



The National Long-Term Care Ombudsman Resource Center



The National Long-Term Care Ombudsman Resource Center provides support, technical assistance and training to Long-Term Care Ombudsman Programs at the state and local level.

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 571 regional programs. Established in 1992, the National Long-Term Care Ombudsman Resource Center, funded by the Administration on Aging, has been increasingly responsive to the constantly evolving needs of long-term care ombudsmen. NORC provides the support, technical assistance and training needed to help impact the resident experience.



The National Long-Term Care Ombudsman Resource Center

provides technical assistance and support to the ombudsman network. Funded by the Administration on Aging, NORC is located at the National Consumer Voice for Quality Long-Term Care and partners with the National Association of States United for Aging and Disabilities to accomplish Center tasks.



Contact Us

For more information, visit www.ltcombudsman.org.

The website includes a listing of all local and state ombudsman programs.

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The National Long-Term Care Ombudsman Resource Center

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What is the Long-Term Care Ombudsman Program?

The Long-Term Care Ombudsman Program

resolves the problems of individuals in long-term care facilities, provides information and referral about facility selection and quality care, assists resident and family councils, promotes residents' rights and represents residents' needs and interests to public officials. Nursing homes and board and care homes (including assisting living) are visited by long-term care ombudsmen. Ombudsmen are advocates for residents, working with them and for them to address complaints. Confidentiality is central to all ombudsman work.

NORC Activities

The National Long-Term Care Ombudsman Resource Center assists state and local ombudsman programs with a variety of activities and services:

- Consultation, information and referral for ombudsmen and for residents, families and others who use ombudsman services
- Training opportunities and resources for state and local programs
- Public awareness of the role of ombudsmen in long-term care
- Improving ombudsmen effectiveness in meeting the needs of residents, including those served by managed-care organizations and those in alternative settings, such as Medicaid waiver programs
- Identifying research needs and promotes research on issues that affect the ombudsman programs or their constituents
- Supporting the ombudsman volunteer component through work with AARP and other national or state-wide efforts to recruit volunteers for the program
- Working cooperatively with all organizations and agencies that have as their mission the protection of the frail elderly who reside in long-term care settings
- Promoting understanding and cooperation between ombudsman programs and citizen advocacy groups

All tasks undertaken by the Center are designed and developed with input from state and local long-term care ombudsmen, 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 programs across the country are addressed.