

THE VOICE

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

January 22, 2019

ACL Announces \$3 Million Investment to Strengthen Adult Protective Services

ACL is investing approximately \$3 million to continue efforts to develop tools and infrastructure to support states in building the Adult Protective Services (APS) of tomorrow. Over the next three years, ACL will undertake the following tasks:

- Update the National Voluntary Consensus Guidelines for State Adult Protective Services Systems on the 2-year schedule established at launch, create a dissemination plan for the guidelines, and produce a research agenda to build a stronger evidence-base of best practices in APS.
- Design and implement an APS client outcomes study evaluating how various micro-, mezzo-, and macro- system components impact APS client outcomes.
- Create an inventory of screening and assessment tools used by APS and others to screen for elder abuse, and assess each tool's level of validity.

The investment is the result of a partnership between ACL's Office of Elder Justice and Adult Protective Services and ACL's Office of Performance and Evaluation. Visit

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Calendar of Events

Thursday, January 24: [All Cause Harm Prevention in Nursing Homes: Applying Strategies from the New CMS Change Package](#), 3:00pm ET, Webinar from CMS and the Quality Innovation Network National Coordinating Center

Tuesday, January 29: [NCAPPS Kickoff Webinar](#), 3:00pm ET, Overview webinar of the new

the [Protecting Rights and Preventing Abuse](#) section of the [ACL website](#) to learn more about these efforts.

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Consumer Voice Executive Director, Lori Smetanka, Speaks on AGING MATTERS Radio

Consumer Voice Executive Director, Lori Smetanka, speaks with AGING MATTERS host, Cheryl Beversdorf, on how to help individuals receive the care and services of their choice and attain a high quality of life. AGING MATTERS RADIO is a weekly interview program on Arlington's community radio station featuring individuals with expertise about a broad array of aging related subjects. Host Cheryl Beversdorf interviews experts about issues that help older adults live longer and better. Listen to the recording [here](#).

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Webinar on Falls Prevention for Older Adults

Wednesday, February 13, 2019 12:00-1:30 PM ET [Register](#)

Falls and their related complications are a major threat to independent living and are the leading cause of both fatal and non-fatal injuries among adults over age 65. Falls are the number-one cause of hospital admissions for injuries in older adults, and are responsible for increased use of medical services. Each year, up to one-third of adults over 65 who live at home experience a fall, and almost two-thirds who suffered a fall within the past year will fall again. Older adults with chronic conditions are at higher risk of falls, making older adults dually eligible for Medicare and Medicaid particularly vulnerable. Falling is not an inevitable part of aging. This webinar will provide an overview of the importance of falls assessment and falls prevention for older adults and their caregivers and offer concrete interventions and strategies for providers to improve mobility and prevent falls. Register [here](#).

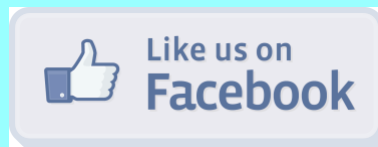
National Center on Advancing Person-Centered Practices and Systems

Tuesday, February 5: [Introduction to the Revised NORS Webinar](#), 3:00 - 4:30 p.m. ET, Hosted by NORC and ACL.

Tuesday, March 12: Traumatic Brain Injury Stakeholder Day, Hosted by ACL in Washington, DC, RSVP to 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, January 18:

[CNN: How to Protect a Loved One from Abuse or Sexual Assault in a Nursing Home](#)



Last Week's Most Popular Tweet:

Monday, January 14:

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In Memoriam, Kelly Moore

Former Montana State Ombudsman, Kathleen Mary “Kelly” Moore died peacefully on January 2, 2019 at age 70. Kelly worked for the State of Montana in various roles, including Program Manager for the Mental Disabilities Board of Visitors and State Long-Term Care Ombudsman for more than 7 years. She continued her advocacy for those with mental disabilities in the private sector with Magellan Behavioral Health Corporation and Montana Community Partners. Regardless of where Kelly worked, her passion to protect vulnerable people showed.

Kelly had many talents, but retiring was not one of them. She retired twice from the State and returned under contract as a Program Consultant for the Office on Aging, conducting legal document clinics throughout the state. She worked zealously on behalf of others all the way to her death. Kelly's obituary can be found [here](#).

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Spotlight on Resources



Training Videos Used by Ombudsman Programs

Updated August 2018

This list was compiled thanks to input received from Ombudsmen, program representatives, and volunteer coordinators. Please contact the Ombudsman Resource Center at 202-332-2275 or by email at ombudcenter@theconsumervoice.org if your favorite videos are not on this list.

NORC Resources

Consumer Voice and NORC On-Demand Training Center (2018)

Consumer Voice and NORC have created a new FREE online training center. This on-demand education platform allows you to delve into important topics through online courses. Courses are available for consumers, representatives of long-term care Ombudsman programs, advocates, and family members through your computer or mobile device. New courses will be added overtime, so be sure to visit the Center frequently. <https://theconsumervoice.org/online/>

NORC Webinars

Recordings and materials from all NORC webinars are sorted by year and available on the website: http://theombudsman.org/norc_support/training/training_and_conferences_calls

Ombudsman Program Staff and Volunteer Training

Advocates for Residents' Rights (2004) 15 minutes, NORC

An introduction to the Long-Term Care Ombudsman Program, presented by the late Dr. Arthur S. Flemming. Even though this film is "dated," it provides an excellent overview of the program and stresses the importance of volunteers.

To order call 202-332-2275, visit www.theombudsman.org or email ombudcenter@theconsumervoice.org

And the Winner of the Show (2003) 7 minutes, Triclops Productions

The story of Urban Ross, an 84-year-old, ailing widow, on her first day of admission to a nursing home. She quickly learns about institutional living: her possessions are reduced to a handbag and a suitcase; she is assigned a room with a stranger; her first encounters with caregivers are uneasy; and in the dining hall, among other residents, she finds personal contact just as elusive. Through it all, Mrs. Ross struggles to maintain her dignity and a measure of control over her life. In the end she breaks through the isolation.

To order call 1-800-343-5540 or visit website at <http://triclops.net/enr>

highlighted resource:

[Listen to Consumer Voice's Executive Director, Lori Smetanka, speak with AGING MATTERS host, Cheryl Beversdorf, on how to help individuals receive the care and services of their choice and attain a high quality of life.](#)

Long-Term Care Resources & News

- [CMS announces new 'innovations' to Medicare Advantage plans. January 22, 2019, McKnight's](#)

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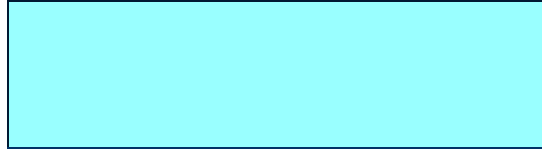
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Training videos used by Ombudsman programs

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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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