HCBS Pre-Conference Intensive:
Aging and Disability 101
Aging & Disability 101
The State LTC Ombudsman Program
State Long-Term Care Ombudsman Program

Aging & Disability 101
HCBS Conference
November 10, 2020

Ombudsman.ohio.gov
• Poll
  – Who is your State Long-Term Care Ombudsman?
Overview

- Older Americans Act authority
- Advocate
  - Individual
  - Systems
- Poll
  - Is your state’s Office of the SLTCO
    - Centralized
    - Decentralized
Figure 1. Location of Long-Term Care Ombudsman Programs in States*

Legend
- Decentralized
- Centralized

Within Cabinet-level SUA
Centralized: Florida, Iowa, New Mexico
Decentralized: Alabama, Idaho, Illinois, Louisiana, Maryland, New York, Ohio, Pennsylvania, South Carolina, Tennessee, West Virginia

Within SUA inside an umbrella agency
Centralized: Hawaii, Minnesota, Nevada, North Dakota, South Dakota
Decentralized: Arizona, Arkansas, California, Georgia, Indiana, Massachusetts, Michigan, Mississippi, Missouri, Montana, Nebraska, North Carolina, Oklahoma, Texas, Utah, Virginia, Wyoming

Outside SUA but in umbrella agency that includes SUA
Centralized: Connecticut, Delaware, New Hampshire

Within other state government agency
Centralized: Alaska, New Jersey

Independent agency inside state government
Centralized: Kansas, Oregon, Wisconsin

Outside state government
Centralized: District of Columbia, Maine, Rhode Island, Vermont
Decentralized: Colorado, Kentucky, Washington

* Information from Long-Term Care Ombudsman Programs: Structure, Response, Quality and Funding, 2000 and revised through direct telephone survey by NASUAD staff January–March, 2015
Unique Characteristics

- Statewide
- Conflicts of Interest
  - Prohibited
  - Remedied
- Designation
  - Local programs
  - Representatives
- Legal Representation
Relationships & Making it Work

- Elected officials
- State agency oversight
- Communications/Media
- Local networks
- Inclusion
Discussion
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