



NORC Notes

A monthly reminder of available resources and tips for using them.

August 1, 2019

Who's Who in the Long-Term Care Ombudsman Program Network

The following agencies and organizations are an important part of the Ombudsman program network.

Administration for Community Living (ACL)/Administration on Aging (AoA)

ACL brings together the efforts and achievements of the Administration on Aging (AoA), the Administration on Intellectual and Developmental Disabilities (AIDD), and the HHS Office on Disability to serve as the Federal agency responsible for increasing access to community supports, while focusing attention and resources on the unique needs of older Americans and people with disabilities across the lifespan. The Administration on Aging (AOA) is the principal agency of the U.S Department of Health and Human Services designated to carry out the provisions of the Older Americans Act of 1965 (OAA), as amended (42 U.S.C.A. § 3001 et seq.).

Director, Office of Long-Term Care Ombudsman Programs: Edwin Walker
Ombudsman Program Specialist: Louise Ryan

ACL website: <https://acl.gov/>

AoA website: <https://acl.gov/about-acl/administration-aging>

NORC - The National Long-Term Care Ombudsman Resource Center

NORC provides support, technical assistance, and training to the 53 State Long-Term Care Ombudsman Programs and their statewide networks of almost 600 regional (local) programs. Funded by the Administration on Aging (AoA), the Center is operated by Consumer Voice, The National Consumer Voice for Quality Long-Term Care, in cooperation with the National Association of States United for Aging and Disabilities (NASUAD).

NORC website: www.ltombudsman.org

NORC email: ombudcenter@theconsumervoice.org

NASOP - The National Association of State Long-Term Care Ombudsman Programs

NASOP is the membership organization for State Long-Term Care Ombudsmen.

NASOP website: www.nasop.org

NALLTCO - The National Association of Local Long-Term Care Ombudsmen
NALLTCO is the membership organization for local/regional ombudsmen.

NALLTCO website: <http://nalltco.weebly.com/>

Have You Seen Our Map?



Use this [map](#) to find a Long-Term Care Ombudsman Program (LTCOP), Citizen Advocacy Group (CAG), and other long-term care resources in your state or territory. Share a link to our map to help consumers in your state and/or region find your program and other state resources.

If you are with an Ombudsman program and your contact information needs to be updated or you would like to post a [volunteer](#) or [job opportunity](#), please email ombudcenter@theconsumervoic.org.

For additional information on the Ombudsman program visit the [About Ombudsmen page](#) on the NORC website.

Read archived issues of NORC Notes [here](#). If you have a question, are not able to find a resource, or want to share training materials or program practices, please email ombudcenter@theconsumervoic.org.

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