



**37<sup>th</sup> Annual Consumer Voice Conference**  
**Ombudsman Advocacy in Assisted Living/Board and Care: Past, Present and Future**  
Saturday, October 26, 10:30- 11:45

In order to continue the discussion started in today's session, please consider these questions when reviewing your state or local program's advocacy in assisted living/board and care facilities. Additional program effectiveness resources (e.g. A Self-Evaluation and Continuous Quality Improvement Tool for State and Local Ombudsman Programs) are available on the NORC website: [http://www.ltombudsman.org/ombudsman-support/program-management#Program\\_Effectiveness\\_Quality](http://www.ltombudsman.org/ombudsman-support/program-management#Program_Effectiveness_Quality).

1. How do your visits in board and care/assisted living facilities (B&C/ALFs) compare to those in nursing facilities (e.g. how often do LTCO visit these facilities, routine visits or only in response to complaints, how much time is spent on a visit)?
2. How are your resources allocated in order to make routine B&C/ALF visits a priority for your program (e.g. do volunteer ombudsmen visit these facilities)?
3. How do you equip your LTCO to be effective advocates for residents of these settings?
4. What barriers has your program encountered in providing LTCOPs services in B&C/ALFs and how have you addressed them?
5. Does your ombudsman program track systemic issues in B&C/AL facilities in your state? How and what have you done in regards to systems advocacy once you identify issues?
6. Have you noticed any trends in complaints received or other LTCO activities requested in these facilities?
  - What are the most significant differences between B&C/AL facilities and NHs complaints and how do those differences influence how you provide LTCO services to B&C/ALFs?
  - Does the type of B&C/ALF impact your LTCOP and how you provide services (e.g. large assisted living facilities with mostly private-pay residents vs. B&C/RCF that accept residents receiving Medicaid, SSI or other benefits)?

*Resources regarding LTCO advocacy in assisted living are available on the NORC website:*

- LTCO Advocacy in Assisted Living  
[http://www.ltombudsman.org/ombudsman-support/systemic-advocacy#Assisted\\_Living](http://www.ltombudsman.org/ombudsman-support/systemic-advocacy#Assisted_Living)
- LTCO Program Management regarding Assisted Living  
[http://www.ltombudsman.org/ombudsman-support/program-management#Assisted\\_Living](http://www.ltombudsman.org/ombudsman-support/program-management#Assisted_Living)
- Assisted Living Issue Page  
<http://www.ltombudsman.org/issues/assisted-living>