



Office of the State Long Term Care Ombudsman

The Long Term Care Ombudsman Program

Educating, Empowering, Advocating

Purpose. The LTC Ombudsman Program is an advocate and resource for persons who reside in long-term care facilities such as nursing homes, assisted living and board & care homes. Ombudsmen help residents and their families understand and exercise their rights and effectively address concerns which impact their health, safety and quality of life. The program advocates for residents at both the individual and systems levels by receiving, investigating and resolving complaints made by or on behalf of residents, promoting the development of resident and family councils, and informing governmental agencies, providers and the general public about issues and concerns impacting residents of long-term care facilities.

Administration. The Older Americans Act, which is administered by the Administration on Aging (AoA), requires each state to establish an Office of the State Long-Term Care Ombudsman. In **New York**, the program is administratively housed within the State Office for the Aging (NYSOFA), and provides advocacy services through a network of 15 regional programs. Each regional ombudsman program has a designated ombudsman coordinator who recruits, trains and supervises a corps of volunteers (currently 795 statewide) that provide a regular presence in nursing homes and adult care facilities.

Highlights. In FFY 2015
the NYS Ombudsman Program:

- investigated 1,732 complaints, successfully resolving 74% of all complaints
- responded to 52,837 requests for information and consultation about long-term care questions and issues from residents, caregivers and the general public
- regularly visited 62% of nursing homes and 41% of adult care facilities to provide residents with access to advocacy assistance and to monitor quality of care
- conducted 128 community education sessions on residents' rights and long-term care issues
- volunteers contributed 102,972 hours of service in support of advocacy on behalf of long-term care residents.

For additional information:

Contact the New York State Long Term Care Ombudsman Program at 1-855-582-6769
or visit the NY State Ombudsman Program website: www.ltcombudsman.ny.gov

Mark C. Miller, State Long Term Care Ombudsman