



---

**QUALITY  
LONG TERM  
CARE**

## **Friends of Residents in Long Term Care**

Kay Paksoy Castillo, BSW  
Executive Director

# Who is FOR?

- 501(c)(3) non-profit organization
- Established in 1987 by interested Ombudsman
- Statewide, independent resource
- Members consist of individuals and organizations. Residents get a free membership.
- 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.

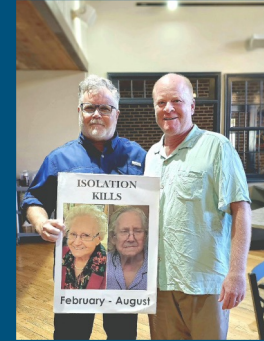
Assist family members and residents and ensure residents' rights are not violated.

Connect individuals to their local ombudsman.

Educate communities and through the development of resources.

Advocate with state leaders and legislators.

Work in coalitions.



# Resident Council Project

3-year grant

Find the manual, training videos, and more on our website!

<https://forltc.org/resident-councils>

## Resident Council Manual

*Unleash the Possibilities*

FRIENDS OF RESIDENTS IN LONG TERM CARE

2022



**QUALITY  
LONG TERM  
CARE**



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**NC STATE UNIVERSITY**

# 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 specialty 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).

In 2023, we successfully advocated for an increase for Nursing home residents. PNA was increased from \$30 a month to \$70 a month. This was effective 1/1/24.



**VICTORY!**



---

**QUALITY  
LONG TERM  
CARE**

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

# 2024 Policy Priorities

1. Study and promote implementation of a comprehensive Medicaid rate and wage analysis to address current and future demand for long term care services and support.
2. Strengthen the state's Long Term Care Ombudsman Program to sustain quality long term care in our state. This includes exploring how to best define the roles and responsibilities of the Community Advisory Committee volunteers within North Carolina's ombudsman program and addressing staffing concerns associated with paid ombudsman positions.
3. Define a portion of Medicaid reimbursement to support the direct care workforce in long term care services and supports. This will ensure that money that is intended to go to wages for direct care workers is enforced and goes directly to workers.
4. Enhance available information about ownership and related party beneficiaries for long term care facilities receiving public support.
5. Participate in the adult care home accreditation demonstration and ensure resident and family perspectives are heard.

*Save the Date!*



**QUALITY  
LONG TERM  
CARE**

**FRIENDS OF RESIDENTS IN LONG TERM CARE'S**

**ANNUAL VIRTUAL FALL GALA**

**THURSDAY, OCTOBER 24, 2024**

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



# Where to find us

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

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

(919) 782-1530

514 Daniels Street, #205

Raleigh, NC 27605



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

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

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

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