



**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. Each state organizes and operates the program in the way that best serves the needs of its residents. In **New York**, the program is administratively housed within the State Office for the Aging (NYSOFA), and provides advocacy services through a network of 35 local programs. Each local ombudsman program has a designated ombudsman coordinator who recruits, trains and supervises a corps of volunteers (currently 896 statewide) that provide a regular presence in nursing homes and adult care facilities.

**Highlights.** In FFY 2012 the NYS Ombudsman Program:

- investigated 3,626 complaints, resolving an average of 79% of all complaints
- provided information and consultation about long-term care to 9,943 individuals
- attended 3,122 resident council meetings
- conducted 226 community education sessions on residents' rights and long-term care issues
- responded to 2,540 requests for information and technical assistance from long-term care providers
- volunteers contributed nearly 135,000 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 1-800-342-9871 or visit the NY State Ombudsman Program website: [www.ltcombudsman.ny.gov](http://www.ltcombudsman.ny.gov)

Mark C. Miller, State Long Term Care Ombudsman