

## Department of Planning and Budget 2024 Session Fiscal Impact Statement

**1. Bill Number:** SB 312

**House of Origin**     Introduced     Substitute     Engrossed  
**Second House**     In Committee     Substitute     Enrolled

**2. Patron:** Salim and Hashmi

**3. Committee:** Finance and Appropriations

**4. Title:** Department of Aging and Rehabilitative Services; Office of the Independent Living Community

**5. Summary:** The proposed legislation requires the Department of Aging and Rehabilitative Services to establish and manage an Office of the Independent Living Community Ombudsman. The purpose of the office is to receive, record, and respond to concerns related to independent living communities. The bill directs the Office to operate a complaint line to receive, record, and respond to such concerns.

**6. Budget Amendment Necessary:** Yes

**7. Fiscal Impact Estimates:** Preliminary

**Expenditure Impact:**

<i>Fiscal Year</i>	<i>Dollars</i>	<i>Positions</i>	<i>Fund</i>
2025	\$1,055,348	7.0	General
2026	\$1,042,652	7.0	General
2027	\$1,042,652	7.0	General
2028	\$1,042,652	7.0	General
2029	\$1,042,652	7.0	General
2030	\$1,042,652	7.0	General

**8. Fiscal Implications:** In order to carry out the provisions of this bill, the Department of Aging and Rehabilitative Services would require additional resources. Based on experience with comparable information technology systems, DARS estimates that \$170,000 general fund will be needed in FY 2025 and \$85,000 each year thereafter to support the development and ongoing operating cost of a case management system, including system licenses. This cost also includes the implementation and ongoing operation of an automated 24/7 complaint line.

The bill does not specify or limit which independent living communities would be served by the Office of the Independent Living Community Ombudsman. As such, the office could receive a significant number of concerns from a wide range of individuals, including people with disabilities, behavioral health needs, and older adults. As such, there is no clear estimate as to how many staff would be required to carry out the office’s responsibilities. For the purposed of this statement, it is assumed that the office would receive between 3,000 to 4,000 concerns annually. The time to handle each of these concerns is expected to vary

considerably from 30 minutes up to several days. As such, it is expected that, on average, each position would spend at least three to four hours per concern. Assuming 1,500 productive hours per employee each year, DARS reports that the agency would need seven full-time positions (six case workers and one support staff) to provide complaint counseling, referrals and investigations as prescribed by the bill. The estimated cost of these positions (including salary, benefits, and nonpersonal services) is \$885,348 general fund in the first year (assuming 22 pay periods) and \$957,652 each year thereafter. Should the scope of this bill be limited to a specific population, the need for staff may decrease thereby lowering the fiscal impact of this bill.

**9. Specific Agency or Political Subdivisions Affected:**

Department of Aging and Rehabilitative Services

**10. Technical Amendment Necessary:** No

**11. Other Comments:** None