The Long-Term Care Ombudsman Program

Ombudsman programs are resident advocates!

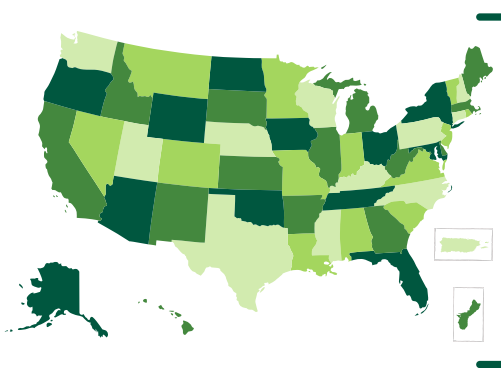
What does the long-term care Ombudsman program do?

The Ombudsman program advocates for residents of nursing homes, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and affect change at the local, state, and national levels to improve the quality of life and care for all individuals receiving long-term care.

For more information, visit **ltcombudsman.org/about**

The Ombudsman Program by the Numbers

The Ombudsman program is made up of:



53 State Ombudsmen

2,001 Total staff

3,339 Volunteers trained to investigate and resolve complaints

In 2025, the program:

Provided information and assistance

611,290 times

to residents, family members, concerned individuals, etc.

180,313 times

to long-term care facility staff

Information and Assistance

Providing information on issues impacting residents, such as resident rights, and/or providing assistance to access services.

Conducted
382,383
visits to over 50,000 long-term care facilities

Provided
3,609
training sessions for long-term care facility staff

Attended
1,198
Family Council meetings

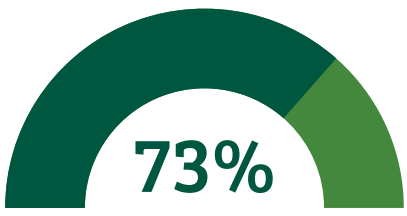
Attended
22,769
Resident Council meetings

Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The program worked to resolve

201,815

complaints initiated by residents, their families, and other concerned individuals



complaints resolved or partially resolved to the satisfaction of the resident or complainant

The three most frequent nursing facility complaints handled by Ombudsman program representatives:

1. Discharge or eviction
2. Response to requests for assistance
3. Medications

The three most frequent residential care community (e.g., assisted living, board & care) complaints handled by Ombudsman program representatives:

1. Discharge or eviction
2. Medications
3. Food services

The statistics in this graphic are based on federal fiscal year (FFY) 2025 NORS Data (October 1, 2024 - September 30, 2025). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.

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