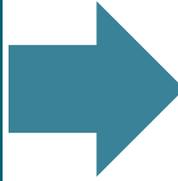


Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman Program (LTCOP) advocates for individuals residing in nursing facilities and other residential settings. The Older Americans Act (OAA) establishes the responsibilities of the LTCOP, requiring it to advocate for the rights, health, safety, and wellbeing of residents in long-term care settings through complaint resolution, education, and systemic advocacy. Every state, including the District of Columbia has a LTCOP.

Older adults in nursing facilities are vulnerable to:

- Substandard care
- Involuntary discharge
- Unsafe conditions
- Abuse or neglect



The LTCOP protects older adults through:

- Education on resident rights
- Abuse prevention
- Care planning
- Advocacy

The Long-Term Care Ombudsman Program protects the rights, health, and safety of older adults living in long-term care settings.



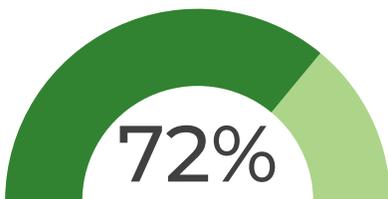
3,180

training sessions provided for long-term care facility staff



205,322

complaints were investigated and resolved in FY2024



72% of complaints were resolved or partially resolved to the satisfaction of the resident

The LTCOP conducted

342,189

visits to over

50,500

long-term care settings