

COMMUNICATION AND COLLABORATION

Memoranda of Understanding

Individuals with disabilities receiving or in need of long-term services and supports have available to them nationally at least two advocacy organizations – Protection and Advocacy (P&A) and Long-Term Care Ombudsman programs (LTCOP). Both programs need an understanding of what services each can provide and when and how programs will work together on individual and systemic advocacy issues. It is important to both organizations to have a written document that establishes a basic understanding and agreement on how they will work together. This written document may be called a – Memorandum of Understanding, Partnership Agreement, Working Protocol – or something else. The name of the document is not as important as the written commitment that both programs will coordinate activities benefiting consumers.

The purpose of a broad written agreement (signed, shared with others, and reviewed at least annually for any needed changes) is to establish a basic understanding and commitment for working together. There are two examples of MOUs between Ombudsman programs and P&A agencies on the NORC [website](#) ([Missouri](#) and [Washington](#)). Both examples include agreements on: how the two programs will refer cases; training and consultation opportunities; disclosure of client information; and handling of systemic issues.¹

A basic template for a MOU is available [here](#).

Note: This resource is part of series of materials regarding Ombudsman program and P&A collaboration, visit the NORC [website](#) for additional information on this topic.

Contact Us

If you have questions about this brief or would like to share your state's Ombudsman program and P&A collaborations, including examples of written agreements, please email ombudcenter@theconsumerveoice.org or call 202.332.2275.

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¹ The MOUs are available here http://ltcombudsman.org/omb_support/pm/collaboration/ltcop-protection-and-advocacy-agencies-collaboration-toolkit.