



---

**QUALITY  
LONG TERM  
CARE**

## **Long Term Care Updates and How to be an Advocate**

Kay Paksoy Castillo, BSW  
Executive Director  
Friends of Residents in Long Term Care

## Who is FOR?

- Established in 1987 by interested Ombudsman
- Statewide, independent resource
- Members consist of individuals and organizations, residents and family members
- 501(c)(3) non-profit organization
- Board of Directors
- Committees: Public Policy, Communications, Development

# What does FOR do?

Our mission is to empower residents & families to improve quality of care through education, advocacy & support.

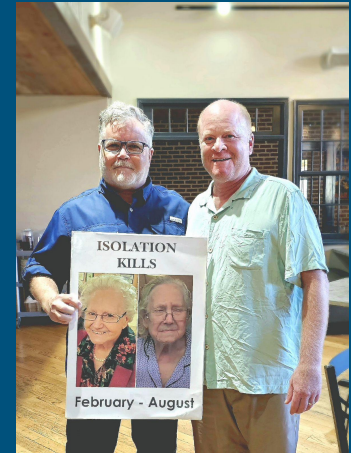
Focus on the entire continuum of long-term care.

Assist family members and residents and ensure residents' rights are not violated.

Connect individuals to their local ombudsman.

Work with state leaders and legislators.

Work in coalitions.



# Coalition Work and Meetings with Stakeholders

- North Carolina Coalition on Aging
- NC Partnership to Address Adult Abuse
- Care4Carolina
- NC Serious Illness Coalition
- Adult Care Home Rules Review Committee
- Stakeholder Advisory Group of the Adult Care Home Accreditation Pilot Program (established by the NCGA in 2021)
- Meeting with state leaders: legislators, Secretary of Health and Human Services and NC Medicaid, Attorney General staff, and others



# NC IS AGING

Ranked 9th nationally in total population

Ranked 8th in population of people 65 and over.

By 2028, 1 in 5 North Carolinians will be 65 and over.

The state has more people 60 and over than under 18 years of age.

Over the next 20 years, those age 85 and older will increase 116%.

NC State Center for Health Stats, 2020 survey said that around 8 out of 10 people 65 and older have one or more chronic disease.



# Projected NC's Population 2020-2040

Age	2020		2040		% Change 2020- 2040
	#	%	#	%	
Total	10,456,593		12,669,133		21%
0-17	2,259,727	22%	2,525,778	20%	12%
18-44	3,743,024	36%	4,388,693	35%	17%
45-59	2,047,398	20%	2,379,974	19%	16%
60+	2,406,444	23%	3,374,688	27%	40%
65+	1,760,844	17%	2,669,736	21%	52%
85+	193,247	2%	417,112	3%	<b>116%</b>

Source: NC Office of State Budget and Management, Standard Population Estimates, 2020; Population Projections, Vintage 2040, <https://www.osbm.nc.gov/facts-figures/population-demographics>

# 2023 Public Policy Agenda and Other Advocacy Work

- Direct Care Workforce Sustainability
- Personal Needs Allowance for nursing homes residents
- Increase LTC Ombudsman in NC
- All Ages, All Stages NC
- Federal Minimum Staffing Requirements



# Direct Care Workforce Sustainability



Most needed healthcare jobs in NC- may work in homes, skilled nursing facilities, group homes, etc.

Not paid living wage (median wage of \$11.44/hour in 2021)

Little to no benefits/health insurance

Little to no sick time

Work 2 or more jobs

High turnover rate

Understaffing leads to negligence of residents, injuries to staff, overuse of medications, increased emergency room visits.



# What NC is doing to Address Direct Care Workforce

According to the Paraprofessional Healthcare Institute, research shows that from 2018-2028, NC's long term care sector will need to fill more than 186,000 direct care jobs including 21,000 new jobs to meet demand.

Legislative focus- one time bonus in 2021, pay increase to try to achieve \$15/hour. Funds for innovations waiver direct care workers in 2023.

NC has recently launched the **Caregiving Workforce Strategic Leadership Council** to address the workforce concerns.



# PERSONAL NEEDS ALLOWANCE (PNA)

The Personal Needs Allowance (PNA) is the monthly sum of money that residents who receive Medicaid may retain from their personal income. This money can be used to purchase needed products such as speciality shampoo and toiletries, underwear, over the counter meds, snacks, etc.

For assisted living residents, PNA is \$70 a month which was increased in 2022 (it was \$46, a change made in 2003).

Nursing home residents get \$30 a month. If married and both spouses are in facilities, they receive \$60 a month.



# VICTORY!



---

**QUALITY  
LONG TERM  
CARE**

**Personal Needs Allowance increase for  
nursing home residents passes and  
becomes law in North Carolina!**

# Increase LTC Ombudsman

The National Academy of Sciences Institute of Medicine, in 1995, recommended one full time equivalent (FTE) paid Ombudsman per every 2,000 long-term care (LTC) beds.

With 92,500 LTC beds, NC needs at least 46.2 FTE Ombudsman. North Carolina needs roughly 10-11 more. Current legislation, House Bill 486 would have provided funds to increase this number.

Ombudsmen in North Carolina are responsible for 30 percent (600) more beds than recommended by the experts at the Institute of Medicine. Such an overload puts residents in LTC in North Carolina at risk. They may not receive the protection and services they should expect from Ombudsmen.

# All Ages, All Stages NC

*A Roadmap to Aging and Living Well*



On May 2, 2023, Governor Cooper kicked off Older Americans Month by signing Executive Order 280, North Carolina's Commitment to Building an Age-Friendly State which launched the Multisector Plan for Aging.

**July**

Initiate Stakeholder Engagement and Public Information Campaign

**September to February**

Convene Stakeholder Workgroups to Develop Recommendations

**February-March**

Steering Committee Receive Workgroup Recommendations; Begin Drafting MPA



**September 7**

First stakeholder workgroup meeting, Bill Ross Conference Center

**September to November**

Conduct focus groups



**March 2024**

Share Recommendations and Draft with Cabinet Representatives

**April 2024**

Share Back to Workgroups; Finalizes MPA

**May 2024**

Submit Report to Governor



**March 2024**

Share Draft and Cabinet Input with Governor's Advisory Council on Aging, Submit Preliminary Budget Requests

**March to April 2024**

Establish 2-Year Outcome Metrics and Finalize Data Dashboard





# Proposed Rule: Federal Nursing Home Minimum Staffing Standards

Released September 1, 2023

Public Comments are due November 6, 2023

24/7 Registered Nurse on site

Nursing facilities would be required to provide 3 hours of direct care per resident per day, comprised of at least 2.45 hours from nurse aides and .55 hours from registered nurses.

The regulations would allow facilities to obtain waivers of the standards under certain conditions.

20 years ago, CMS study found at least 4.1 hours of direct care each day to avoid compromised care

<https://www.youtube.com/watch?v=VQvuDxDSu4Q>



# 2024 Policy Priorities....LOADING

**Funding Request:** Increase the number of state regulators for greater regulatory oversight of facilities (nursing home licensure section and adult care home section). We need to ensure consumer complaints are not going unanswered for months and that inspections take place to ensure compliance with minimum standards.

# Powerful ways to lend your voice

If you're a resident or family member, consider participating in or starting a **Resident Council** or **Family Council**.

**County Commissioners:** Have various oversight of nursing homes and assisted living and in charge of appointing Community Advisory Committees- "friendly visitor program" (serve on a CAC!)

**Legislators:** in charge of state budget- PNA and reason that was legislative level; increasing funding for ombudsman, priorities of the state  
- sign up for updates from legislators. Reach out and introduce yourself

**Members of Congress/U.S. Senate:** Federal spending, Offices like CMS which proposes changes to various rules, federal committees, etc.

- *Remember: you will speak to a PERSON, maybe a staff member, intern, or the elected official directly.*

# Find your legislators

Who represents YOU:

- County Commissioners- local
- NC House of Representative- Raleigh and might have local office
- NC Senator- Raleigh and might have local office
- Member of Congress- Washington, D.C. and local offices
- Two U.S. Senators (Thom Tillis and Ted Budd)- Washington, D.C. and local offices

Before you reach out to them, GOOGLE them! Find out what committees they serve on, what platforms they support, and more. Be knowledgeable about who represents you.

**<https://www.ncleg.gov/FindYourLegislators>**

# Stay engaged

## **Sign up for newsletters!**

From elected officials- most have a website where you can sign up for updates (local, state, and federal).

From nonprofit groups. State and federal groups send out helpful information to keep you up to date. Example: Friends of Residents in Long Term Care (become and member and donate!) and the National Consumer Voice

From state agencies like the North Carolina Department of Health and Human Services.

Social media can be a \*somewhat\* helpful place to stay engaged.

Listen to podcasts!

# Join Friends of Residents in Long Term Care in 2024

Call for new **Board Members!**

Call or refer others to our hotline. In the last six months we have taken **over 30 phone calls and emails** from the community.

Help us implement our **2024 Public Policy Priorities** and **work with our Public Policy Committee.**

Become a **member** and **donor**: we are able to do what we do because we are supported by donors.

**2024 Roadshow!**

# Where to find us

[www.forltc.org](http://www.forltc.org)

Email: [friends@forltc.org](mailto:friends@forltc.org)

(919) 782-1530

514 Daniels Street, #205

Raleigh, NC 27605

YouTube: <https://www.youtube.com/@friendsofresidentsinlong-t2106>

Twitter: <https://twitter.com/FriendsTerm>

Facebook: <https://www.facebook.com/forltc/>

LinkedIn: <https://www.linkedin.com/in/friends-care-89a6b038/>