



NEWS

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WISE & Healthy Aging Expands its Long-Term Care Ombudsman and Elder Abuse Prevention Programs to San Bernardino County

SANTA MONICA, CALIF. (April 21, 2022) – WISE & Healthy Aging today announced that it has been awarded a contract by the County of San Bernardino Department of Aging and Adult Services (DAAS) to operate the county's Long-Term Care Ombudsman and Elder Abuse Prevention Programs.

The contract was approved by the San Bernardino County Board of Supervisors and the California State Ombudsman Office on March 29, expanding WISE & Healthy Aging's Long-Term Care Ombudsman and Elder Abuse Prevention Programs in the County of Los Angeles to now include San Bernardino County.

"We are honored that San Bernardino County has entrusted us with their Ombudsman and Elder Abuse Prevention Programs," said Molly Davies, LCSW, Executive Vice President of WISE & Healthy Aging. "We have been the voice for disabled and older adult residents in long-term care facilities throughout Los Angeles County for more than 40 years, and we look forward to supporting even more residents who may need our support."

Long-Term Care (LTC) Ombudsman staff advocate for the rights of residents living in long term care facilities and are trained and state-certified to identify and address a range of complaints including abuse, neglect, improper eviction and other matters related to quality of life and quality of care that residents may be experiencing. Ombudsman staff take on roles equivalent to Adult Protective Services in the preliminary investigations of allegations of abuse and/or neglect in long-term facilities. Elder Abuse Prevention Program services include training, education, and distribution of materials to consumers and professionals on what constitutes abuse, and how to navigate the complex systems designed to help victims. Annually, WISE & Healthy Aging provides more than 1,500 hours of community and professional trainings on elder abuse prevention.

WISE & Healthy Aging has operated the LTC Ombudsman Program in the City and County of Los Angeles since the early 1980s. It is the largest program in the state operating in the largest county by population in the U.S., with seven regional offices throughout the County in Santa Monica, Pasadena, Montebello, Van Nuys, Torrance, Long Beach and Palmdale to reach more than 76,000 residents in more than 1,800 facilities. Annually, over 6,000 unannounced facility

visits are conducted with more than 9,000 cases investigated for which 20 percent involve elder abuse and neglect.

Now, with the addition of the San Bernardino County LTC Ombudsman Program, WISE & Healthy Aging will have oversight of a total of 2,129 facilities and the capacity to serve 11,808 residents living in skilled nursing and residential care facilities throughout the largest geographic county in the U.S. Services will be administered via three offices located in the City of San Bernardino, Rancho Cucamonga, and Victorville.

“We are proud to be recognized as a best practice Ombudsman program by the State Ombudsman Office, and our goal is to ensure that residents in long-term care facilities throughout both of these counties have access to timely, resident-centered and focused advocacy services,” said Davies.

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About WISE & Healthy Aging

WISE & Healthy Aging is a multiservice, community-based nonprofit organization serving older adults and their families and caregivers throughout Los Angeles County. Headquartered in Santa Monica, the team at WISE & Healthy Aging works to advance the dignity and quality of life of older adults through leadership, advocacy and high-quality, innovative services.