



THE VOICE

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

June 11, 2019

Now Accepting Nominations for the 2019 Leadership Awards

Are you looking for a way to recognize a long-term care consumer, long-term care ombudsman, family caregiver, citizen advocate, or another individual for their advocacy on behalf of long-term care consumers? We encourage you to nominate individuals that are "standing for quality" and have made significant contributions to improving the lives of long-term care consumers.

Based on your nominations, Consumer Voice will recognize people who have demonstrated an exceptional commitment to improving the lives of long-term care consumers.

Visit our [website](#) for additional information about the awards and nomination process.

There are 3 easy steps to submit a nomination!

1. Review the [award categories and criteria](#).
2. Complete the nomination form via [SurveyMonkey](#).
3. Submit a letter of recommendation from someone other than yourself.

Individuals and organizations may nominate people for an award. Awards will be presented at our [43rd Annual](#)

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Conference, November 3-6, 2019 in Arlington, Virginia.
Nominations are due by Friday, July 5!

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Registration Open for NORC Webinar on Using Technology in Volunteer Management

Register is open for an upcoming webinar from the National Long-Term Care Ombudsman Resource Center (NORC) entitled, Using Technology to Recruit, Train, and Keep Volunteers in the Loop on Wednesday, June 19th at 3:00pm – 4:30pm ET. This webinar is for Ombudsman programs that work with volunteers. Participants will hear successful practices in using technology for recruiting, “on-boarding”, training, and retaining volunteers (e.g., an informative program website, social media, video conferencing, on-demand training, etc.). For example, the webinar will discuss strategies for utilizing social media to tell consumer's stories and other appealing content, to attract potential volunteers. Whether you are looking for new ways to recruit or retain volunteers, join the webinar to hear how to incorporate technology into many aspects of volunteer management.

[Register here.](#)

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ACL Launches ElderJustice.acl.gov

The Administration for Community Living (ACL) has created [ElderJustice.acl.gov](#), an online hub of elder justice resources. The site serves as a gateway to seven ACL resource centers which disseminate information to professionals and the public; collaborate on research; and provide technical assistance and training to professionals, states, and community-based organizations. The organizations include: the National Adult Protective Services Technical Assistance Resource Center (APS TARC); The National Adult Maltreatment Reporting System (NAMRS); The National Center on Elder Abuse (NCEA); The National

Calendar of Events

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

Wednesday, June 19: [Using Technology to Recruit, Train, and Keep Volunteers in the Loop](#), 3:00pm ET, NORC webinar

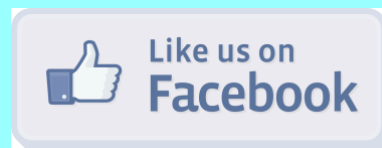
Wednesday, June 19: [When the Guardian is an Abuser](#), 2:00pm ET, Webinar from National Center on Law & Elder Rights

Thursday, June 27: [Palliative Care in the Continuum of Care](#), 2:30pm ET, Webinar from Quality Insights Quality Innovation Network

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:

Tuesday, June 4:

[CMS has made public a previously unreleased list of hundreds of under-performing nursing homes.](#)

Center on Law & Elder Rights (NCLER); The National Long-Term Care Ombudsman Resource Center (NORC); The National Resource Center On Women And Retirement Planning (NRCWRP); and Pension Help America (PHA).

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New GAO Report on Elder Justice

The U.S. Government Accountability Office (GAO) released a new report entitled *[ELDER JUSTICE: Goals and Outcome Measures Would Provide DOJ with Clear Direction and a Means to Assess Its Efforts](#)*. This report adds to GAO's prior work on the topic of elder justice. Visit their elder abuse key issues [page](#) for more information and related reports.

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The Nursing Home Arbitration Rule Has Left OMB

The Revision of Requirements for Long-Term Care Facilities: Arbitration Agreements has left OMB and could be released at any time. It will be available first on the public inspection website and then published in the Federal Register. Additional information is available [here](#).

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Materials Available from NORC's Five-Part Webinar Series on NORS Training Materials

Complete materials from NORC's five-part webinar series on the revised National Ombudsman Reporting System (NORS) training materials are now available on [NORC's website](#). State Ombudsman programs submit data regarding program activities to the Administration for Community Living (ACL)/Administration on Aging (AoA),

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Last Week's Most Popular Tweet:

Wednesday, June 5:

[In Oklahoma, several pieces of legislation were passed which provided funding for long-term care facilities and support for family caregivers.](#)

Long-Term Care Resources & News

- ["What Matters" to Older Adults?](#), Toolkit from the John A. Hartford Foundation

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using the codes, definitions, and activities outlined in the instructions for the National Ombudsman Reporting Systems (NORS). The data has been collected since 1996 and this is the first comprehensive revision. The revised NORS data collection is effective October 1, 2019.

NORC has updated the four-part NORS training materials to reflect the updated codes, definitions, and activities and instruct programs on how to record the work they do. States are to continue to use the current approved NORS [codes](#) and [instructions](#) and [training materials](#) to ensure consistent reporting until the updated data collection is effective on October 1, 2019.

The purpose of this webinar series is to introduce the new training materials to help programs prepare for the transition to new codes, definitions, and activities on October 1, 2019. Access PowerPoints and recordings now from all five webinars [here](#).

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Ohio State LTC Ombudsman Quoted in Article on Recent List of Under-Performing Nursing Homes

Ohio State Long-Term Care Ombudsman Beverley Laubert was quoted in an [article from ABC6 in Ohio](#) about the recent list of under-performing nursing homes released to the public for the first time by the Centers for Medicare and Medicaid Services (CMS). Following an inquiry by US Senators Bob Casey and Pat Toomey, [CMS made public](#) the previously unreleased list of hundreds of poorly performing nursing homes. The ABC6 article highlighted the eight facilities in Central Ohio named for "persistent poor care." "Market forces really are a factor in quality improvement. Consumers need the information to make decisions and if people don't go to poor-quality facilities, maybe those poor-quality facilities will work a little harder to be better," Beverley Laubert said in the article.

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Spotlight on Resources



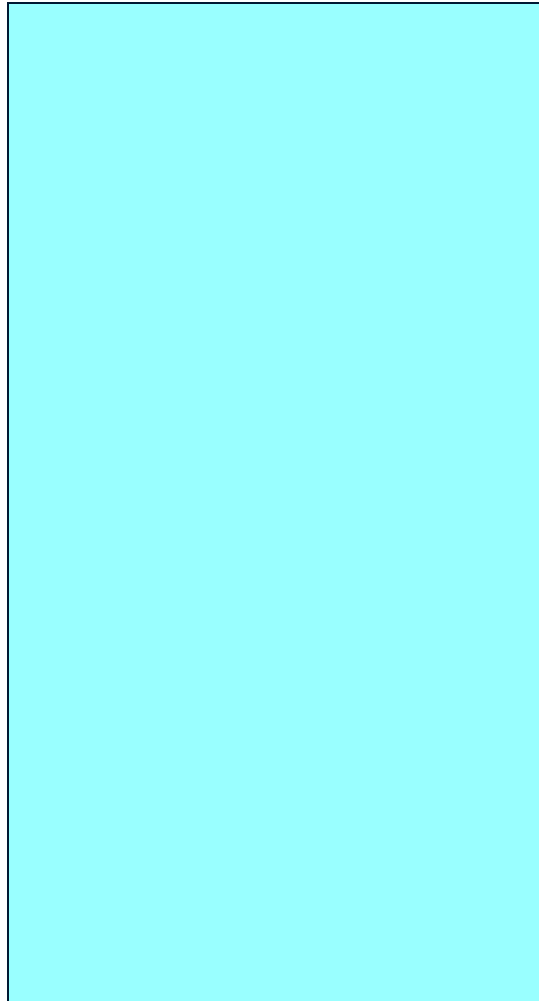
The thumbnail shows the cover of the document titled "LTCOP REFERENCE GUIDE: RESPONDING TO ALLEGATIONS OF ABUSE, ROLE AND RESPONSIBILITIES OF THE LONG-TERM CARE OMBUDSMAN PROGRAM". It includes a logo for "The National Long-Term Care Ombudsman Resource Center" and sections for "OVERVIEW" and "KEY POINTS".

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:

LTCOP Reference Guide: Responding to Allegations of Abuse: Role and Responsibilities of the Long-Term Care Ombudsman Program

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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. 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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