

OMBUDS BULLETIN

I'm a bud, you're a bud, we're Ombuds!

May 2025

A MONTHLY BULLETIN PUBLISHED THROUGH THE LOUISIANA LONG-TERM CARE OMBUDSMAN PROGRAM

OLDER AMERICANS' MONTH: Flip The Script on Aging!

Every May, the Administration for Community Living (ACL) leads the nation's observance of Older Americans Month, recognizing the remarkable contributions of older adults and raising awareness about aging-related issues. This year's theme, Flip the Script, encourages us to challenge ageism by reshaping the narrative around growing older.

Upcoming Events

Coffee & Cases:

First Monday of the month, 9:30–11:00am

- **May 5** – Open Discussion + Shirnell Jackson, OLAP Attorney; restructuring and cuts to the US Department of Health and Human Services and its possible impacts on the Louisiana Ombudsman Program. Click here: [Consumer Voice Newsletter](#)
- **June 2** – NOAGE, Jim Meadows
- **July 7** – Open Discussion

Coffee & Cases Follow-up

La. R.S. 46:153.4 (Medicaid Estate Recovery) says the Louisiana Department of Health has the authority to recover funds from a deceased Medicaid recipient's estate. However, there are hardship exceptions, including but not limited to when the estate's primary asset is a home occupied by a surviving family member who lacks alternative housing options. For details on this and other exemptions, click here: [LDH Medicaid Estate Recovery](#).

Spousal Impoverishment Provision allows a certain amount of the couple's combined resources to be protected for the spouse living in the community. For information on eligibility and other criteria click here: [Spousal Impoverishment](#)

Ombudsman Certification Training: Do You Remember?

As Ombudsmen, our role as advocates is both empowering and humbling. One of the most critical aspects of our work is understanding the rights of residents and ensuring we follow proper procedures when investigating concerns. Let's review a few key points:

Permission? An Ombudsman needs only oral permission from a resident to investigate a complaint or concern, and access records of transactions or agreements. While written permission is always best, oral consent is legally sufficient.

Facility Records: An Ombudsman does not have the right to request access to the facility's internal records. Our authority lies in advocating for the residents, not policing the facility.

Respect and Confidentiality: Always respect the residents' right to privacy. Information shared with you should remain confidential unless the resident gives express permission to disclose it.

Myths of Aging vs. Realities of Thriving

Myth: Aging means becoming dependent and disengaged.

Reality: Older adults are volunteers, mentors, leaders, and advocates — actively shaping their communities.

Myth: Older adults can't learn new skills or embrace technology.

Reality: Lifelong learning is alive and well! Many older adults are embracing tech, taking online courses, and even starting new careers.

Myth: Physical decline is inevitable and limits life's possibilities.

Reality: With good nutrition, regular activity, and preventive care, older adults can lead vibrant, healthy lives well into their later years.

Let's flip the script and celebrate aging as a time of strength, wisdom, and opportunity!

AARP Tells Congress: Protect Medicaid and SNAP Amid Budget Talks

AARP continues to champion initiatives that support aging with dignity and independence. Check out AARP's latest reports and advocacy efforts — you'll find valuable insights to strengthen your work.

Click here: [AARP urges Congress to protect Medicaid and SNAP](#)

Submit any questions, suggestions, or case examples you'd like to share to the State Office at StateOmbudsman@la.gov.