

**Long-Term Care Ombudsman Program:
Structure, Responsibilities, Quality and Funding**

**Overview of State Long-Term Care Ombudsman Programs:
Reported Results 2003**

Prepared by the National Association of State Units on Aging

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State Long Term Care Ombudsman Program Program Structure

**Location of the Ombudsman Program at the State Level
[Chart #1 - April 2003]**

State	In state government				Outside state government			
	In State Unit on Aging (SUA)		Outside State Unit on Aging (SUA)		Legal Services agency	Independent Ombudsman agency	Citizen Advocacy agency	Other
	Independent SUA	SUA in umbrella agency	Outside SUA but in umbrella agency that includes SUA	Other state agency				
Alabama	X							
Alaska				X				
Arizona		X						
Arkansas		X						
California		X						
Colorado								X
Connecticut		X						
Delaware		X						
District of Columbia					X			
Florida	X							
Georgia			X					
Guam					X			
Hawaii		X						
Idaho	X							
Illinois	X							
Indiana		X						
Iowa		X						

Kansas						X		
Kentucky		X						
Louisiana	X							
Maine						X		
Maryland	X							
Massachusetts	X							
Michigan	X							
Minnesota		X						
Mississippi		X						
Missouri			X					

Montana		X						
Nebraska		X						
Nevada		X						
New Hampshire	X							
New Jersey			X					
New Mexico	X							
New York		X						
North Carolina		X						
North Dakota		X						
Ohio	X							
Oklahoma		X						
Oregon						X		
Pennsylvania	X							
Puerto Rico	X							
Rhode Island							X	
South Carolina		X						
South Dakota	X							
Tennessee	X							
Texas		X						
Utah		X						
Vermont					X			

Virginia								X
Washington								X
West Virginia	X							
Wisconsin				X				
Wyoming							X	

Outside State Government - Other

Colorado: Protection & Advocacy Agency

Virginia: AAA Association

Washington: Community Action Agency

State Long-Term Care Ombudsman Program Program Structure

Programs in State Government -- Other Responsibilities of the Agencies Housing the Ombudsman Program [Chart #2 - April 2003]

State	Does not handle Licensing & Certification (L&C)	Handles L&C of nursing homes and other ltc facilities	Is part of umbrella agency that handles L&C	Other long-term care responsibilities	Includes APS
Alabama				Not specified	
Alaska	X				
Arizona	X				X
Arkansas					
California			X		X
Connecticut				Medicaid	X
Delaware	X				X
Georgia		X	X	provides services to residents in mental health / DD-funded ltc facilities; provides guardianship services to ltc residents; administers Medicaid waiver programs	X
Guam					
Hawaii			X		
Idaho	X				X
Illinois	X				X
Indiana	X			Not specified	
Iowa		X*			

Kansas					
Kentucky			X		
Louisiana	X				X
Maine					
Maryland					
Massachusetts				administers waiver programs; does pre-admission screening	X
Minnesota	X			Not specified	X
Mississippi					
Missouri			X	HCBS case mangt.	X

Montana			X	Waiver programs, HCBS, Veterans homes (2)	X
Nebraska			X		X
Nevada	X				
New Hampshire					
New Jersey		X			X
New Mexico	X				
New York	X				
North Carolina			X		
North Dakota	X			Not specified	
Ohio	X			Not specified	
Oklahoma				Medicaid Waiver; Medicaid eligibility	X
Oregon					
Pennsylvania	X			Medicaid waiver	X
Puerto Rico					
South Carolina	X			Not specified	
South Dakota					
Tennessee	X				

Texas	X				
Utah					
Vermont					
West Virginia	X				
Wisconsin	X				
Wyoming					

***Iowa:** assisted living but not nursing homes

State Long Term Care Ombudsman Program Program Structure

Operation of the Statewide Ombudsman Program [Chart #3 - April 2003]

State	Centralized Program The SUA /OSLTCO directly employs and supervises all paid and volunteer staff	Decentralized Program The SUA /OSLTCO has established regional or local programs which employ OMB staff and supervise paid and volunteer staff	Balance of State Part of the state has regional/local programs, while the rest of the state is provided OMB services directly by state OMB staff
Alabama		X	
Alaska	X		
Arizona		X	
Arkansas			
California		X	
Colorado		X	
Connecticut	X		
Delaware	X		
District of Columbia			X
Florida		X	
Georgia		X	
Guam			
Hawaii	X		
Idaho		X	
Illinois		X	
Indiana	X		
Iowa	X		
Kansas			
Kentucky		X	

State	Centralized Program The OSLTCO/SUA directly employs and supervises all paid and volunteer staff	Decentralized Program The OSLTCO/SUA has established regional or local programs which employ OMB staff and supervise paid and volunteer staff	Balance of State Part of the state has regional/local programs, while the rest of the state is provided OMB services directly by state OMB staff
Louisiana		X	
Maine			
Maryland			
Massachusetts		X	
Michigan		X	
Minnesota	X		
Mississippi			
Missouri		X	
Montana		X	
Nebraska			X
Nevada	X		
New Hampshire			
New Jersey	X		
New Mexico	X		
New York		X	
North Carolina		X	
North Dakota			
Ohio		X	
Oklahoma		X	
Oregon			
Pennsylvania		X	
Puerto Rico			
Rhode Island	X		
South Carolina		X	
South Dakota			

State	Centralized Program The OSLTCO/SUA directly employs and supervises all paid and volunteer staff	Decentralized Program The OSLTCO/SUA has established regional or local programs which employ OMB staff and supervise paid and volunteer staff	Balance of State Part of the state has regional/local programs, while the rest of the state is provided OMB services directly by state OMB staff
Tennessee		X	
Texas		X	
Utah			
Vermont			
Virginia			
Washington		X	
West Virginia		X	
Wisconsin	X		
Wyoming			

State Long-Term Care Ombudsman Program Program Structure

Location of Local Ombudsman Programs [Chart #4 - April 2003]

State	No local programs	AAAs	Legal Services	Citizens Advocacy	Independent Ombudsman Agencies	Local Government entities	Other	Regional State Government offices
Alabama		X					X	
Alaska	X							
Arizona								
Arkansas								
California		X	X		X		X	
Colorado		X	X			X	X	X
Connecticut							X	
Delaware								X
District of Columbia						X		
Florida		X				X	X	
Georgia		X	X		X		X	
Guam								
Hawaii	X							
Idaho		X						
Illinois		X	X					
Indiana		X	X					
Iowa	X							
Kansas								
Kentucky		X	X	X				
Louisiana		X					X	
Maine								
Maryland								

Massachusetts		X					X	
Michigan		X		X				
Minnesota								X
Mississippi								
Missouri		X	X		X		X	
Montana		X				X		
Nebraska		X						

State	No local programs	AAAs	Legal Services	Citizens Advocacy	Independent Ombudsman Agencies	Local Government entities	Other	Regional state Government offices
Nevada								X
New Hampshire								
New Jersey	X							
New Mexico								
New York		X					X	
North Carolina		X						
North Dakota								
Ohio		X	X				X	
Oklahoma		X						
Oregon								
Pennsylvania		X	X	X				
Puerto Rico								
Rhode Island	X							
South Carolina		X						
South Dakota								
Tennessee			X					
Texas		X				X	X	
Utah								
Vermont								
Virginia								
Washington		X						X
West Virginia			X					
Wisconsin	X							
Wyoming								

OTHER TYPES OF AGENCIES

Alabama: local county agencies

California: umbrella non-profits providing other services

Colorado: nursing agency, Social Services

Connecticut: colocated with Dept. of Social Services

District of Columbia: grass roots agencies that are affiliated with DC Office on Aging, Elder Network programs

Georgia: social/aging services agencies; Community Action Agencies

Illinois: case coordination units

Massachusetts: local non-profit human service agencies

Missouri: council of churches

New York: not specified

Ohio: religiously affiliated non-profits

Washington: Community Action Agencies

State Long Term Care Ombudsman Program Program Structure

Ombudsman Program Authority to Designate Local Programs [Chart #5 - April 2003]

State	Yes	No	If yes, under what authority?			
			State Statute	Regulation	Policy	Other
Alabama	X		X			
Alaska						
Arizona	X		X			
Arkansas						
California	X		X			
Colorado		X				
Connecticut	X		X			
Delaware	X		X	X	X	
District of Columbia	X		X		X	X (contract)
Florida	X		X			
Georgia	X				X	
Guam						
Hawaii						
Idaho	X			X		
Illinois	X				X	
Indiana	X					X (State Admin. Code)
Iowa	X		X			
Kansas						
Kentucky	X			X		
Louisiana	X			X		
Maine						
Maryland						
Massachusetts	X		X			
Michigan	X					X (OAA)

State	Yes	No	If yes, under what authority?			
			State Statute	Regulation	Policy	Other
Minnesota			X			
Mississippi						
Missouri	X		X			
Montana	X		X		X	
Nebraska	X		X			
Nevada	X				X	
New Hampshire						
New Jersey	X		X			
New Mexico						
New York	X		X			
North Carolina		X				
North Dakota	X		X			
Ohio	X		X	X		
Oklahoma	X		X	X		
Oregon						
Pennsylvania		X				
Puerto Rico						
Rhode Island						
South Carolina	X		X		X	
South Dakota						
Tennessee		X				
Texas	X		X			
Utah						
Vermont						
Virginia						
Washington	X		X	X		X (Contract)
West Virginia	X		X			
Wisconsin	X		X			
Wyoming						

State Long Term Care Ombudsman Program Program Structure

State Ombudsman Selection [Chart #6 - April 2003]

State	Hired Competitively	Appointed by				Process specified in		
		Governor	State official	Governing body	Other	State Statute	Regulation	Other
Alabama	X							
Alaska	X					X		
Arizona	X							X
Arkansas								
California		X				X		
Colorado	X					X	X	X
Connecticut	X					X	X	
Delaware	X					X	X	
District of Columbia*	X		X			X		X
Florida			X			X		X
Georgia	X							X
Guam								
Hawaii	X							
Idaho	X					X		
Illinois	X							X
Indiana	X		X					
Iowa	X							X
Kansas								
Kentucky			X					
Louisiana	X						X	X
Maine								
Maryland								
Massachuse			X			X		

tts								
Michigan	X							X
Minnesota	X					X		
Mississippi								
Missouri	X							
Montana	X							X

***District of Columbia:** The State Ombudsman is hired by the AARP Legal Counsel for the Elderly. That person is then presented to DC government for formal appointment.

State	Hired Competitively	Appointed				Process specified in		
		Governor	State official	Governing body	Other	State Statute	Regulation	Other
Nebraska	X							X
Nevada	X							X
New Hampshire								
New Jersey		X				X		
New Mexico								
New York			X					
North Carolina	X							
North Dakota	X					X		
Ohio	X					X		
Oklahoma	X				X			X
Oregon								

Pennsylvania			X					X
Puerto Rico								
Rhode Island	X					X		
South Carolina	X							
South Dakota								
Tennessee	X					X		
Texas	X							X
Utah								
Vermont								
Virginia								
Washington	X							X
West Virginia	X							
Wisconsin				X		X		
Wyoming								

Process specified in other:

Arizona: policies and procedures

Colorado: contract

District of Columbia: grant contract

Georgia: personnel practice and organizational structure

Iowa: state process

Illinois: state hiring system

Louisiana: civil service policy and procedures

Michigan: requirement of the grant awarded by the SUA

Montana: DPHHS policy

Nebraska: not specified

Nevada: personnel administration

Ohio: Director of SUA

Oklahoma: State Aging Dir./State personnel policies

Rhode Island: Dept. of Elderly Affairs

Pennsylvania: personnel management directive

Texas: Executive Director

Washington: Committee convened by agency, only one so far

**State Long-Term Care Ombudsman Program
Program Structure
State Level Ombudsman Program Advisory Boards/Committees
[Chart #7 - April 2003]**

State	Yes	No	If yes, membership composition						
			Consumers	Advocacy Groups	Elder Rights Programs	State Agencies	Legislators	LTC Providers	Other
Alabama		X							
Alaska		X							
Arizona		X							
Arkansas									
California	X							X	X
Colorado		X							
Connecticut		X							
Delaware		X							
District of Columbia		X							
Florida	X		X						
Georgia		X							
Guam									
Hawaii		X							
Idaho		X							
Illinois	X								X
Indiana		X							
Iowa		X							
Kansas									
Kentucky		X							
Louisiana	X			X		X			X
Maine									
Maryland									

State	Yes	No	If yes, membership composition	State	Yes	No	If yes, membership composition	State	Yes
Massachusetts		X							
Michigan		X							

State	Yes	No	If yes, membership composition						
			Consumers	Advocacy Groups	Elder Rights Programs	State Agencies	Legislators	LTC Providers	Other
Minnesota		X							
Mississippi									
Missouri		X							
Montana	X			X			X		
Nebraska		X							
Nevada		X							
New Hampshire									
New Jersey		X							
New Mexico									
New York		X							
North Carolina		X							
North Dakota		X							
Ohio	X								X
Oklahoma	X		X	X				X	X
Oregon									
Pennsylvania		X							
Puerto Rico									
Rhode Island		X							
South Carolina		X							
South Dakota									
Tennessee		X							
Texas		X							
Utah									
Vermont									
Virginia									
Washington	X		X	X	X			X	
West Virginia	X			X		X		X	X

Wisconsin		X							
Wyoming									

Other:

California: community organizations, AAAs, OAA providers, State Commission on Aging, CA LTC Ombudsman Association, county government, and other appropriate agencies

Louisiana: long term care provider associations; ombudsmen; Louisiana State University researcher

Ohio: AAA, regional long term care ombudsman, state unit on aging fiscal staff person

State Long-Term Care Ombudsman Program Scope of Responsibility

Ombudsman Program Involvement in Abuse, Neglect and Exploitation (ANE) in Long-Term Care Facilities [Chart #9 - April 2003]

State	Ombudsman Program required to investigate allegations of ANE			Ombudsman Program required to report allegations of ANE to Adult Protective Services			Local ombudsmen serve as Adult Protective Service workers	
	Yes	No	If yes, under what authority	Yes	No	If yes, under what authority	Yes	No
Alabama		X		X		state statute		X
Alaska	X		state statute					
Arizona	X		state statute	X		state statute		X
Arkansas								
California	X		state statute		X			X
Colorado	X		statute/policy		X		X	
Connecticut		X			X			X
Delaware		X			X			X
District of Columbia	X		statute/policy/ other	X		statute/policy/ other		X
Florida	X		state statute	X		statute/policy/ regulation		X
Georgia		X			X			X
Guam								
Hawaii	X		statute/policy	X		state statute		X
Idaho		X		X		state statute		X
Illinois		X			X*			X
Indiana	X		state statute		X			X
Iowa		X			X			X
Kansas								
Kentucky		X		X		state statute*		X
Louisiana		X			X			X

Maine								
Maryland								
Massachusetts		X			X*			X
Michigan		X			X			X

State	Ombudsman Program Required to investigate allegations of ANE			Ombudsman Program Required to report allegations of ANE to Adult Protective Services			Local ombudsmen serve as Adult Protective Service workers	
	Yes	No	If yes, under what authority	Yes	No	If yes, under what authority	Yes	No
Minnesota		X			X			X
Mississippi								
Missouri		X			X			X
Montana								
Nebraska		X			X			X
Nevada	X		state statute		X			X
New Hampshire								
New Jersey	X				X			
New Mexico								
New York		X			X			X
North Carolina		X		X		statute/policy		X
North Dakota					X		X	
Ohio	X		state statute		X			X
Oklahoma		X						X
Oregon								
Pennsylvania		X		X		statute/policy	X*	
Puerto Rico								
Rhode Island	X		state statute	X		statute/policy		X
South Carolina	X		state statute		X			X
South Dakota								
Tennessee	X		statute/policy		X			X
Texas		X			X			X
Utah								
Vermont								
Virginia								
Washington		X			X			X

West Virginia		X			X			X
Wisconsin		X			X			X
Wyoming								

- ***Illinois:** by state statute is required to report to Dept. of Public Health
- ***Kentucky:** state statute, but only with permission to disclose identity of the resident
- ***Massachusetts:** by regulation is required to report to Dept. of Health Complaint Unit
- ***Pennsylvania:** as back-up in an emergency

State Long-Term Care Ombudsman Program Scope of Responsibility

Ombudsman Program Involvement in Nursing Home Transition Efforts [Chart #10 - April 2003]

State	State has Transition initiative		LTCOP has Specified role		LTCOP role Specified under	Description of LTCOP's role
	Yes	No	Yes	No		
Alabama	X			X		
Alaska		X				
Arizona		X				
Arkansas						
California		X				
Colorado	X			X		
Connecticut *	X		X		policy	Member of Nursing Home Transition Grant sub-committee.
Delaware	X			X		
District of Columbia		X				
Florida	X			X		
Georgia	X			X		
Guam						
Hawaii		X				
Idaho		X				
Illinois		X				
Indiana	X		X		policy	In instances of closure ombudsman always write a letter to residents to inform them of their rights. We have added to that letter the possible option of moving to the community and how to contract a case manager for assistance. The ombudsman program notifies the AAA of announced facility closures.
Iowa		X				

Kansas						
Kentucky		X				
Louisiana	X			X		
Maine						
Maryland						
Massachusetts	X			X		

State	State has Transition initiative		LTCOP has a specified role		LTCOP role specified under	Description of LTCOP's role
	Yes	No	Yes	No		
Michigan	X			X		
Minnesota	X		X		state statute	Respond to complaints about the process.
Mississippi						
Missouri	X		X		policy	Ombudsman program refers residents who want to move out of facilities to the Missouri Care Options Program. The LTCOP also trains Information Choice Providers (volunteers who visit residents in facilities and provide information about home and community services.
Montana		X				
Nebraska	X			X		
Nevada		X				
New Hampshire						
New Jersey	X			X		
New Mexico						

New York	X		X		policy	Presently being crafted
North Carolina	X		X		state statute	Ombudsman program provides individual residents with information and a contact person, if requested.
North Dakota				X		
Ohio	X					
Oklahoma		X				
Oregon						
Pennsylvania	X		X			Inform residents of the "PATH" initiative; facilitate connection with PATH coordinator; and assist PATH coordinator with facility contacts.
Puerto Rico						
Rhode Island	X		X		Homestead Act	Medicaid Waiver Program
South Carolina	X		X		policy	To assist residents who want to transition to the community.
South Dakota						
Tennessee						
Texas *	X		X		inter-agency agreement	Identify residents who have desire or capacity to move to a less restrictive environment.
Utah						
Vermont						
Virginia						
Washington	X		X			
West Virginia	X				state statute	
Wisconsin	X		X		policy	Identify potential residents, inform them of their rights under the program and then link them to program staff if resident is interested.
Wyoming						

**State Long-Term Care Ombudsman Program
Scope of Responsibility**

**Ombudsman Programs that Routinely Handle Complaints on Behalf of Residents Under the Age of 60
[Chart #12 - April 2003]**

State	Yes	No	If no, agency(ies) to which complaints are referred
Alabama	X		
Alaska	X		
Arizona	X		
Arkansas			
California	X		
Colorado	X		
Connecticut	X		
Delaware	X		
District of Columbia	X		
Florida	X		
Georgia	X		
Guam			
Hawaii		X	Hawaii Disability Rights Center (Protection & Advocacy Agency)
Idaho	X		
Illinois		X	Illinois Dept. of Public Health
Indiana	X		
Iowa	X		
Kansas			
Kentucky	X		
Louisiana	X		Referred to Advocacy Center if other than a nursing home care issue
Maine			
Maryland			
Massachusetts	X		

State	Yes	No	If no, agency(ies) to which complaints are referred
Michigan		X	Michigan Protection & Advocacy (for care and rights issues); Centers for Independent Living (for residents wanting a less restrictive housing option)
Minnesota	X		
Mississippi			
Missouri	X		
Montana	X		
Nebraska	X		
Nevada	X		
New Hampshire			
New Jersey		X	Dept. of Health & Senior Services, Div. of Long Term Care (Licensing & Certification Agency)
New Mexico			
New York	X		
North Carolina		X	
North Dakota	X		
Ohio	X		
Oklahoma		X	Unless same problems affect those 60+ complaints are referred to Licensing; Div. Of Developmental Disability; Department of Mental Health; or the Protection & Advocacy Agency
Oregon			
Pennsylvania		X	Protection & Advocacy Agency; Dept. of Mental Health; Dept. of Mental Retardation; Licensing Agency
Puerto Rico			
Rhode Island	X		
South Carolina	X		
South Dakota			
Tennessee		X	Adult Protective Services; Dept. of Health Patient Advocate; licensing agency "hot line"
Texas	X		

Utah			
Vermont			
Virginia			
Washington	X		
West Virginia	X		
Wisconsin		X	
Wyoming			

**State Long-Term Care Ombudsman Program
Program Quality**

**Ombudsman Program Quality Assurance Efforts
[Chart #13 - April 2003]**

State	Annual on-site monitoring	Desk monitoring	Consumer satisfaction surveys	Formal evaluation*	Other process*	Outside evaluation in last 5 years	No routine or formal process
Alabama	X	X					
Alaska		X			X	X	
Arizona	X	X				X	
Arkansas							
California	X						
Colorado					X		
Connecticut	X	X	X		X		
Delaware		X					
District of Columbia	X			X		X	
Florida	X	X					
Georgia		X			X		
Guam							
Hawaii						X	X
Idaho	X*				X		
Illinois		X					
Indiana	X						
Iowa							X
Kansas							
Kentucky	X						
Louisiana	X	X			X	X	
Maine							

Maryland							
Massachusetts	X						
Michigan	X	X	X				
Minnesota		X	X		X	X	
Mississippi							

State	Annual on-site monitoring	Desk monitoring	Consumer satisfaction surveys	Formal evaluation*	Other process*	Outside evaluation in last 5 years	No routine or formal process
Missouri	X	X				X	
Montana	X	X		X		X	
Nebraska					X		
Nevada		X				X	
New Hampshire							
New Jersey		X					
New Mexico							
New York					X		
North Carolina	X	X					
North Dakota	X	X	X			X	
Ohio	X	X	X		X		
Oklahoma	X	X	X		X	X	
Oregon							
Pennsylvania	X	X			X		
Puerto Rico							
Rhode Island		X		X	X	X	
South Carolina	X						
South Dakota							
Tennessee	X					X	
Texas		X			X	X	
Utah							
Vermont							
Virginia							
Washington	X	X				X	
West Virginia	X		X				
Wisconsin	X	X				X	
Wyoming							

***Idaho:** bi-annual on-site monitoring of local programs; on-site technical assistance visit on "off year"

Formal evaluation by an outside entity:

Montana: legislative auditors

Other process:

Alaska: on site monitoring based on risk analysis/ self assessment

Colorado: on-site program assessments for regional programs. The assessment is based on the roles and responsibilities set forth in the policies and procedures manual. Consumer satisfaction surveys are included in the evaluation process. The regional programs are also being monitored monthly regarding facility visitation.

Georgia: on-site monitoring, not as frequent as annual. Try to site monitor on a biennial basis.

Louisiana: review of random and select cases

Nebraska: monthly reporting and quarterly meeting requirements

New York: Annual assessment by the state ombudsman's office based on the annual operations plan submitted by local programs.

Pennsylvania: study conducted by interns on consumer satisfaction with ombudsman services of volunteer vs. paid staff.

Connecticut, Idaho, Minnesota, Ohio, Oklahoma, Rhode Island, Texas: not specified

State Long-Term Care Ombudsman Program Program Quality

Ombudsman Program Annual Reports [Chart #14 - April 2003]

State	Publishes an annual report		Report is available electronically		If yes, how to obtain
	Yes	No	Yes	No	
Alabama		X			
Alaska		X			
Arizona	X			X	
Arkansas					
California	X			X	
Colorado	X		X		Available at www.thelegalcenter.org
Connecticut	X			X	
Delaware	X			X	
District of Columbia	X			X	
Florida	X		X		e-mail Brian Lee, State Ombudsman at leeb@elderaffairs.org
Georgia	X			X	
Guam					
Hawaii		X			
Idaho	X			X	
Illinois		X			
Indiana		X			
Iowa	X		X		Available at www.state.ia.us/elderaffairs
Kansas					
Kentucky		X			
Louisiana	X*			X	
Maine					
Maryland					
Massachusetts		X			

Michigan	X			X	
Minnesota	X		X		Available at www.mnaging.org
Mississippi					
Missouri		X			

Montana		X			
Nebraska		X			
Nevada		X			
New Hampshire					
New Jersey	X			X	
New Mexico					
New York	X			X	
North Carolina	X			X	
North Dakota		X			
Ohio	X			X	
Oklahoma		X			
Oregon					
Pennsylvania	X			X	
Puerto Rico					
Rhode Island		X			
South Carolina	X		X		Email Jon Cook, State Ombudsman at cook@dhhs.state.sc.us
South Dakota					
Tennessee	X			X	
Texas	X		X		Available at www.tdoa.state.tx.us
Utah					
Vermont					
Virginia					
Washington	X*			X	
West Virginia	X			X	
Wisconsin	X			X	
Wyoming					

*Louisiana: not on a routine basis

*Washington: not every year

State Long-Term Care Ombudsman Program
Settings in which the Ombudsman Program Handles Complaints [Chart #8 - April 2003]

Settings	States that handle complaints on behalf of residents in that setting										
	AL	AK	AZ	AR	CA	CO	CT	DE	DC	FL	GA
STATES											
NURSING FACILITIES											
Medicare/Medicaid certified	X	X	X		X	X	X		X	X	X
State licensed but not Medicare or Medicaid certified			X		X	X		X	X	X	X
VA facilities	X		X		X	X				X	
BOARD & CARE/OTHER RESIDENTIAL											
Public/Private					X		X	X	X		X
Private Pay Only					X		X	X	X		X
ASSISTED LIVING											
Public/Private	X	X	X		X	X		X	X	X	
Private Pay Only	X	X	X		X	X		X	X	X	
ADULT FOSTER CARE											
Public/Private			X					X	X	X	
Private Pay Only			X					X	X	X	
STATE MENTAL HEALTH FACILITIES											
Geriatric units only		X						X	X		
Entire facility		X							X		

OTHER INSTITUTIONAL SETTINGS *											X
HUD/PUBLIC HOUSING		X							X		
OTHER TYPES OF HOUSING *											
ACUTE CARE SETTINGS (HOSPITALS,ETC.)		X	X		X	X			X	X	
HOME & COMMUNITY BASED SERVICES											
Medicaid service programs (incl. Waiver services)			X						X		
State funded programs			X						X		
Private pay services		X							X		
Specialized services (e.g., adult day health care etc.)					X				X		
OTHER TYPES OF SETTINGS/SERVICES *											

**State Long-Term Care Ombudsman Program
Settings in which the Ombudsman Program Handles Complaints [April 2003]**

Settings	States that handle complaints on behalf of residents in that setting										
	GU	HI	ID	IL	IN	IA	KS	KY	LA	ME	MD
STATES											
NURSING FACILITIES											
Medicare/Medicaid certified		X	X	X	X	X		X	X		
State licensed but not Medicare or Medicaid certified		X	X	X	X	X		X	X		
VA facilities			X	X		X					
BOARD & CARE/OTHER RESIDENTIAL											
Public/Private		X	X	X	X	X		X			
Private Pay Only		X	X	X	X	X		X	X		

ASSISTED LIVING											
Public/Private			X	X	X						
Private Pay Only			X	X	X				X		
ADULT FOSTER CARE											
Public/Private					X						
Private Pay Only					X						
STATE MENTAL HEALTH FACILITIES											
Geriatric units only			X						X		
Entire facility									X		
OTHER INSTITUTIONAL SETTINGS *											
HUD/PUBLIC HOUSING											
OTHER TYPES OF HOUSING *				X							
ACUTE CARE SETTINGS (HOSPITALS,ETC.)											
HOME & COMMUNITY BASED SERVICES											
Medicaid service programs (incl. Waiver services)			X								
State funded programs											
Private pay services											X
Specialized services (e.g., adult day health care etc.)											X
OTHER TYPES OF SETTINGS/SERVICES *			X								

**State Long-Term Care Ombudsman Program
Settings in which the Ombudsman Program Handles Complaints [April 2003]**

Settings	States that handle complaints on behalf of residents in that setting										
	MA	MI	MN	MS	MO	MT	NE	NV	NH	NJ	NM
STATES											
NURSING FACILITIES											
Medicare/Medicaid certified		X	X		X	X	X	X		X	

State licensed but not Medicare or Medicaid certified	X	X	X		X	X	X				
VA facilities	X		X		X	X	X			X	
BOARD & CARE/OTHER RESIDENTIAL											
Public/Private		X	X		X	X		X		X	
Private Pay Only	X		X		X	X		X		X	
ASSISTED LIVING											
Public/Private			X			X	X	X		X	
Private Pay Only			X			X	X	X		X	
ADULT FOSTER CARE											
Public/Private			X					X		X	
Private Pay Only		X	X					X		X	
STATE MENTAL HEALTH FACILITIES											
Geriatric units only						X				X	
Entire facility											
OTHER INSTITUTIONAL SETTINGS *											
					X	X				X	
HUD/PUBLIC HOUSING											
OTHER TYPES OF HOUSING *											
			X*								
ACUTE CARE SETTINGS (HOSPITALS,ETC.)											
			X							X	
HOME & COMMUNITY BASED SERVICES											
Medicaid service programs (incl. Waiver services)			X								
State funded programs			X								
Private pay services											
Specialized services (e.g., adult day health care etc.)										X	
OTHER TYPES OF SETTINGS/SERVICES *											

**State Long-Term Care Ombudsman Program
Settings in which the Ombudsman Program Handles Complaints [April 2003]**

Settings	States that handle complaints on behalf of residents in that setting										
STATES	NY	NC	ND	OH	OK	OR	PA	PR	RI	SC	SD
NURSING FACILITIES											
Medicare/Medicaid certified	X	X	X	X	X		X		X	X	
State licensed but not Medicare or Medicaid certified		X	X	X	X		X		X	X	
VA facilities				X	X		X		X		
BOARD & CARE/OTHER RESIDENTIAL											
Public/Private	X	X	X	X			X		X	X	
Private Pay Only	X	X	X	X	X		X		X	X	
ASSISTED LIVING											
Public/Private		X	X	X			X		X		
Private Pay Only		X	X	X	X		X		X		
ADULT FOSTER CARE											
Public/Private				X			X				
Private Pay Only				X			X				
STATE MENTAL HEALTH FACILITIES											
Geriatric units only									X	X	
Entire facility											
OTHER INSTITUTIONAL SETTINGS *											
									X		
HUD/PUBLIC HOUSING											
				X							
OTHER TYPES OF HOUSING *											
ACUTE CARE SETTINGS (HOSPITALS,ETC.)											
HOME & COMMUNITY BASED SERVICES											
Medicaid service programs (incl. Waiver services)				X			X		X		

State funded programs				X			X		X		
Private pay services				X					X		
Specialized services (e.g., adult day health care etc.)				X			X				
OTHER TYPES OF SETTINGS/SERVICES *				X						X	

**State Long-Term Care Ombudsman Program
Settings in which the Ombudsman Program Handles Complaints [April 2003]**

Settings	States that handle complaints on behalf of residents in that setting									
	TN	TX	UT	VT	VA	WA	WV	WI	WY	
STATES										
NURSING FACILITIES										
Medicare/Medicaid certified	X	X				X	X	X		
State licensed but not Medicare or Medicaid certified	X	X				X	X	X		
VA facilities	X					X				
BOARD & CARE/OTHER RESIDENTIAL										
Public/Private	X					X	X	X		
Private Pay Only	X					X	X	X		
ASSISTED LIVING										
Public/Private	X					X	X	X		
Private Pay Only	X	X				X	X	X		
ADULT FOSTER CARE										
Public/Private						X	X	X		
Private Pay Only	X					X	X	X		
STATE MENTAL HEALTH FACILITIES										
Geriatric units only										
Entire facility										
OTHER INSTITUTIONAL SETTINGS *										
HUD/PUBLIC HOUSING										

OTHER TYPES OF HOUSING *									
ACUTE CARE SETTINGS (HOSPITALS,ETC.)									
HOME & COMMUNITY BASED SERVICES									
Medicaid service programs (incl. Waiver services)		X						X	
State funded programs		X						X	
Private pay services		X							
Specialized services (e.g., adult day health care etc.)								X	
OTHER TYPES OF SETTINGS/SERVICES *									

OTHER INSTITUTIONAL SETTINGS:

Georgia: ICF/MR; community living arrangement
Missouri: Long term care units in hospitals
South Carolina: Disabilities and special needs

OTHER TYPES OF HOUSING:

Minnesota: Registered Housing/Services

OTHER TYPES OF SETTINGS/SERVICES:

Idaho: Idaho Commission on Aging Services
South Carolina: Psychiatric hospitals

**State Long-Term Care Ombudsman Program
Scope of Responsibility**

Other Responsibilities of Ombudsman Programs

[Chart #11 - April 2003]

State	LTCOP required to assist residents when facilities are closed or decertified			LTCOP is required to witness or be involved in residents' advance directives		Unique responsibilities of the ombudsman program mandated by statute, regulation or policy
	Yes	No	If yes, authority	Type of requirement	If yes, authority	
Alabama	X		policy			
Alaska	X		policy			
Arizona		X				
Arkansas						
California	X		state statute	witness directive	state statute	Witness property transfers of \$100 or more for residents of ltc facilities.
Colorado	X		statute/regulation/policy			
Connecticut	X		state statute			
Delaware	X		policy	witness directive	statute/regulation/policy	
District of Columbia	X		statute/policy/other	involvement when requested by the resident	policy	By statute the state ombudsman can act as Mayor in certain situations to access residents' medical records without written consent. The DC Discharge & Transfer law authorizes the ombudsman program to remove residents from facilities in cases of extreme neglect, abuse or exploitation. The LTCOP can bring suit against ltc facilities, community services, and city government when such cases are substantiated.
Florida	X		policy/other			
Georgia	X		policy			
Guam						
Hawaii		X				

Idaho		X				
Illinois		X				
Indiana	X		policy			
Iowa	X		policy			
Kansas						

State	LTCOP required to assist residents when facilities are closed or decertified			LTCOP is required to witness or be involved in residents' advance directives		Unique responsibilities of the ombudsman program mandated by statute, regulation or policy
	Yes	No	If yes, authority	Type of requirement	If yes, authority	
Kentucky	X		policy			
Louisiana		X				
Maine						
Maryland						
Minnesota	X		state statute			State ombudsman serves on the Vulnerable Adult Review Panel for persons at risk of abuse/neglect.
Missouri		X				
Mississippi						
Montana						
Nebraska	X		state contingency plan			
Nevada	X		policy			
New Hampshire						
New Jersey		X				Professionals are mandated to report suspected abuse/exploitation to the ombudsman program.
New Mexico						
New York	X		policy			
North Carolina		X				
North Dakota	X		policy	witness directive and involvement	policy	
Ohio	X		state relocation. plan			Injunctive authority for violations of Nursing Home & Residential Care bill of rights; subpoena power to compel participants in an ombudsman investigation.
Oklahoma	X		moral authority			
Oregon						

Pennsylvania	X		policy/MOU with Licensing Agency			
Puerto Rico						
Rhode Island	X		DHS-Medicaid Agency	witness directive and involvement	state statute	
South Carolina	X		policy	witness directive	policy	Investigate complaints in psychiatric hospitals and facilities operated by, or contracted with the Dept. of Mental Health or the Dept. of Disabilities and Special Needs.

State	LTCOP required to assist residents when facilities are closed or decertified			LTCOP is required to witness or be involved in residents' advance directives		Unique responsibilities of the ombudsman program mandated by statute, regulation or policy
	Yes	No	If yes, authority	Type of requirement	If yes, authority	
South Dakota						
Tennessee	X		OAA			
Texas	X		policy			
Utah						
Vermont						
Virginia						
Washington	X		policy			
West Virginia		X				
Wisconsin	X		policy			
Wyoming						

Sources of Funding Support for State Long-Term Care Ombudsman Programs [Chart #15 - April 2003]	STATES							
	AL	AK	* AZ	AR	CA	CO	CT	DE
FEDERAL FUNDING SOURCES:								
Older Americans Act Titles III and VII – Ombudsman-specific funds (52 states) (includes earmarked funds for the ombudsman program)	X	X	X	X	X	X	X	X
Older Americans Act Title VII– Elder Abuse-specific funds (26 states)	X		X	X	X	X		
Older Americans Act Title III – (not earmarked for Ombudsman Program) (41 states) (includes OAA funds used to support the program at the State and/or AAA levels)		X	X	X	X	X	X	X
Older Americans Act Title V (3 states)			X (2)					
Social Services Block Grant (SSBG) (2 states)								
Operation Restore Trust (ORT) (6states)					X			
Medicaid Funds (10states)	X							X
Victims of Crime Act (VOCA) Funds (3 states)								

Other Federal Funds (2 states)								
STATE FUNDING SOURCES:								
Ombudsman-Specific Funds (32 states)			X	X	X			X
Long Term Care Bed Fee or Tax (4 states)								
Other State Funds – (23 states)		X (8)				X (8)	X (8)	
County/Local Funds (18 states)					X	X		
PRIVATE FUNDS:								
United Way (13 states)					X			
Private Foundations/Grants (12 states)					X	X		
Private Donations from Individuals (13 states)			X		X	X		
AARP (2 states)								
Income from Product Sales (5 states)					X	X		
Other (4 states)								

* Information accurate as of 2001. Information on all other states is accurate as of April 2003.

Sources of Funding Support for State Long-Term Care Ombudsman Programs	STATES							
	DC	FL	GA	HI	ID	IL	IN	IA
FEDERAL FUNDING SOURCES:								
Older Americans Act Titles III and VII – Ombudsman-specific funds (52 states) (includes earmarked funds for the ombudsman program)	X	X	X	X	X	X	X	X
Older Americans Act Title III – Elder Abuse-specific funds (26 states)			X	X				
Older Americans Act Title III – (not earmarked for Ombudsman Program) (41 states) (includes OAA funds used to support the program at the State and/or AAA levels)								
Older Americans Act Title V (3 states)		X	X	X		X	X	X
Social Services Block Grant (SSBG) (2 states)								
Operation Restore Trust (ORT) (6 states)								

Medicaid Funds (10 states)								
Victims of Crime Act (VOCA) Funds (3 states)			X (5)					
Other Federal Funds (2 states)								
STATE FUNDING SOURCES:								
Ombudsman-Specific (32 states)	X	X	X	X		X		
Long Term Care Bed Fee or Tax (4 states)								
Other State Funds (23 states)			X (8)		X (8)		X (8)	X (8)
County/Local Funds (18 states)			X (9)			X		
PRIVATE FUNDS:								
United Way (13 states)			X (10)			X (10)	X (10)	
Private Foundations/Grants (12 states)			X (12)					
Private Donations from Individuals (13 states)			X					
AARP (2 states)	X							
Income from Product Sales (5 states)			X (13)					
Other (4 states)								

* Information accurate as of 2001. Information on all other states is accurate as of April 2003.

Sources of Funding Support for State Long-Term Care Ombudsman Programs	STATES							
	* KS	KY	LA	* ME	* MD	MA	MI	MN
FEDERAL FUNDING SOURCES:								
Older Americans Act Titles III and VII – Ombudsman-specific funds (52 states) (includes earmarked funds for the ombudsman program)	X	X	X	X	X	X	X	X
Older Americans Act Title III– Elder Abuse-specific funds (26 states)		X	X	X	X			
Older Americans Act Title III – (not earmarked for Ombudsman Program) (41 states) (includes OAA funds used to support the program at the State and/or AAA levels)	X	X			X	X		X
Older Americans Act Title V (3 states)						X		

Social Services Block Grant (SSBG) (2 states)								
Operation Restore Trust (ORT) (6states)								
Medicaid Funds (10 states)				X				
Victims of Crime Act (VOCA) Funds (3 states)								
Other Federal Funds (2 states)		X (6)						
STATE FUNDING SOURCES:								
Ombudsman-Specific Funds (32 states)	X		X		X		X	X
Long Term Care Bed Fee or Tax (4 states)				X				
Other State Funds (23 states)			X (8)	X (8)	X (8)	X (8)		X (8)
County/Local Funds (18 states)		X	X				X (9)	X
PRIVATE FUNDS:								
United Way (13 states)		X (10)						X
Private Foundations/Grants (12 states)		X	X				X	
Private Donations from Individuals (13 states)		X	X	X (12)				
AARP (2 states)								X
Income from Product Sales (5 states)								
Other (4 states)						X (14)		

* Information accurate as of 2001. Information on all other states is accurate as of April 2003.

Sources of Funding Support for State Long-Term Care Ombudsman Programs	STATES							
	* MS	MO	MT	NE	NV	* NH	NJ	NM
FEDERAL FUNDING SOURCES:								
Older Americans Act Titles III and VII – Ombudsman-specific funds (52 states) (includes earmarked funds for the ombudsman program)	X	X	X	X	X	X	X	X
Older Americans Act Title III– Elder Abuse-specific funds (26 states)	X	X			X			X

Older Americans Act Title III – (not earmarked for Ombudsman Program) (41 states) (includes OAA funds used to support the program at the State and/or AAA levels)	X	X	X	X	X			X
Older Americans Act Title V (3 states)	X							
Social Services Block Grant (SSBG) (2 states)								
Operation Restore Trust (ORT) (6states)				X (3)				X
Medicaid Funds (10 states)						X	X	
Victims of Crime Act (VOCA) Funds (3 states)		X (5)						
Other Federal Funds (2 states)								
STATE FUNDING SOURCES:								
Ombudsman-Specific Funds (32 states)		X			X		X	X
Long Term Care Bed Fee or Tax (4 states)								
Other State Funds – (23 states)	X (8)		X (8)			X (8)		
County/Local Funds (18 states)			X					
PRIVATE FUNDS:								
United Way (13 states)		X						
Private Foundations/Grants (12 states)								
Private Donations from Individuals (13 states)		X						
AARP (2 states)								
Income from Product Sales (5 states)		X						
Other (4 states)								

* Information accurate as of 2001. Information on all other states is accurate as of April 2003.

Sources of Funding Support for State Long-Term Care Ombudsman Programs	STATES							
	NY	NC	ND	OH	OK	* OR	PA	* PR
FEDERAL FUNDING SOURCES:								

Older Americans Act Titles III and VII – Ombudsman-specific funds (52 states) (includes earmarked funds for the ombudsman program)	X	X	X	X	X	X	X	X
Older Americans Act Title III– Elder Abuse-specific funds (26 states)	X	X		X	X	X		
Older Americans Act Title III – (not earmarked for Ombudsman Program) (41 states) (includes OAA funds used to support the program at the State and/or AAA levels)	X	X	X	X	X	X	X	X
Older Americans Act Title V (3 states)								
Social Services Block Grant (SSBG) (2 states)								
Operation Restore Trust (ORT) (6states)	X							
Medicaid Funds (10 states)					X (4)	X		
Victims of Crime Act (VOCA) Funds (3 states)				X (5)				
Other Federal Funds (2 states)								
STATE FUNDING SOURCES:								
Ombudsman-Specific Funds (32 states)	X	X	X	X			X	
Long Term Care Bed Fee or Tax (4 states)				X	X (7)			
Other State Funds – (23 states)			X (8)		X (8)	X (9)	X (8)	
County/Local Funds (18 states)	X (9)	X		X (9)	X (9)		X	
PRIVATE FUNDS:								
United Way (13 states)				X (10)	X (10)			
Private Foundations/Grants (12 states)				X (11)				
Private Donations from Individuals (13 states)				X (12)				
AARP (2 states)								
Income from Product Sales (5 states)								
Other (4 states)								

* Information accurate as of 2001. Information on all other states is accurate as of April 2003.

Sources of Funding Support for	STATES
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State Long-Term Care Ombudsman Programs	RI	SC	* SD	TN	TX	* UT	* VT	* VA
FEDERAL FUNDING SOURCES:								
Older Americans Act Titles III and VII – Ombudsman-specific funds (52 states) (includes earmarked funds for the ombudsman program)	X	X	X	X	X	X	X	X
Older Americans Act Title III – Elder Abuse-specific funds (26 states)		X	X		X	X		X
Older Americans Act Title III – (not earmarked for Ombudsman Program) (41 states) (includes OAA funds used to support the program at the State and/or AAA levels)	X	X	X		X		X	X
Older Americans Act Title V (3 states)								
Social Services Block Grant (SSBG) (2 states)								
Operation Restore Trust (ORT) (6states)								
Medicaid Funds (10 states)		X						
Victims of Crime Act (VOCA) Funds (3 states)								
Other Federal Funds (2 states)								
STATE FUNDING SOURCES:								
Ombudsman-Specific Funds (32 states)	X	X	X		X	X	X	X
Long Term Care Bed Fee or Tax (4 states)	X (8)							
Other State Funds – (23 states)								X (8)
County/Local Funds (18 states)						X		X
PRIVATE FUNDS:								
United Way (13 states)					X			
Private Foundations/Grants (12 states)	X				X			X
Private Donations from Individuals (13 states)								X
AARP (2 states)								
Income from Product Sales (5 states)								
Other (4 states)	X (14)			X (14)				

* Information accurate as of 2001. Information on all other states is accurate as of April 2003.

Sources of Funding Support for State Long-Term Care Ombudsman Programs	STATES							
	WA	WV	WI	* WY				
FEDERAL FUNDING SOURCES:								
Older Americans Act Titles III and VII – Ombudsman-specific funds (52 states) (includes earmarked funds in)	X	X	X	X				
Older Americans Act Title III – Elder Abuse-specific funds (26 states)				X				
Older Americans Act Title III – (not earmarked for Ombudsman Program) (41 states) (includes OAA funds used to support the program at the State and/or AAA levels)	X (1)	X		X				
Older Americans Act Title V (3 states)			X					
Social Services Block Grant (SSBG) (2 states)			X					
Operation Restore Trust (ORT) (6states)	X			X				
Medicaid Funds (10 states)	X	X	X					
Victims of Crime Act (VOCA) Funds (3 states)								
Other Federal Funds (2 states)	X (6)							
STATE FUNDING SOURCES:								
Ombudsman-Specific Funds (32 states)	X		X					
Long Term Care Bed Fee or Tax (4 states)								
Other State Funds (23 states)	X (8)							
County/Local Funds (18 states)	X	X						
PRIVATE FUNDS:								
United Way (13 states)								
Private Foundations/Grants (12 states)	X		X					
Private Donations from Individuals (13 states)			X					
AARP (12 states)			X					

Income from Product Sales (5 states)			X					
Other (4 states)	X (14)							

* Information accurate as of 2001. Information on all other states is accurate as of April 2003.

****NOTES****

FEDERAL FUNDING SOURCES

- (1) **Older Americans Act Title III** – (not earmarked for Ombudsman Program) (Includes OAA funds used to support the program at the State and/or AAA levels)
WA – (at state level)
- (2) **Older Americans Act Title V**
AZ – (local/regional level)
- (3) **Operation Restore Trust (ORT)**
NE – (locals only)
- (4) **Medicaid Funds**
OK – (starting in FFY 2001)
- (5) **Victims of Crime Act (VOCA) Funds**
GA – (local program only), MO – (one local program) OH – (some local programs)
- (6) **Other Federal Funds**
KY – (Civil Monetary Penalties (CMPs) (SFY 03 & 04 only) WA – (Community Services Block Grants)

STATE FUNDING SOURCES

- (7) **Long Term Care Bed Fee or Tax**
OK – (beginning in 2001, to be used as Medicaid match)
- (8) **Other State Funds** – Please specify:
 - AK, CT, NH, OR, RI – General Fund
 - IA – General Fund, not earmarked for LTCOP
 - CO – Under Older Coloradans Act
 - GA – Portion of Community based service funds are used to support an array of aging services
 - ID – Funds for aging programs, not earmarked for the LTCOP
 - IN – Federal match, Medicaid match for assisted living
 - LA – Matching funds for Title IIIB funds allocated to Ombudsman
 - ME –State appropriation
 - MD –Vulnerable Elder Protection Initiative funds which may be used to support the Ombudsman, SHIP or Guardianship programs
 - MA – Elder Service Corp. employment program (similar to Senior Aides)
 - MN- Grant from State Dept. of Corrections for support to nursing home resident crime victims
 - MS – Funds for aging programs, not earmarked for the Ombudsman Program but spread across all aging programs
 - MT - State Match
 - ND – State funds designated for North Dakota aging services
 - OK – Matching funds for OAA
 - PA - Lottery
 - VA – State administrative funds
 - WA – Senior Citizens Services Act funds

(9) County/Local Funds

GA – (local programs only) MI – (local programs only) NY – (limited) OH – (1 local program) OK – (at some AAAs)

PRIVATE FUNDS

(10) United Way

GA – (local programs only) IL – (some regional programs) IN – (3 local programs) KY – (in 2 of 15 districts – Bluegrass and Barren River)
OH – (some local programs) OK – (at one AAA) TN – (in some programs)

(11) Private Foundations/Grants

GA – (local programs only) OH – (some local programs)

(12) Private Donations from Individuals

ME – (individuals and corporations) OH – (some local programs)

(13) Income from Sales of Products

GA – (local programs do fund raisers for special projects and some charge costs of training events to professionals)

(14) Other:

MA – Several local programs have been the recipients of bequests made by families or residents themselves

RI – Special events

TN – Additional funding from the Area Agency on Aging

WA – (legal services) – Interest on Lawyers' Trust Account, Gonzaga University funds