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# **Measure Description:**

Imposes new requirements on continuing care retirement communities and residential facilities.

## Government Unit(s) Affected:

Long Term Care Ombudsman (LTCO), Department of Human Services (DHS)

## Local Government Mandate:

This bill does not affect local governments' service levels or shared revenues sufficient to trigger Section 15, Article XI of the Oregon Constitution.

## Analysis:

Senate Bill 307 requires continuing care retirement communities (CCRCs) registered with the Department of Human Services (DHS) to:

- Adopt written grievance policies and procedures for providing the timely resolution of a resident's grievance.
- Have a procedure in place for residents to request that a staff person of a particular sex be assigned to assist the resident with activities of daily living. If the provider is unable to do so, the provider must notify the resident in writing of the reasons why.

The bill requires DHS to adopt a procedure for a resident to file a complaint with the department concerning a facility's failure to comply with these requirements.

In addition, the bill adds the independent living section of a CCRC to the list of facilities served by the Long Term Care Ombudsman.

# Long Term Care Ombudsman (LTCO)

Because independent living residents of CCRCs would be a new population for LTCO, passage of this bill will have a fiscal impact to LTCO. However at this time, the impact cannot be quantified – while there are about 1,500 independent living units, service needs will depend on actual occupancy status (single versus double occupancy) and demand for services. As a point of reference, pricing for salary, benefits, and related services & supplies for one additional permanent part-time Deputy Ombudsman position, which would cover about 3,000 residents and approximately 30 volunteers, at 0.38 FTE is \$116,016 General Fund for the 2015-17 biennium; and \$139,862 General Fund and 0.50 FTE for the 2017-19 biennium.

If this bill passes, LTCO will monitor workload created by the requirements of the bill and, if it is determined there will be a material increase in associated work and expenditures, the agency may need to request additional staffing and resources.

## Department of Human Services (DHS)

Passage of this bill is anticipated to have minimal impact on DHS.