committee is intended as a starting point to aid ombudsman volunteer coordinators or others in planning recognition events such as banquets or ceremonies.

Locations

- Some low cost (or no cost) places to hold a volunteer recognition include: public libraries, church social halls, county recreation centers, senior centers, apartment or town home community centers, restaurants.
- Check with any groups or membership organizations that you are associated with to see if there is any free or low cost meeting space available to members.
- Ask volunteers if they have any connections or contacts that might result in a low cost or free meeting space.
- Host an event at your own home (space permitting this adds a nice "personal touch")

Resources

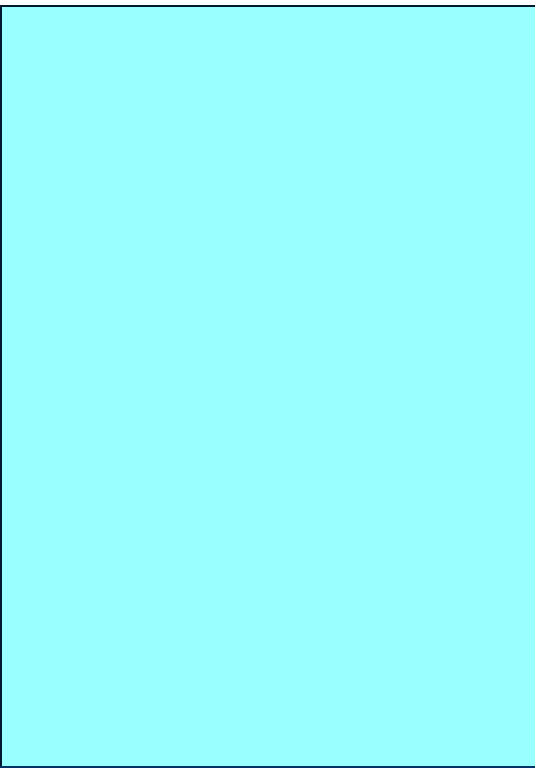
- If you have a budget be sure to put aside some funds for a volunteer recognition event.
- Consider using some of your recruiting budget to focus on retention of staff through recognition.
- Ask for donations of items that can be used as door prizes or other give away items.
- Seek sponsorships from community businesses that might be willing to donate food or meeting space (grocery stores, restaurants, retailers, whole salers, etc.)

Think it out before you begin planning:

- Know your volunteer staff well enough to know what type of recognition is meaningful to them.
- Some volunteers do not like a formal recognition, but would like to receive a special training from an expert in the field, or have a party for some special seniors from an nursing home or assisted living facility (allow them to define what "special" means to them. Allow them time to tell of their favorite experiences. Assign one or two volunteers ahead of time to give the sharing time a jump start. Include paid staff with the volunteer staff.
- Encourage them to invite someone as a guest.
- Make it a meaningful event.
- Include volunteers to help you plan the event.

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Consumer Voice and the National Ombudsman Resource Center have a multitude of resources available online covering a wide range of long-term care topics. Visit the [Consumer Voice and NORC websites](#) to explore all the available resources. Check out this week's



highlighted resource:

[Ombudsman Volunteer Recognition Planning Idea List](#)

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About The Voice

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Consumer Voice is the leading national voice representing consumers in issues related to long-term care, helping to ensure that consumers are empowered to advocate for themselves. We are a primary source of information and tools for consumers, families, caregivers, advocates and ombudsmen to help ensure quality care for the individual. Consumer Voice's mission is to represent consumers at the national level for quality long-term care, services and supports.

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