



**The National Long-Term Care
Ombudsman Resource Center**

Recognizing the Importance of LTCOP Volunteers

Thursday, April 21, 2022

**We will begin in a few minutes.
Thanks for joining us today.**



**The National Long-Term Care
Ombudsman Resource Center**

Recognizing the Importance of LTCOP Volunteers

Thursday, April 21, 2022

Welcome!



- Use the Q&A feature for questions for the speakers.
- Use the chat feature to submit comments or respond to questions from speakers or other attendees.
- Please complete the evaluation questionnaire when the webinar is over.

Thank you to the **5,152** volunteers in the LTCOP!
These individuals donated **250,515** hours to
advocating for residents of long-term care facilities.



Data from 2020 NORS https://ltcombudsman.org/omb_support/nors/nors-data

Speakers

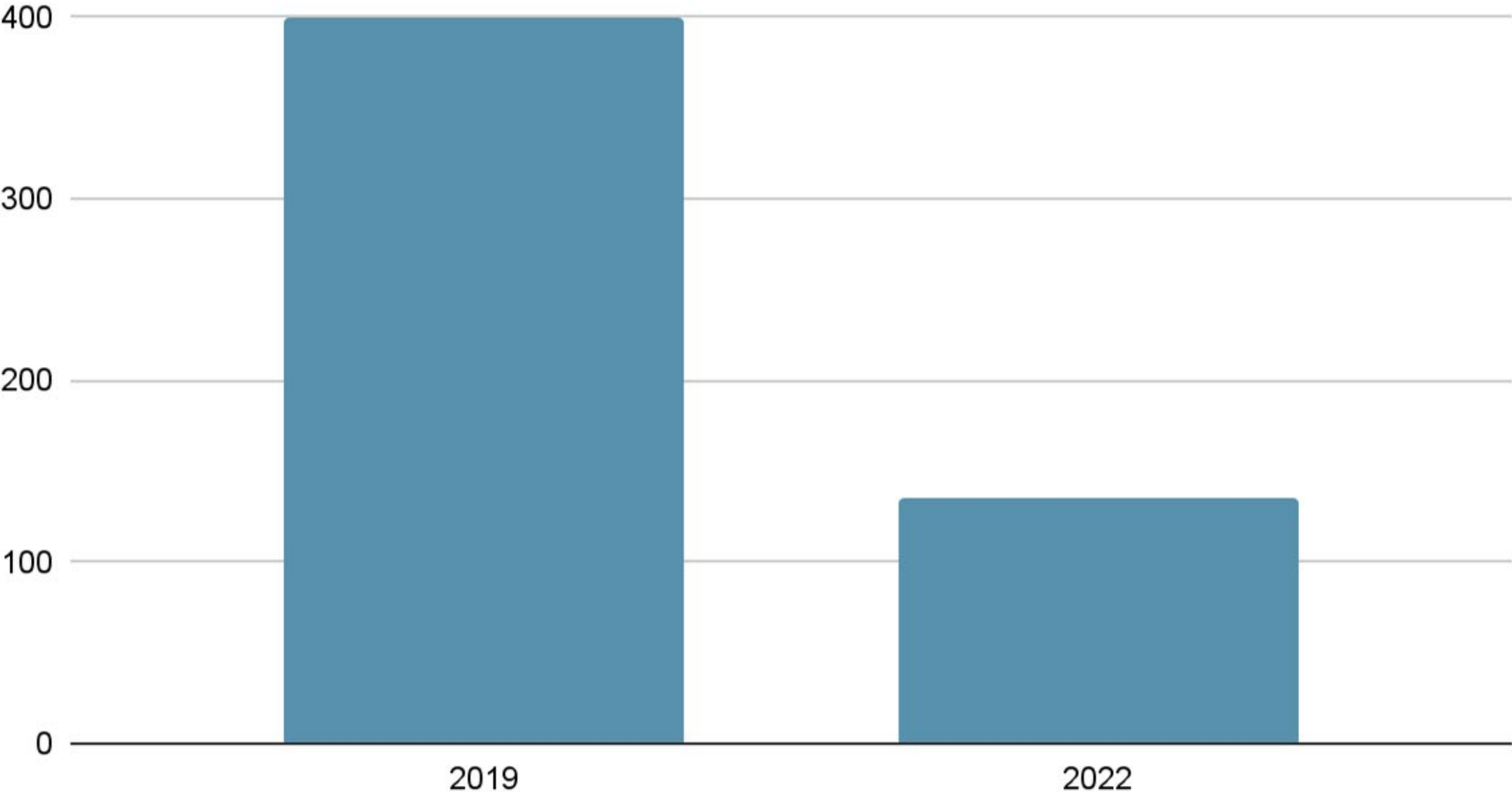
- Washington Long-Term Care Ombudsman Program
 - **Patricia Hunter**, Washington State Long-Term Care Ombudsman
 - **Kristin Hyde**, Communications Consultant
 - **Pamela Williams**, King County Ombudsman Program Representative
- California Long-Term Care Ombudsman Program
 - **Susan Bussean**, Program Manager, Fresno-Madera LTCOP
- Volunteers
 - **Kathy Eckert**, Pennsylvania Long-Term Care Ombudsman Program Volunteer, Pike County, PA
 - **Brenda Milam**, Senior Certified Ombudsman Program Representative Volunteer, Metro Atlanta Counties, GA

Promoting Awareness and Recruiting for Volunteers



The Washington State Long-Term Care Ombudsman Program is operated by Multi-Service Center. Multi-Service Center is a 501(c)(3) non-profit agency that offers people pathways out of poverty through support and resources in education, employment, housing, energy assistance, food, and clothing. More information can be found online at www.mschehelps.org

Pandemic driven loss of volunteers



Goals

- Raise awareness of the LTC Ombudsman program
- Recruit 200 new volunteers
- Continue to grow public and policymaker awareness of the issues that impact LTC residents

Audience

- Folks who have time and interest in volunteerism
- LTC residents & family caregivers
- WA state legislators, Governor's staff, state agency leaders (who can support funding for the program and policies that improve quality of care for residents)

Provide pre-written articles to like-minded organizations

AgeWise King County

Home

Article Library

Issue Archives

Print This Page

Send to a Friend

Subscribe

Volunteering: The Antidote We Need

AA



The COVID pandemic continues to wreak havoc on our lives, economy, friends, and families. No one was hit harder than residents of long-term care—nearly 74,000 Washingtonians who live in more than 4,300 long-term care homes across the state.

Living in restricted situations for much of the past year and a half, residents were in isolation, with no visitors, spending many days without seeing friends or family members. Social isolation has caused rapid decline in cognitive, emotional, and physical health, and even death among long-term care residents.

Now that we know how to best protect against infection with vaccination, masks, hand washing, and social distancing, we can rebuild our social connections, and our sense of community. Brighter days are ahead, and the new year is a good time to commit to taking action that



January 2022

Introducing ADS Advisory Council Chair Joe Hailey

Public Health Leaders Urge Public to Prepare Now for Rapid Surge in Local COVID-19 Omicron Cases

Advancing Age Friendly Seattle

Award-winning Health Home Team Provides Intensive Care Coordination

Just Say No to New Year's Resolutions!

Volunteering: The Antidote We Need

Neighbors Helping Neighbors: Aging Well at Home

People's Memorial Association Helps You Get Organized

Get to Know Your Thyroid

mySocialSecurity's Four Superpowers

COMMUNITY LIVING CONNECTION

VIEW CURRENT CALENDAR

DON'T MISS AN ISSUE

Poll

In your opinion, which of the following is most likely to provide

MENU

AARP

Join

Renew

Help

Member Benefits

AARP Rewards

AARP

AARP States

Washington

Volunteering

Volunteering is a Win-Win

f



The COVID pandemic continues to wreak havoc on our lives, economy, friends, and families. No one was hit harder than residents of long-term care -- nearly 80,000 Washingtonians who live in more than 4,300 long-term care homes across the state.

Search

Search

ADVERTISEMENT

High-y
Accoun
AARP
Rate bonus fo
enrollment. Te
Open T
AARP
Goldman Sachs Bank

Sign Up

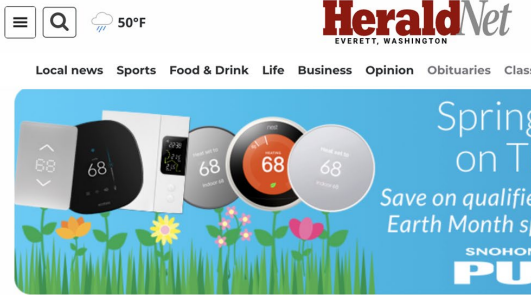
Outreach to Media

Pitch memos and press releases and follow up calls

Setting up virtual interviews and meetings with reporters and editors

Prepping spokesteam (State and Regional Ombudsman Staff and Volunteers)

Getting “ambassadors” to sign and submit letters to the editor



LETTERS

Volunteers urgently needed for long-term care ombuds program

Thursday, March 24, 2022 1:30am | **OPINION** **LETTERS**



I am writing to express my appreciation for The Herald's recent editorial on the critical role played by the long-term care ombuds program in advocating for residents of nursing homes. ("Nursing home residents need volunteer advocates," The Herald, March 10). As a legal aid attorney with the Northwest Justice Project, I have worked with the ombuds program for over 10 years including serving as a board member on the Snohomish County Long-Term Care Advisory Council for three of those years.

Menu | Search | 48°F

REPORTER

News Sports Life Business Opinion Calendar Letters to the Editor Obituaries



Pamela Williams, King County Regional Long Term Care Ombudsman. The Washington State Long-Term Care Ombudsman Program depends on local citizen volunteers to visit, resolve complaints, and advocate for the rights of residents.

SPONSORED

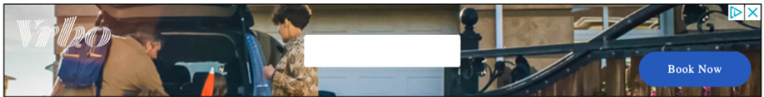
Volunteering is a Win-Win



THE SPOKESMAN-REVIEW

Spokane, Washington Est. May 19, 1883

Washington Education Business Idaho Health Marijuana Photos Further Review COVID-19



NEWS > HEALTH

'There to advocate': Volunteers needed for ombuds program that serves as watchdog for Washington's long-term care facilities

UPDATED: Fri., March 4, 2022

Twitter	Facebook	Email	Reddit
---------	----------	-------	--------

By **Arielle Dreher**
arielled@spokesman.com
(509) 459-5467

Want to help advocate for residents of long-term care facilities?

The COVID-19 pandemic has taken a toll on the state's ombudsman program, and volunteers are needed statewide to advocate for residents of long-term care facilities.

The ombudsman program is the "first line of protection" for long-term care residents, State Ombuds Patricia Hunter said.

Not unlike the staffing shortages felt throughout the health care sector, the COVID-19 pandemic gutted the state's ombudsman program.

From 2019 to 2021, the volunteer ombudsman corps dropped from 400 to 135.

This is in part because many volunteers are over the age of 60, Hunter said, meaning they are potentially at higher risk for complications

Provided training and support to develop “ambassadors”

Media and interview skills for staff, volunteers and residents

How to stay on message; tips for successful interviews

Support with writing, op-eds, press releases, outreach to reporters

Write a letter to the editor!

Our program is actively recruiting new volunteers and we need your help.

Letters to the Editor are still one of the most frequently read sections of newspapers, and a great way to reach your neighbors about the vital role the ombudsman program plays in your community.

There are more than 90 outlets in WA that still accept LTEs. And submitting one can help raise awareness of the program and help encourage volunteerism across the community.

Our goal is to get 200 new volunteers in 2022 and we can only reach that with your help.

Please run your letter to the editor by the state Ombudsman program staff stateombuds@multi-servicecenter.com to ensure accuracy when describing the program and how it works.

Contact Kristin Hyde if you'd like some help drafting your letter or getting it submitted to your local paper kristin@kristinhyde.com

[Find your local papers LTE submission site letter here.](#)

Tips

- LTE's have strict word limits, while they vary from paper to paper a good idea is to limit your letter to around 150 words. If you're interested in writing a longer article please contact the state office at ltop@mschelps.org.
- Include your name, address, and phone number when submitting via email or in the mail. LTE's are about getting local perspectives, it's a good rule of thumb to only submit LTE's to your local paper.
- Explain your connection to the issue/why you care/share a fact or personal story/experience/what you know to be true (As a resident of long term care, as a volunteer, as a family member of a resident)

GUEST COLUMN

Care facility residents need advocates

SUSAN HARTER
WASHINGTON STATE
LONG TERM CARE RESIDENT ADVISORY
COUNCIL

It was uplifting to read "Finding that Sweet Spot," Feb. 2 about how residents, families and staff at long-term care homes have been coping during the pandemic. Blossom Place and many other facilities are doing a good job under difficult circumstances.

No population was more harmed by COVID than residents and staff of long-term care, accounting for between 35-40% of all deaths. The statistics are shocking, but they don't describe the real-life impacts on us. As a resident in a long-term care home, I can attest that we continue to be subjects of a twin pandemic: COVID infection and prolonged isolation, which itself is causing a decline in physical and emotional health, and even death.

It's been said that some residents have been treated like prisoners, locked in their rooms alone for months at a time, and it's true. This happened not just in the early days of the pandemic; it's still happening. When there's a COVID positive employee or resident, instead of isolating and quarantining that person, facilities often go back into lock-down, barring visitors and strictly limiting resident in-house contact.

One of the best ways to protect residents is to ensure they are not cut off from family, especially when there's short staffing, which is happening in so many long-term care homes.

Families and other visitors often provide hours of informal caregiving. As important as the extra love that family members can provide, is the ability to put eyes and ears

advocate for yourself or other residents.

I count myself as fortunate to be living now in a facility where "a culture of trust and respect" and "quality that is obvious" are two of the core values and it shows. They are always looking out for my well-being, whether it's helping me with my mobility cart, bringing books between Library Outreach pick-up deliveries, or talking about shared interests.

I am also fortunate to be a lifelong Yakima resident with family and friends nearby. Many residents of long-term care homes aren't as lucky. They may not be capable of speaking up when they don't receive their medication on time, are given food they can't eat, or when facing an involuntary eviction on unfounded grounds. Visitation is tremendously important, not only from family but also from independent advocates for residents' rights.

The Washington State Long Term Care Ombudsman Program provides critical support to residents. The program relies on trained

volunteers who visit residents inside long-term care facilities, checking in on how we are doing. Flagging incidents of poor quality of care, violations of residents' rights, or resolving complaints.

They can be the voice for residents who too often just don't have one.

Ombuds resolve over 90% of the complaints received, ensuring the rights of residents are being upheld.

All ombuds are trained in infection control, issues in aging, mental health, dementia and disability.

The certification training, provided at no cost, covers regulations, complaint investigation, interview protocols, cultural competency, advocacy, ombudsman ethics, and the rights of residents.

Volunteers and staff meet monthly for continued training and support.

From 2019 to 2021, because of the pandemic lockdown, consultations with residents plummeted from 41,000 to 13,000. Cases received were half the norm because residents did not have access to their ombuds advocates.

Now with protective measures in place, the ombudsman program is seeking volunteers in every community. Residents of long-term care and nursing homes in the Yakima area need you. Consider becoming a volunteer ombudsman to stay connected to your neighbors who live in long-term care and a way to give back to your community.

Visit www.waombudsman.org/volunteer or call 1-800-562-8028 to learn how you can become an advocate for residents of long-term care homes.

* Susan Harter co-chairs the Washington State Long Term Care Resident Advisory Council and is a lifelong Yakima resident.



Emree Weaver, Yakima Herald-Republic

Faye Walker places a token on her Bingo card at Blossom Place, an assisted living community in Yakima, on Feb. 1.

February 13, 2022

Yakima Herald-Republic newspaper
Editorial Page - Guest Column

Susan Harter, Co-Chair
Resident Advisory Council
Washington State LTC Ombuds Program

Preparing & Practice

- What year did you join the program as an Ombudsman?
- How did you hear about the program?
- What led you to apply to become an Ombudsman?
- What life experiences have sparked your interest in advocating for residents of long term care?
- What do you find most rewarding about your role?
- Is there a story you can share that is a good example of the kind of role you play?
- Can you share an instance when you helped a resident (s) resolve an issue, when your intervention had a positive outcome? (without revealing any names of residents or facilities)

Try to keep your answer to 1-2 minutes

Build a message sandwich

What's the problem/threat?

Who or what is the villain?

Who is being threatened? At risk of being harmed?

What's at stake?

What's the solution? Who is the hero?

What's the resolution?



Impact

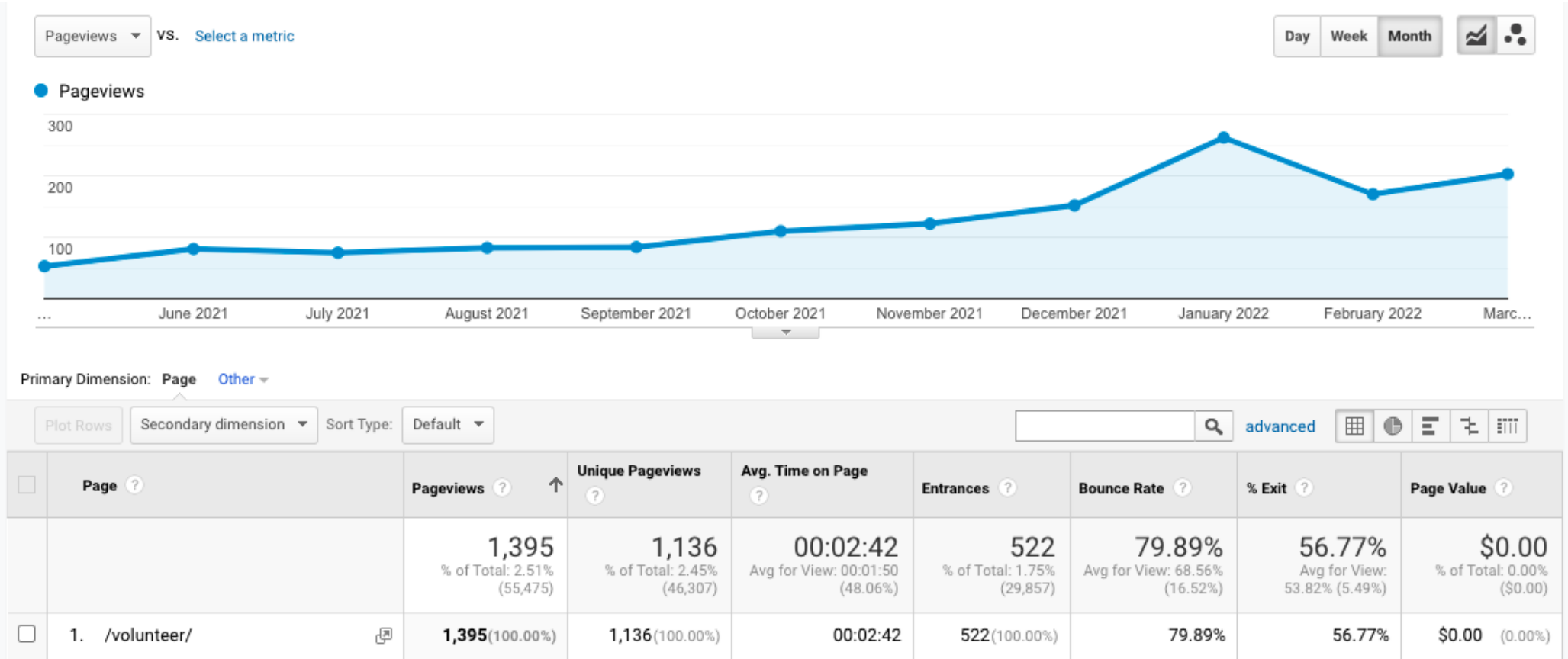
Web traffic

Increased support from state policymakers/budget

New volunteer applications

Empowered staff, residents and volunteers as ambassadors

Becoming a go-to source for local media



Questions

Patricia Hunter

stateombuds@multi-servicecenter.com

Pamela Williams

pamela.williams@mschelps.org

Kristin Hyde

kristin@kristinhyde.com

800-562-6028

TTY Users: 1-800-737-7931

E-mail: ltcop@mschelps.org

www.waombudsman.org



Ombudsman Volunteer Recruitment, Management and Retention

FRESNO - MADERA



Susan Bussean
Program Manager, PSA 14

Fresno-Madera Long Term Care Ombudsman Program Stats

Our Team:

- 8 Staff members and 28 Certified Ombudsman Representatives
 - (49 when the COVID Pandemic began😊, down to 16😞 and now up to 28 and counting!)

Our Coverage Area:

- All licensed long-term care facilities in Fresno and Madera Counties
- 38 Skilled Nursing Facilities
- 215+ Residential Care Facilities for the Elderly/Assisted Living
- Adult Residential Facilities and Intermediate Care Facilities (Alleged abuse investigations)
- Ombudsmen provide advocacy services for nearly 10,000 residents

Where do we find new Volunteers?

- Radio and TV Advertising
- Revisit Old Contacts
- Invite Current Ombudsmen to Recruit their friends
- *Every* Community Education Opportunity ends with an “ask” for volunteers...*a/ways!*

Volunteer Recruitment Strategy

- **ADVERTISING CAMPAIGN!**
 - As large a budget as you can afford!
- Brief staff on how to effectively engage the caller and complete the Volunteer Intake Form
 - Callers need to feel welcomed and valued from the first “hello”
- Return interest calls immediately!

Volunteer Intake form for May 9-May 13, 2022 Class

Hi, this is _____.

Our Program Manager, Susan Bussean is unavailable right now, but I'll be gathering your information to give to her, and she will call you back ASAP.

1. How did you hear about the Ombudsman Program?

2. May I have your name please? Name _____

3. May I have your mailing address? _____

Street Address

City

Zip Code

4. Do you have an email address? _____
(Susan will send you an information packet)

5. Cell Phone Number? _____ Home Phone Number? _____

Let me repeat the information back to you to be sure that I have
everything correct...

Thanks for taking the time to call today!

Expect a call from Susan soon.

Have a great Day☺!!!

Intake Conversation Comments: (Please enter any of their comments or your thoughts about the call)

Intake completed by: _____ On: _____ At: _____ AM/PM

Volunteer Retention/Engagement Begins With the Phone Interview!

- Ask what motivated them to make the call...what peaked their interest?
- Ask about their knowledge about what Ombudsmen actually do?
- Ask about their life experiences, professional experiences, work history, etc. (S.H.A.P.E)
- LISTEN for “Objections”!

“Meet them Where They’re At”

- Discuss their typical concerns/objections in a way that makes them comfortable
- Explain how facility assignments are made
- Reassure them that they’ll not be given a facility assignment that is above their comfort zone
- Share that their passion to help and willingness to try is all that’s needed
- Always mention that it’s more fun to do with a friend and ask if they might know someone who might be interested

The Intake Process...

- Share the current time commitment, COVID testing & PPE requirements
- The most frequent concern mentioned is the time commitment
- Let them know about the ongoing support and opportunities for volunteers
- Ask if they have questions that have not been addressed and invite them to call back if they think of any that come up

The Follow Up Process

- Tell them when to expect the “Welcome Email” and describe ALL of the attachments that will be included
- Make a follow up call to be sure they’ve received and viewed the email and ask if they have any questions
- Immediately enter comments and date of each follow up on the Potential Ombudsman Spreadsheet
- Send a class attendance confirmation email to all who register for the class
- Personally call all trainees on the Friday before the class begins
- These steps help communicate our commitment to our volunteers and that we are excited to have them join us!

The Training Class Week

- Be *prepared* to meet and welcome them!
- Trainee Introductions (WHO I am, WHY I'm here)
- Explain the objectives, expectations for the week, Live Scan and Shadowing/Interning sign ups

More About Shadowing/Interning

- Prior to training...Program staff is designated for office coverage and various types of facilities to be visited are determined
- Explain the Shadowing/Interning Sign Up Sheets to the trainees again on the first day of class
- Our Live Scan best practices...

Getting Them Out in the Field!

- Trainees are always escorted to their first facility visits by a staff Ombudsman
- New Ombudsmen have been trained that they **MUST** visit their assigned facilities at least once **EVERY** month and that they must alert the program office staff whenever they are unable to do so
- A volunteer facility assignment meeting is set up immediately after the shadowing is completed

The Dreaded Monthly Paperwork

- Very little focus is placed on paperwork during the 36-hr training class
- New Ombudsmen are instructed to make a one-on-one paperwork training appointment with a staff member
- A monthly Paperwork Workshop is available on the 1st Thursday of each month

Esteeming Volunteers

- Ongoing support from the program office staff is EXTREMELY important!
- Continue to “meet them they’re at” because “where they’re at” sometimes changes
- Always look for coaching opportunities to help increase their Ombudsman skills
- Share good stories and celebrate a job well done or a challenge conquered at monthly meetings
- Make sure that volunteers have the tools and resources needed to be successful
 - Name badges, business cards, program polo shirt (if applicable)
 - Our Ombudsman Tool Kit is a favorite for our volunteers!
- ALWAYS make time for them!
- We use our annual Volunteer Recognition Event as a way to celebrate our wonderful volunteers

Where Are We Now?

- We will be offering 3 additional Ombudsman Certification Training Class opportunities in 2022
- Our team of dedicated staff do a great job of providing mentoring, technical assistance and ongoing support for our amazing volunteers!
- Our volunteer workforce has almost been rebuilt to our pre-pandemic level!
- Our new online training platform was launched at the end of FY 2020-21 and allows trainees to complete portions of their 36-hr training in the comfort of their own home
- We are in the process of establishing our new “norms” as far as targets and contract goals go, and we are anxiously looking forward to a time when volunteer recruitment, training and retention will be as it was in the past
- We are looking forward to meeting our contract goals and objectives for FY 2021-22!
- If we can rebuild our Volunteer Team during the Pandemic...We can *easily* do it in the future!

Actions That Support Volunteer Retention...

- Coaching
- Celebrating
- Equipping
- Inviting
- Esteeming
- Valuing
- Recognizing
- Providing opportunities

These are some of the actions that support and help us achieve volunteer recruitment and retention, and make them feel loved and appreciated!

Thank you!

Kathy Eckert

Pennsylvania Long-Term Care Ombudsman
Program Volunteer

Pike County, PA

Brenda Milam

Senior Certified Ombudsman Program
Representative Volunteer

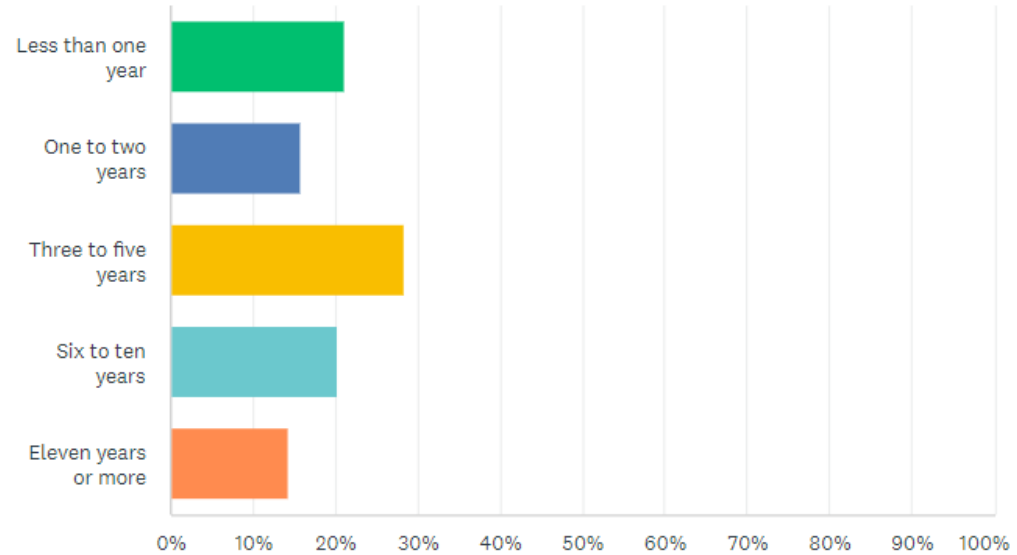
Metro Atlanta Counties, GA

Survey of LTCOP Volunteers

- 596 responses
- 34 states

How long have you volunteered for the Long-Term Care Ombudsman program (LTCOP)?

Answered: 595 Skipped: 1



ANSWER CHOICES	RESPONSES
Less than one year	21.18% 126
One to two years	15.80% 94
Three to five years	28.40% 169
Six to ten years	20.34% 121
Eleven years or more	14.29% 85

Felt it was a worthwhile way to contribute to my community.

I saw firsthand the need when my mom was in LTC.

Concern for nursing home residents

Love older persons

I am a medical student interested in a career serving older patients

Having direct contact with people that I might help

Prior experience with SNFs during my working career

Q4 What attracted you to the LTCOP?

friend life career long wanted help dealing help elderly advocate elderly good
quality life SERVICE Ombudsman Program Saw vulnerable lives something community
nursing home residents seniors family members others Opportunity help assist
especially voice population help others serve opportunity aging
interested health care Ombudsman staff LTC father people
one care term care facilities long term care
wanted volunteer help go volunteer visiting
residents concerned advocate support need
nurse nursing homes issues worked chance
retired make difference time also facility know years
patients wanted local elderly given program feel experience
person mother advocacy elders involved many residents families desire
Desire help help people worked nursing home felt thought parents individuals
retirement long-term care love social worker make long-term care facilities rights used
LTC facilities LTCOP always Covid enjoy see

I love what we do and our purpose.

Everyone should be respected and treated fairly.

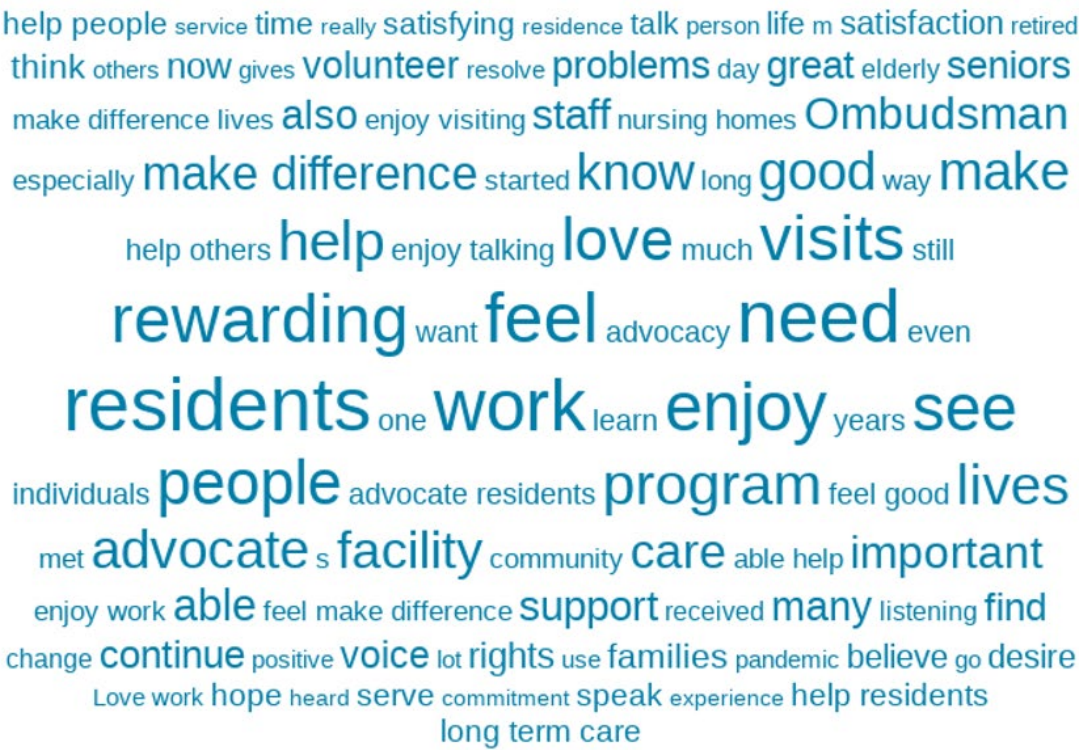
Everyone deserves to be heard and their voice matters.

Sometimes I am the only voice a resident has.

I enjoy the residents that I work with.

I had high expectations and, so far, they have been exceeded.

Q5 Why have you continued to volunteer as an Ombudsman program representative?



Helping improve the quality of life.

Gaining the residents trusts when seeking to resolve their complaints.

The relationships that you develop with the residents and some of the staff are special.

Q7 What is the most rewarding part of being involved with the Ombudsman program?



A word cloud of responses to the question "What is the most rewarding part of being involved with the Ombudsman program?". The words are arranged in a roughly rectangular shape, with some words appearing larger and more prominent than others. The colors are primarily shades of blue and green. The words include: rewarding, part, problem, solved, gives, Resolving, issues, enjoy, friends, volunteer, benefit, find, new, Ombudsman, quality, life, something, come, trust, face, rights, interaction, residents, residents, families, elderly, problem, thank, time, resolved, voice, know, help, someone, day, issues, change, Helping, residents, Helping, others, lives, tell, able, s, people, improve, staff, program, better, way, work, one, facility, well, help, support, know, complaints, residents, even, see, Learning, need, will, feel, important, visit, love, care, ability, make, sometimes, advocate, try, listening, providing, life, others, talk, community, also, long, term, care, rewarding, things, concerns, experience, Meeting, want, heard, part, family, seniors, make, difference, really, assisting, many, residents, visiting, residents, great, often, contact, think, ombudsman, program, Talking, residents, able, help, opportunity, Helping, people, speak, many.

Often, I am the **only person** to visit a resident.

Sunny **smiles** and thank you.

Resolving problems and making a difference in their lives, often, unfortunately, in a minor way.

Also, **keeping the facility on its toes** through observation and addressing issues.

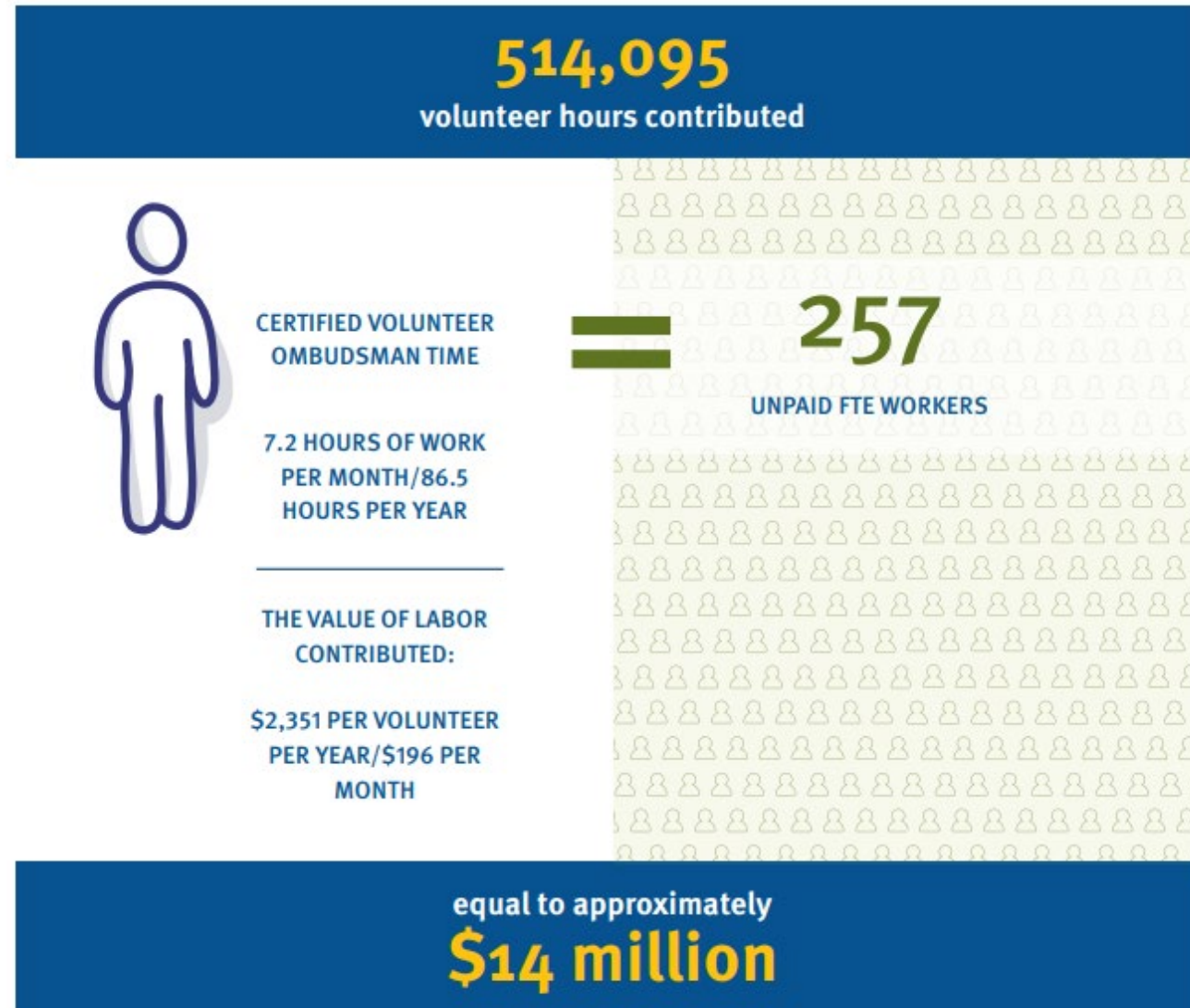
Seeing a **case get resolved** much easier than the resident thought possible.

Ability to **identify needs** and to address them and see results of my efforts.

What message (or key words) would you suggest programs use to recruit new volunteers?

-
- Loneliness is awful
- The rewards you personally receive by being an Ombudsman are beyond description. I have volunteered in numerous programs throughout my life. Nothing compares to the love and hope you give to those who need it most.
- I never heard of the LTC Ombudsman program before my friend spoke of it. She recruited me.
- Be the voice for those who can't speak for themselves.

Value of LTCOP Volunteers...



Numbers are from FY 2019

https://acl.gov/sites/default/files/programs/2021-09/ACL%20Volunteerism%20Study_Infographic%20August%202021.pdf

Exhibit 2: Characteristics of Volunteer Ombudsmen

Characteristics	N, %
Gender	N=669^a
Female	76%
Ethnicity	N=653^b
Hispanic	3%
Race	N=647^c
American Indian or Alaskan Native	1%
Asian	4%
Black or African American	4%
Native Hawaiian or Other Pacific Islander	<1%
White	88%

Education	N=677^d
Less than High School	0%
High School or GED	5%
Some College	17%
Associate's Degree	9%
Bachelor's Degree	20%
Some Graduate Work	9%
Master's Degree	32%
Juris Doctorate	3%
Doctor of Philosophy	5%
Medical Degree	1%
Employment Status	N=699^e
Retired	77%
Employed full-time	9%
Employed part-time	11%
Out of work and looking for paid work	2%
A homemaker	7%
A student	2%

^a Missing=42; ^b Missing=64; ^c Missing=58; ^d Missing=34; ^e Missing=12

Exhibit 3: Motivations for Volunteering

What motivated you to become a volunteer for the LTCOP?	Volunteer Ombudsmen N=703 ^a
Personal fulfillment (e.g., enjoyment in helping others)	68%
Interest in the program's mission	55%
Family/friends receiving long-term services and supports	27%
Personal experience with the program	8%
Career development	6%
Other	16%

^a Missing=8

RESOURCES

Strengthening the Aging and Disability Networks: Use of Volunteers in Long-Term Care Ombudsman Programs

Author: Kim Nguyen, PhD

NORC at the University of Chicago | 4350 East-West Highway, 8th floor, Bethesda, MD 20814 | Office (301) 634-9300

Since the Long-Term Care Ombudsman program's inception, volunteers have played an integral role in fulfilling the program's mandate to advocate on behalf of residents of long-term care facilities. Making up over 85% of Ombudsman program staff in 2017, the program relies heavily on volunteers to maintain a regular presence in nursing homes and board and care homes and to respond to resident complaints. This research brief focuses on the characteristics and motivations of volunteers who visit long-term care facilities, their roles and responsibilities, the training and management they receive, and their satisfaction with the Ombudsman program. It also describes programmatic challenges in recruiting and retaining volunteers, and the strategies that programs use to address these challenges. Findings suggest that volunteers provide over \$14.6 million in additional labor assets to the program and when effectively mobilized and efficiently trained, are central to adding needed capacity to Ombudsman programs. Data used for this brief were collected as part of the *Process Evaluation and Special Studies Related to the Long-Term Care Ombudsman Program* conducted by NORC at the University of Chicago (NORC) on behalf of the Administration for Community Living (ACL).

BACKGROUND

In 1978, the Older Americans Act (OAA) established the Long-Term Care Ombudsman program (LTCOP or Ombudsman program) to protect and promote the health, safety, welfare, and rights of residents living in long-term care facilities. To advance this goal, the OAA charges the program with responsibility for advocating on behalf of residents by identifying, investigating, and resolving individual complaints; making systemic improvements to the long-term care

DATA COLLECTION

As part of the *Process Evaluation and Special Studies Related to the Long-Term Care Ombudsman Program*, NORC collected qualitative and quantitative data from program staff and stakeholders in two phases. Interview data were collected from federal staff, national stakeholders, and State Ombudsmen in 2017. Survey data were collected from State Ombudsmen and a sample of local Ombudsmen and volunteers in 2018. For local data collection, a multistage stratified sampling approach was

• https://acl.gov/sites/default/files/programs/2020-10/NORC%20Research%20Brief_Use%20of%20Volunteers_508.pdf

Volunteer Management

Volunteers are the backbone of many Long-term Care Ombudsman Programs. With the help of volunteers, the Ombudsman program can have a regular presence in facilities and stay in touch with residents. Included are resources on recruitment, training, retention, and recognition of volunteers; materials from webinars hosted by the NORC; and volunteer management examples from Ombudsman programs around the country.

- **[Getting Started](#)**
- **[Program Management](#)**
- **[Volunteer Training](#)**
- **[Volunteer Recognition and Retention](#)**
- **[Volunteer Management Conference Calls/Webinars](#)**
- **[Volunteer Opportunities](#)**

https://ltcombudsman.org/omb_support/volunteer

Q&A

Please complete the evaluation! Thank you.

<https://www.surveymonkey.com/r/KRLT8HT>



The National Long-Term Care Ombudsman Resource Center

Connect with us:

www.ltcombudsman.org

ombudcenter@theconsumervoice.org



The National LTC Ombudsman Resource Center



@LTCombudcenter



Get our app! Search for "LTC Ombudsman Resource Center" in the Apple Store or Google Play

This project was supported, in part, by grant number 90OMRC0002-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.