



# THE VOICE

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

April 23, 2019

## Webinar Tomorrow on Navigating NORC's Website

Register now for tomorrow's webinar from the National Long-Term Care Ombudsman Resource Center (NORC) - [Navigating the NORC Website](#). The NORC website is filled with information, resources, and news from Ombudsman programs to support and inform programs across the country. This presentation will walk through the NORC website and new [On-Demand Training Center](#). The presentation will show how resources and information are organized on the website and where to go if you need help.

Watch this [short video](#) as an introduction to the NORC website and read the [March NORC Notes](#) to learn more about the NORC website and recent updates. Register for the webinar [here](#).

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## Bill in NC Would Increase Personal Needs Allowance in Nursing Homes and Assisted Living Facilities

A bipartisan bill filed in the North Carolina House of Representatives would increase the personal needs allowance

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for nursing home and assisted living residents. Low levels of spending money can force residents to make difficult decisions like choosing between co-pays on prescriptions or personal grooming or even an occasional snack. The bill would increase the monthly personal needs allowance from \$30 for nursing home residents and \$46 for assisted living residents up to \$70 per month. The monthly allowance for people on Medicaid in nursing homes hasn't changed in more than 30 years, and the increase is meant to catch up with inflation and increased costs.

The bill has bipartisan support in the State House but faces a greater challenge in the State Senate. Executive Director of Friends of Residents in Long Term Care and Consumer Voice Leadership Council Member and former Governing Board President Bill Lamb has advocated for the bill. "We think it's high time we did something about it," he said. "It's a fairness issue really, to keep pace with inflation." For more information, read the [article](#) in *North Carolina Health News*.

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## New Tools Available to Strengthen Elder Abuse Prevention Education and Outreach Programs

The National Center on Elder Abuse (NCEA) and the National Association of Area Agencies on Aging (n4a) have created the STEAP Initiative - Supports and Tools for Elder Abuse Prevention - in order to increase awareness of elder abuse and strengthen elder abuse prevention education and outreach programs. As a part of this Initiative's efforts, new free and ready-to-use materials are available to engage and educate your community about preventing elder abuse. The Toolkit includes practical and customizable elder abuse education and outreach resources including brochures and fact sheets, an outreach guide, presentation materials, and more. Access the tools and materials [here](#).

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**Wednesday, April 24:** [Navigating the National Ombudsman Resource Center Website](#), 3:00pm ET, NORC Webinar

**Monday, April 29:** [Approaching Clients with Cultural Humility](#), 2:00pm ET, Webinar from National Council on Aging

**May:** [Older Americans Month](#)

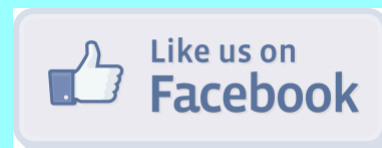
**Monday, May 20:** National Older Adult Mental Health Awareness Day, 1:00-3:30pm ET, RSVP for the in-person event in Washington, DC [here](#) or watch the [livestream](#)

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

**October:** [Residents' Rights Month](#)

**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:**

**Thursday, April 18:**  
[KHN and PBS NewsHour released a new investigation and video on suicide in nursing homes, assisted living facilities, and adult care homes.](#)

## Webinar on Key Differences Between PASRR Level I and Level II

The Centers for Medicare & Medicaid Services (CMS) is holding a webinar on Tuesday, May 14th at 1:00pm ET as a part of their "Power and Possibility of PASRR" Webinar Series. The May 14th webinar "Key Differences Between PASRR Level I Preliminary Screens and PASRR Level II Evaluations" will discuss the relationship between Level I and Level II evaluations and highlight common misconceptions as well as promising practices. All individuals who apply to reside in a Medicaid-certified nursing facilities, regardless of payer, are required to receive a Level I PASRR screen to identify mental illness or intellectual disabilities. If an individual is suspected to have mental illness or an intellectual disability, a Level II evaluation is conducted to confirm this. Dr. Edward Kako will present on the topic.

Register [here](#). Direct questions to Lisa Gold at [lgold@us.ibm.com](mailto:lgold@us.ibm.com).

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## Reminder: Gather Your Group for the Consumer Voice Conference

Registration will open soon for the [2019 Consumer Voice Annual Conference](#) - November 3-6 in Arlington, VA. Get the best possible rate for the conference by taking advantage of our group discounts. Registration will open in May, so start forming your group today! Contact us ([info@theconsumervoice.org](mailto:info@theconsumervoice.org)), and we will help you register your group. Your application for discounts must be made prior to registration.

2019 Discounts for Group Conference Registrations:

- Group of 5 - 9 individuals - \$20 discount per person
- Group of 10 or more individuals - \$45 discount per person

Please see the full group discount policy [here](#).

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### Last Week's Most Popular Tweet:

Thursday, April 18:

[Article from @KHNews & video from @NewsHour investigate suicide in nursing homes, assisted living facilities & adult care homes](#)

### Long-Term Care Resources & News

- [World Elder Abuse Awareness Day: Tools and Tips](#), USC Center on Elder Mistreatment

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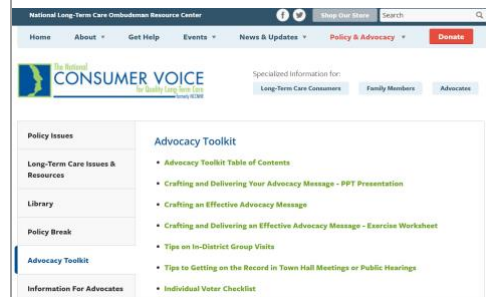
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Visit our website to view a [preliminary agenda](#) and to find [information on hotel room reservations](#) for the conference. Stay tuned for more conference information coming in May!

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## Spotlight on Resources



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:

### **Consumer Voice Advocacy Toolkit**

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## About The Voice

The Voice is a weekly e-newsletter, published by the National Consumer Voice for Quality Long-Term Care. If you do not wish to continue receiving this publication, please unsubscribe below. Your contributions and comments are welcome and should be sent to [info@theconsumervoice.org](mailto:info@theconsumervoice.org). Copyright © 2019.

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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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