



Long-Term Care Ombudsman Program (LTCOP) Characteristics

Distinguishing Program Characteristics

Three characteristics of the LTCOP distinguish itself from other Older Americans Act (OAA) programs and services.

Independence

The Office of the State Long-Term Care Ombudsman is a distinct and separate entity from its host agency. Additionally, the OAA requires sanctions for willful interference and retaliation that aim to safeguard the program.

Impartiality

Long-Term Care Ombudsmen act without bias when gathering the facts in a complaint investigation. The OAA also includes provisions to identify and remove conflicts of interest.

Confidentiality

The OAA outlines stringent disclosure provisions that prohibit the Ombudsman program from sharing identifiable information about the resident unless the resident's consent is obtained.

Similar Program Responsibilities

The Ombudsman program shares similar mandates with State Units on Aging (SUAs) and Area Agencies on Aging (AAAs).



Serve long-term care facility residents



Represent residents' interests



Engage in systems advocacy



Coordinate with specified entities

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. The information in this data story come from the Understanding the LTCOP Research Brief available at [ACL.GOV](https://acl.gov). **For more information** visit <https://acl.gov/programs/protecting-rights-and-preventing-abuse/long-term-care-ombudsman-program>. [Version September 2020]