



Assisted Living - Ombudsman Perspective

**Center for Excellence in Assisted Living – Strategic Advisors
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**Source: Older Americans Act Performance System
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State Long-Term Care Ombudsman Program

Background & Authority

- Older Americans Act Title VII
- AoA – Office of Long-Term Care Ombudsman Programs
 - National Ombudsman Resource Center
 - National Ombudsman Reporting System (NORS)
- Office of the State LTC Ombudsman – 53
 - Distinct entity, separately identifiable
 - Designation
 - Training



Long-Term Care Facilities

- Any skilled nursing facility, as defined in section 1819(a) of the Social Security Act (42 U.S.C. 1395i–3(a))
- Any nursing facility, as defined in section 1919(a) of the Social Security Act (42 U.S.C. 1396r(a))
- A board and care facility*
- Any other adult care home, including an assisted living facility, similar to a facility or institution described above*

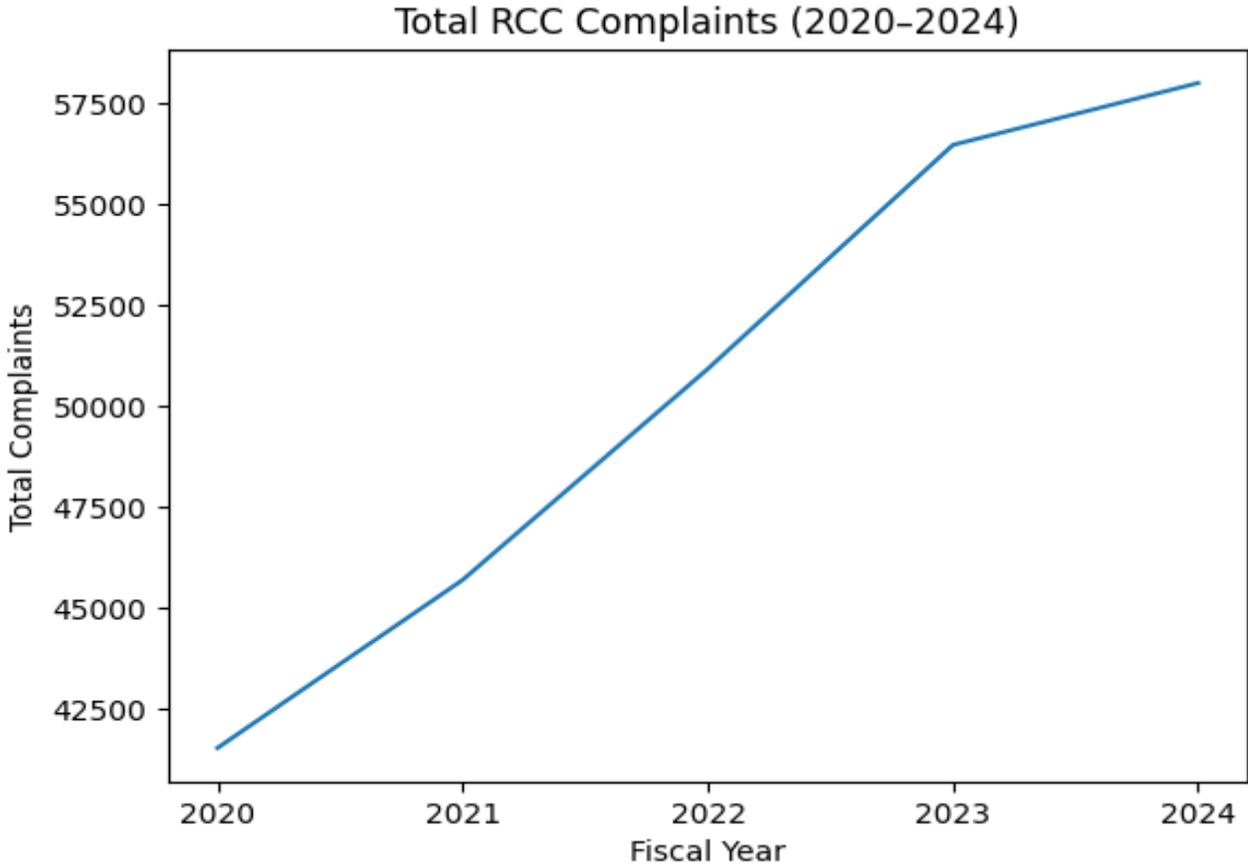
*Residential Care Communities



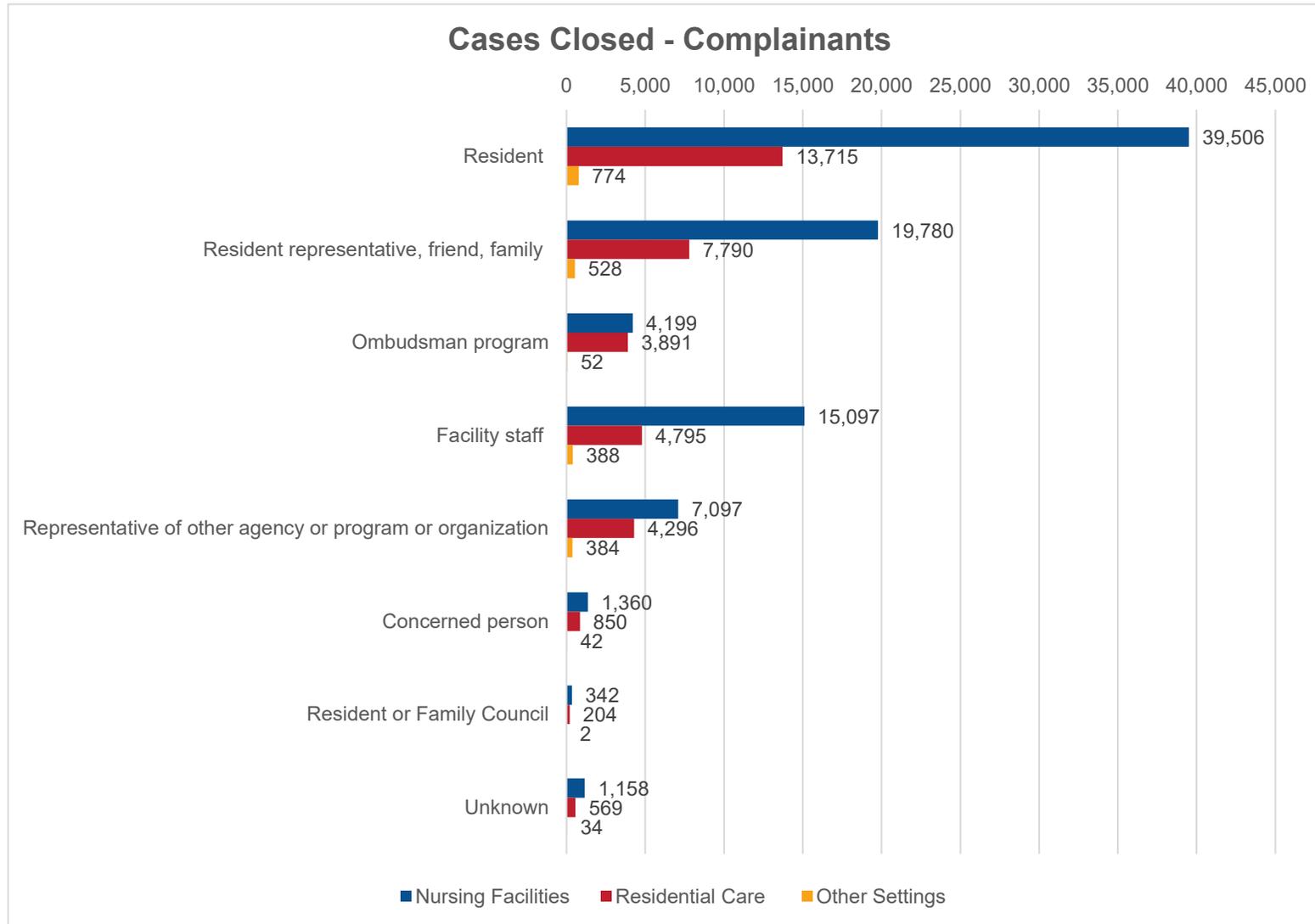
Ombudsman Program Activities

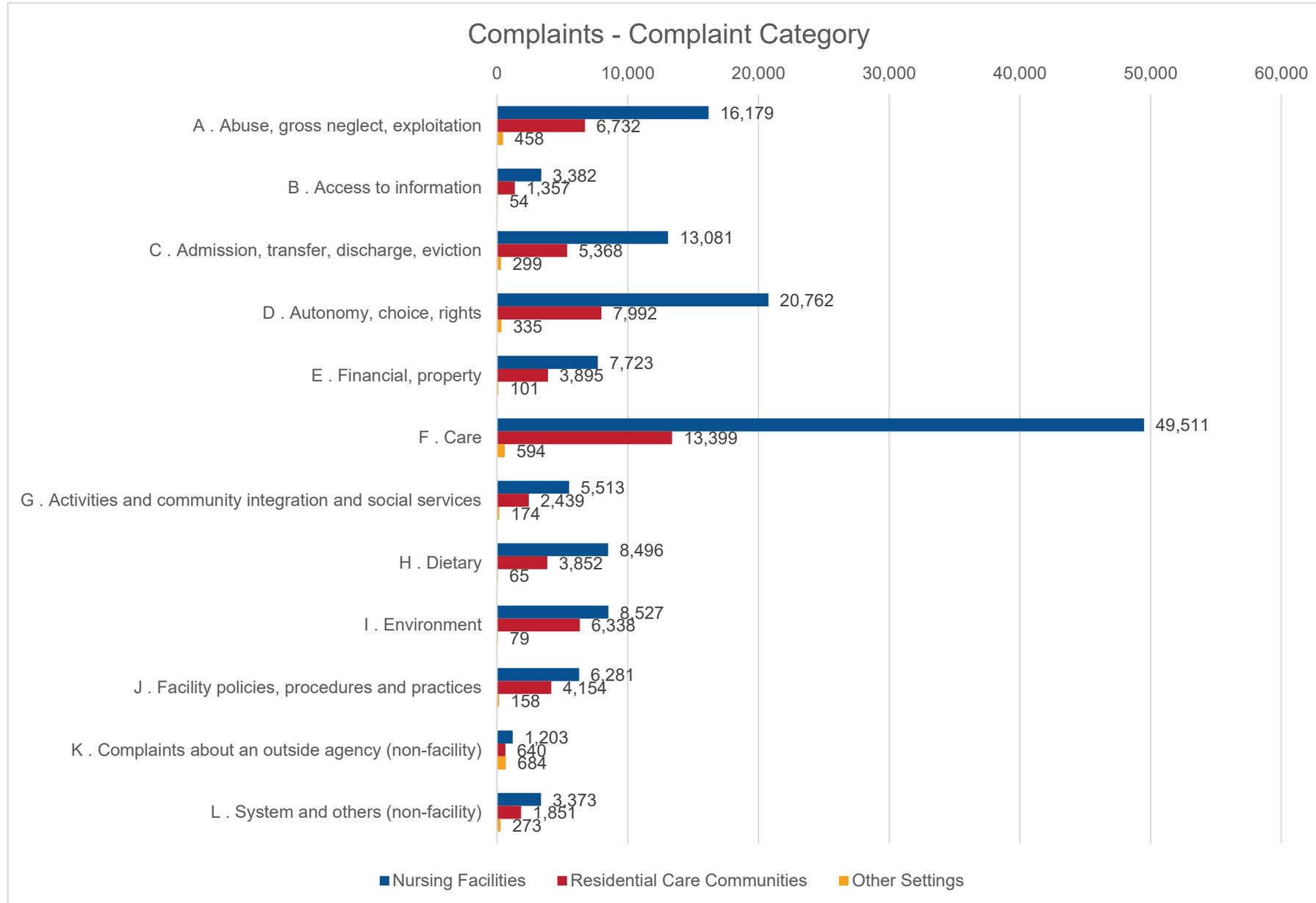
Activity	Total	Nursing Facilities	Residential Care
Information and assistance to individuals	543,676		
Community education	8,848		
Training sessions for facility staff	3,180	1,950	1,230
Information and assistance to staff	167,027	97,834	69,193
Facilities visited	50,584	14,498	36,086
Number of visits	379,982	199,007	180,975
Routine access	27,157	10,194	16,963
Facility surveys	17,372	12,787	4,585
Resident councils	20,528	13,453	7,075
Family councils	1,284	895	389

Complaint Volume Trend – Residential Care Communities



Source: National Ombudsman Reporting System (NORS) Annual Roll-Up Report for 2024 (4/24/25)





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Top 5 RCC Complaints by Year

2020	2021	2022	2023	2024
Discharge or Eviction	Discharge or Eviction	Discharge or Eviction	Discharge or Eviction	Discharge or Eviction
Medications	Medications	Medications	Medications	Medications
Dignity and Respect	Housekeeping, laundry, pest abatement	Food Services	Food Services	Food Services
Abuse - Physical	Administrative oversight	Administrative oversight	Abuse - Physical	Staffing
Food Services	Other rights and preferences	Staffing	Staffing	Abuse - Physical



Ombudsman Activities