



**Contra  
Costa  
County**

To: Board of Supervisors  
From: Marla Stuart, Employment and Human Services Director  
Date: June 21, 2022

Subject: Contract with Empowered Aging (formerly Ombudsman Services of Contra Costa, Inc.) for Long-Term Care Ombudsman Services

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract renewal with Empowered Aging (formerly Ombudsman Services of Contra Costa, Inc.) in an amount not to exceed \$519,180 to continue to provide long term care ombudsman services to seniors for the period July 1, 2022 through June 30, 2023.

**FISCAL IMPACT:**

This will increase department expenditure by \$519,180, funded by 19% Federal revenues from the Federal Older Americans Act Title III-B and Title VII-A revenue, and 81% by the State Ombudsman Program, State Public Health Licensing and Certification Program, Health Facilities Citation Penalties Account, and Skilled Nursing Facility Quality and Accountability Funds, all of which is budgeted in FY 2022-23. (CFDA# 93.044, 93.042)

**BACKGROUND:**

Since at least 2010, Empowered Aging (formerly Ombudsman Services of Contra Costa, Inc.) has been providing Long-Term Care Ombudsman Services in Contra Costa County and responding to reports of abuse of residents of long-term care facilities. In recent years, on August 6, 2019, the Board of Supervisors approved a contract with Ombudsman

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **06/21/2022** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: June 21, 2022

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Antonia Welty, Deputy

Contact: L. Pacheco (925)  
608-4963

cc:

Services of Contra Costa, Inc. in an amount not to exceed \$309,488, to provide countywide ombudsman services to seniors, for the period July 1, 2019 through June 30, 2020 (

## BACKGROUND: (CONT'D)

C. 62). On January 14, 2020, the Board approved a contract amendment with the Contractor to increase the payment limit to \$491,457 with no change to the term [\(C.9\)](#). This Amendment allocates a portion of the California Department on Aging's annual redistribution of unused funds from all California counties in relation to long-term care ombudsman services. On June 23, 2020, the Board approved a second contract amendment to increase the payment limit to \$502,187 for additional needed program supplies and COVID-19 safety supplies for volunteers with no change to the term [\(C. 43\)](#).

On September 22, 2020, the Board approved a contract renewal with Ombudsman Services of Contra Costa, Inc. in an amount not to exceed \$511,262 to provide countywide ombudsman services to seniors, for the period July 1, 2020 through June 30, 2021 [\(C. 63\)](#). On March 30, 2021, the Board approved a contract amendment to increase the payment limit to \$561,668 with no change to the term [\(C. 41\)](#). This amendment allocates a portion of the California Department of Aging Area Plan Amendment provided to the Employment and Human Services Department, Area Agency on Aging.

On June 8, 2021, the Board approved a contract with Ombudsman Services of Contra Costa, Inc., in an amount not to exceed \$505,120 to provide countywide ombudsman services to seniors, for the period July 1, 2021 through June 30, 2022 [\(C. 88\)](#). On September 7, 2021, the Board approved clarification of Board action of June 8, 2021 (C.88) to change the name of the Contractor to read Empowered Aging, a corporation, with no change in the payment limit and term. On May 17, 2022, the Board approved a contract amendment to increase the payment limit to \$547,865 with no change in the term [C. 32\)](#). This amendment provides enhanced long-term care Ombudsman services through the allocation of a portion of the California Department of Aging Area Plan Amendment funding provided to the Employment and Human Services Department, Area Agency on Aging.

This new Board Order would authorize the execute of a contract renewal with Empowered Aging in an amount not to exceed \$519,180 to continue to provide long term care ombudsman services to seniors for the period July 1, 2022 through June 30, 2023. Ombudsman Services include representing residents with issues related to day-to-day care, health, safety and personal preferences. Funding for this contract comes from the California Department of Aging Area Plan contract provided to the Employment and Human Services Department, Area Agency on Aging.

## CONSEQUENCE OF NEGATIVE ACTION:

Seniors in Contra Costa County will not receive Long Term Care Ombudsman Services.