2017 Quick Facts

- Of the 201,460 closed complaints, 53,984 were addressed in board & care facilities*
- The three most frequent complaint sub-types in board & care facilities include:
  1. Care
  2. Environment
  3. Autonomy, choice, and exercise of rights and privacy
- Improper eviction or inadequate discharge/planning was the most common complaint in board & care facilities

*Board & care facilities include assisted living and similar residential settings

The Older Americans Act requires Long-Term Care Ombudsman programs to identify, investigate, and resolve complaints made by or on behalf of residents who live in board & care (B&C) facilities in all 50 states, D.C., Puerto Rico, and Guam. To access more data from the National Ombudsman Reporting Systems (NORS) visit https://agid.acl.gov/CustomTables/NORS/Year/. For more information on NORS visit https://acl.gov/programs/protecting-rights-and-preventing-abuse/long-term-care-ombudsman-program. [Version August 2019]