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/](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](https://acl.gov/programs/protecting-rights-and-preventing-abuse/long-term-care-ombudsman-program). [Version August 2019]