

Our History

Created in 1972, the Long-Term Care Ombudsman Program started out as a public health service demonstration project to meet the needs of residents facing problems in nursing homes.

Today, the Long-Term Care Ombudsman Program consists of 53 state programs and a statewide network of almost 600 regional programs.

Established in 1992, the National Long-Term Care Ombudsman Resource Centered, funded by the Administration on Aging, has been increasingly responsive to the constantly evolving needs of long-term care ombudsmen. NORC provides support, technical assistance, and training to LTCOPs to help impact quality of life and care.

The Center's objectives are to enhance the skills, knowledge, and management capacity of the State programs to enable them to handle residents' complaints and represent resident interests.



The National Long-Term Care Ombudsman Resource Center



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The National Long-Term Care Ombudsman Resource Center provides support, technical assistance, and training to the 53 State Long-Term Care Ombudsman Programs and their statewide networks of almost 600 regional programs.

What is the Long-Term Care Ombudsman Program?

Long-term care ombudsmen are advocates for residents of nursing homes, board and care homes and assisted living facilities.

Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems. If you want, the ombudsman can assist you with complaints. However, unless you give the ombudsman permission to share your concerns, these matters are kept confidential. Under the federal Older Americans Act, every state is required to have an Ombudsman Program that addresses complaints and advocates for improvements in the long-term care system.

Whether through individual contact with residents or systemic advocacy, ombudsmen make a difference in the lives of residents in long-term care facilities everyday.



Who We Work With

All tasks undertaken by the Center are designed and developed with input from State Ombudsmen and program representatives such as the National Association of State Long-Term Care Ombudsmen (NASOP), the National Association of Local Long-Term Care Ombudsmen (NALLTCO) and other relevant organizations to ensure the needs of Ombudsman program across the country are addressed.



“Bridget has helped me with my dietary needs, and it has really made a big difference in my life, I could not have done it on my own.”

- Berniece, Nursing Home Resident

NORC Activities

- Consultation, and technical assistance for Ombudsman programs
- Information and referral for residents, families, and others who use ombudsman services.
- Training opportunities and resources for State Ombudsmen and program representatives.
- Increase public awareness of the role of the Ombudsman in long-term care.
- Improving Ombudsman effectiveness in meeting the needs of residents, including those served by managed-care organizations and those in alternative settings, such as Medicaid waiver programs.
- Working cooperatively with organizations and agencies that have as their mission the protection of the elderly who reside in long-term care.
- Promoting understanding and cooperation between ombudsman programs and citizen advocacy groups.

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