



Long-Term Care Ombudsman Program Volunteers

Quick Facts

- Across the nation, state Ombudsmen designates staff and thousands of volunteers as representatives of the Office to advocate with and on behalf of residents.
- These volunteers donate their time, talents, and energy to visit residents, listen to their concerns and take action to resolve problems.
- Volunteers frequently provide residents with regular access to Ombudsman services and provide cost-effective, community-based complaint resolution.

Note: *Not all state Ombudsman programs utilize volunteers.*

The NORS data tells us that in 2017, there were
6,625 Designated Volunteer Ombudsmen...



...and **2,182 Other Volunteers...**



...who donated a total of
591,362 Volunteer Hours!

**THANK YOU,
VOLUNTEERS!**

A program of the Older Americans Act, each state including DC, PR and Guam, has an Office of the State Long-Term Care Ombudsman, headed by a full-time Ombudsman who directs the program statewide. The Ombudsman Program advocates for individuals living in nursing facilities and board & care facilities. Board & care facilities include assisted living and similar residential settings. **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]