

Long-Term Care Ombudsman Program

Older adults residing in nursing facilities are more vulnerable to substandard care, involuntary discharge, unsafe conditions, and abuse or neglect.

- The Long-Term Care Ombudsman Program is the only federally funded program designed to represent the interests of individual residents rather than the interest of the state.
- Ombudsmen programs educate and empower residents, families, and the community on residents' rights, abuse prevention, care planning, and how to navigate long-term care services.

What is the Long-Term Care Ombudsman Program?

The Long-Term Care Ombudsman Program (LTCOP) advocates for individuals residing in nursing facilities and residential care communities, such as assisted living facilities and board and care homes. The Older Americans Act (OAA) establishes the responsibilities of the LTCOP, requiring it to advocate for the rights, health, safety, and wellbeing of residents in long-term care settings through complaint resolution, education, and systemic advocacy. Each state, including the District of Columbia, Puerto Rico, and Guam, has a LTCOP that works to resolve individual resident's problems and improve residents' care and quality of life.

The Long-Term Care Ombudsman Program protects the rights, health, and safety of older adults living in long-term care settings.



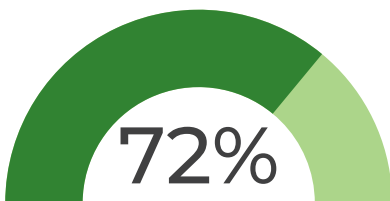
3,180

training sessions provided for long-term care facility staff



205,322

complaints were investigated and resolved in FY2024



of complaints were resolved or partially resolved to the satisfaction of the resident

The LTCOP conducted

342,189

visits to over

50,500

long-term care settings