



# THE VOICE

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

February 19, 2019

## ACL Seeking Ideas for Future Activities of the EJCC

The Administration for Community Living (ACL) is seeking comments and ideas for future activities of the Elder Justice Coordinating Council (EJCC). The EJCC coordinates activities related to elder abuse, neglect, and exploitation across the federal government. ACL is seeking comments, thoughts and ideas about what the EJCC should prioritize over the next two years. Examples of questions to address include:

- How have the EJCC's past activities benefitted you or your affiliated programs?
- What activities, tools, resources, or components could most effectively advance elder justice at the state and local levels?
- How could the EJCC benefit the larger elder justice community?
- What is the best way to measure the EJCC's impact and effectiveness?

Submit comments to [ejcc@acl.hhs.gov](mailto:ejcc@acl.hhs.gov) with "Thoughts and Ideas" as the subject line through September 30, 2019. For more information, read the [invitation for public comment](#).

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### Note About Accessing Our Email Links in Microsoft Edge

It has come to our attention that some of our email links are prompting a security error when

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## Webinar on Eldercare Locator

The Centers for Medicare & Medicaid Services are holding a webinar about the Eldercare Locator on Wednesday, February 27th at 2:00pm ET. The webinar will give an overview of how the Locator helps connect older adults and their caregivers to services and programs and will highlight features of the Locator's newly redesigned website. The new website includes a searchable database of local agencies and programs and a library of consumer-based resource materials. The webinar will cover how to navigate the website and how to link to the Native Service Locator.

Register for the webinar [here](#).

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## Congressman and Advocate John Dingell Dies

Former Congressman John Dingell, who served in the House of Representatives from 1955 to 2015, passed away earlier this month. Congressman Dingell was a strong advocate for the rights of nursing home residents. He sponsored the "Medicaid Nursing Home Quality Care Amendments of 1987" which was incorporated into OBRA 87 (Omnibus Budget Reconciliation Act of 1987). Congressman Dingell's legislation was designed to provide standards of care and rights that would ensure that residents of nursing homes receive quality care that results in their achieving or maintaining their "highest practicable" physical, mental, and psychosocial well-being. The legislation also created the Residents Bill of Rights. Congressman Dingell's work made an important impact for the rights of nursing home residents. (Information from Elder Justice Coalition)

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## Commemorating 40 Years of the LTCOP

opened in Microsoft Edge. The error is occurring because links in emails are routed via our email provider (Salsa/Wired for Change). Our email provider is working with Microsoft Edge to resolve the issue. In the meantime, please be assured that all of our email and web links are safe to access. If you are looking for a specific link from an email and would prefer to access it via a direct URL, please email [info@theconsumerveoice.org](mailto:info@theconsumerveoice.org), and we can assist you.

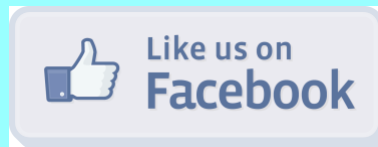
### Calendar of Events

**Wednesday, February 27:** [Finding Local Providers and Resources Through the Eldercare Locator](#), 2:00pm ET, Webinar from CMS

**Tuesday, March 12:** Traumatic Brain Injury Stakeholder Day, Hosted by ACL in Washington, DC, RSVP to [NCAPPS@acl.hhs.gov](mailto:NCAPPS@acl.hhs.gov)

**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:

**Friday, February 15:**

[If we really want to protect residents' access to justice, CMS should retain the ban on forced arbitration included in their 2016 nursing home rule.](#)

ACL Administrator and Assistant Secretary for Aging Lance Robertson wrote a blog post commemorating the 40th year of the Long-Term Care Ombudsman Program. The post highlights accomplishments of ombudsman programs across the country, presents ACL's ombudsman program data from fiscal year 2017, and highlights priority areas on which to focus the future. According to the data from fiscal year 2017, the most common type of complaints ombudsman programs received were regarding improper eviction or inadequate discharge planning. Of the 200,000 complaints resolved in that year, more than 14,000 related to improper eviction or inadequate discharge planning. They also provided over 400,000 instances of information and assistance on resident rights, care and community options to residents and over 125,000 instances of information and assistance to facility staff on issues of discharge planning, care, rights and abuse prevention. ACL set three areas to prioritize their work with the ombudsman program: implementing the Ombudsman Program Final Rule; Ombudsman Program Evaluation; and the National Ombudsman Reporting System (NORS) Data Collection.

Read the full blog post [here](#).

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## Reminder: Conference Session Proposals Due March 15

We are looking for session proposals for our 43rd Annual Conference November 3-6 in Arlington, Virginia. Session proposals must create an engaging, informative conference agenda that provides resources, tools, opportunities for discussion, and strategies our attendees can incorporate in their life and/or advocacy. Proposals are due March 15. Find more information on our [website](#).

## Spotlight on Resources

follow us on  
**twitter**

### Last Week's Most Popular Tweet:

Friday, February 15:

[A rule is being finalized that could force nursing home residents to give up their access to justice if harmed.](#)

### Long-Term Care Resources & News

- [The Financial Hardship Faced by Older Americans Needing Long-Term Services and Supports](#), *The Commonwealth Fund*, January 29, 2019

**DONATE NOW**

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

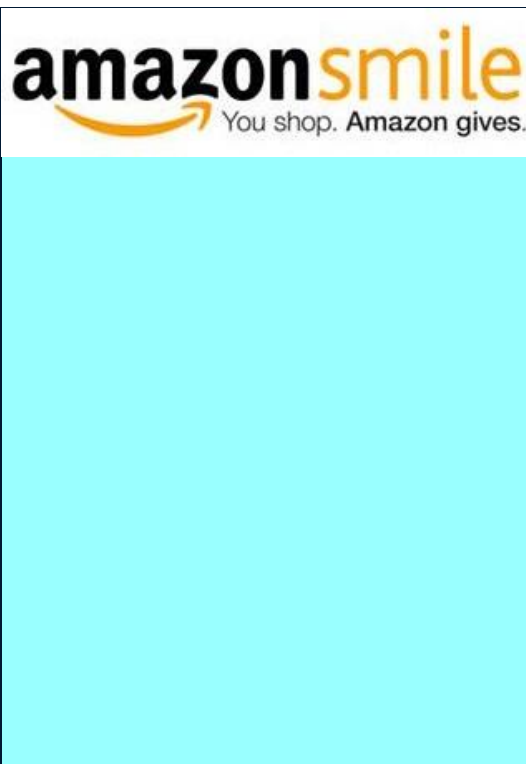
Support the Consumer Voice While You Shop Online

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:

**[Forced Arbitration in Long-Term Care Facility Admission Contracts Webpage](#)**

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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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