



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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Division of Aging and Adult Services

DAAS ADMINISTRATIVE LETTER NO. 22-08

TO: Area Agency on Aging Directors
Regional Long-Term Care Ombudsmen

FROM: Joyce Massey-Smith, Director

DATE: September 27, 2022

SUBJECT: American Rescue Plan Act of 2021:

- **ARPA Funding for Long-Term Care Ombudsman Response in Residential Care Communities**
- **Updated Appendix A: ARPA Comprehensive ARMS Codes Listing**

The Administration for Community Living has awarded funding from the American Rescue Plan Act (ARPA) to support the Long-Term Care Ombudsman Program under the Elder Justice Act section 2043(a)(1)(A) of Title XX of the Social Security Act.

The purpose of the grant is to enhance the Ombudsman program's capacity to respond to and resolve complaints about abuse and neglect, especially in board and care facilities and similar adult care homes, including assisted living facilities. Residents of these homes are less likely to have the benefit of federal regulation or clear requirements for preserving and respecting resident rights during the COVID-19 public health emergency, thus making the presence of the Ombudsman program essential.

Regional Ombudsmen will seek to expand their virtual and in-person presence to residents and their families and will continue to promote the health, safety, welfare, and rights of residents in the context of COVID-19.

These funds should augment, not supplant, annual AAA allocation for the long-term care ombudsman program.

Examples of allowable uses of this ARPA funding may include:

- Ombudsman staff augmentation to respond to and resolve complaints of abuse and neglect in residential care communities.
- Training for residential care community staff so they can identify and prevent elder abuse, neglect, and exploitation.
- Community outreach, e.g., advertising, postage, brochure printing, educational materials, etc.

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Training costs for advertising, recruiting, certifying, or providing continuing education virtually/in-person to current/prospective representatives of the Program.
- Development of resident and family councils.
- Information, assistance, and education on resident rights and prevention of abuse and neglect.
- Expansion of volunteer capacity.

Funds allocated under this grant are available as of August 1, 2022, and will remain available until spent or through September 30, 2025, whichever comes first. All allowable expenditures from the effective date will be reimbursed up to the allocated amount. Funds must be accounted for, tracked, and reported separately from recurring Older American Act Title VII funding.

Required supporting documentation must be maintained on file for auditing and monitoring purposes and should include such information as receipts, invoices, time sheets, training certificates, travel logs, phone logs, sign-in sheets, and other documentation of costs and payments associated with training and outreach for programming efforts.

New ARPA service code 975 ([Appendix A](#)) will be used to support allocations and reimbursements for activities. One unit will equal one occurrence/activity/event, regardless of how much time the activity takes.

AAAs will be responsible for tracking and reporting activities under this grant on the DAAS tracking spreadsheet issued on September 27, 2022.

The Long-Term Care Ombudsman Program (Grantee) is required to submit programmatic reports in the National Ombudsman Reporting System by January 31 of each year.

Questions about ARPA service delivery should be addressed to Victor Orija victor.oriya@dhhs.nc.gov or Kathryn Lanier Kathryn.lanier@dhhs.nc.gov for assistance with funding questions.

JMS/VO/pg



Appendix A