



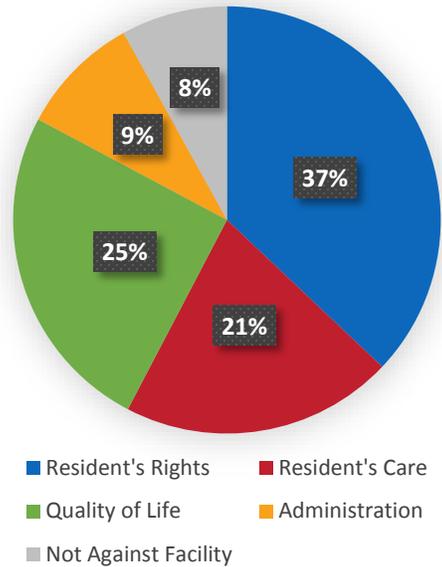
Long-Term Care Ombudsman Program B&C Complaints

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*

Major Complaints by Type in Board & Care Facilities, 2017



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]