



Who's Who of the National LTCO Network

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

The Administration for Community Living was created around the fundamental principle that older adults and people of all ages with disabilities should be able to live where they choose, with the people they choose, and with the ability to participate fully in their communities. By funding services and supports provided primarily by networks of community-based organizations, and with investments in research, education, and innovation, ACL helps make this principle a reality for millions of Americans.

ACL website: www.acl.gov/

Director, Office of Long-Term Care Ombudsman Programs: Edwin Walker Edwin.Walker@acl.hhs.gov
National Ombudsman Program Coordinator: Beverley Laubert Beverley.Laubert@acl.hhs.gov

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. 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 [ADvancing States](#) (formerly NASUAD).

NORC website: www.ltcombudsman.org

NORC email: ombudcenter@theconsumervoice.org

Director: Amity Overall-Laib	aoverallaib@theconsumervoice.org	202-332-2275 x207
Manager, LTCO Program & Policy: Carol Scott	cscott@theconsumervoice.org	202-332-2275 x209
Manager, Program & Outreach: Katie O'Hearn	kohearn@theconsumervoice.org	202-332-2275 x222

ADvancing States

ADvancing States (formerly NASUAD) represents the nation's 56 state and territorial agencies on aging and disabilities and supports visionary state leadership, the advancement of state systems innovation and the articulation of national policies that support home and community-based services for older adults and individuals with disabilities.

ADvancing States website: <http://www.advancingstates.org/>

Director of Aging Policy: Adam Mosey amosey@advancingstates.org

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

NASOP is the membership organization for SLTCO. NASOP hosts two membership meetings each year during the Spring SLTCO Training, and at the Consumer Voice Annual Conference in the Fall. The NASOP Board conducts a business call the first Thursday of each month which is open to all members.

NASOP website: www.nasop.org

Officers:

President:	Mark Miller (DC)	mcmiller@aarp.org
1 st Vice President:	Mairead Painter (CT)	Mairead.Painter@ct.gov
2 nd Vice President:	Salli Pung (MI)	SPung@meji.org
Treasurer:	Fred Steele (OR)	Fred.Steele@oregon.gov
Secretary:	Donna Fischer (SD)	donna.fischer@state.sd.us

NALLTCO - The National Association of Local Long-Term Care Ombudsmen

NALLTCO is the membership organization for local/regional ombudsmen. **NALLTCO website:** <https://nalltco.weebly.com>

Officers:

Chair:	Karen Jones (CA)	karenjones@ombudsmanslo.org
Vice - Chair:	Pam Railsback (IA)	pamela.railsback@iowa.gov
Treasurer:	Mary Anne Brennan (MD)	MaryAnne.Brennan@baltimorecity.gov
Secretary:	Heather Armstrong (TX)	tigger98_69@hotmail.com



The National Consumer Voice for Quality Long-Term Care (Consumer Voice)

1025 Connecticut Avenue, NW, Suite 1000
Washington, DC 20036

The National Consumer Voice for Quality Long-Term Care was formed as NCCNHR (National Citizens' Coalition for Nursing Home Reform) in 1975 because of public concern about substandard care in nursing homes. The Consumer Voice is the outgrowth of work first achieved by advocates working for Ralph Nader and later for the National Gray Panthers. [Elma Holder](#), NCCNHR founder, was working with The Long-Term Care Action Project of the Gray Panthers when she organized a group meeting of advocates from across the country to attend a nursing home industry conference in Washington, DC. At that meeting, representatives of 12 citizen action groups spoke collectively to the industry about the need for serious reform in nursing home conditions. The consumer attendees were inspired to develop a platform of common concerns and motivated to form a new organization to represent the consumer voice at the national level. Most of the original members had witnessed and endured personal experiences with substandard nursing home conditions.

The Consumer Voice is the leading national voice representing consumers in issues related to long-term care, helping to ensure that consumers are empowered to advocate for themselves. We are a primary source of information and tools for consumers, families, caregivers, advocates, and ombudsmen to help ensure quality care for the individual.

Consumer Voice website: www.theconsumervoice.org
Consumer Voice phone: 202-332-2275
Consumer Voice email: info@theconsumervoice.org

NORC website: www.ltombudsman.org
NORC email: ombudcenter@theconsumervoice.org

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Senior Program & Policy Specialist	Jocelyn Bogdan	jbogdan@theconsumervoice.org	204
Program Specialist	Libby Laubert	llaubert@theconsumervoice.org	220