

California Department of Aging
Long-Term Care Ombudsman Program
Older Americans Act Titles IIIB and VII

Program Code:

The Older Americans Act (OAA) Title IIIB and Title VII Ombudsman Program code is 3900200.

Description:

The Swedish word “ombudsman” means “a public official appointed to investigate citizens’ complaints against local or national government agencies that may be infringing on the rights of individuals.”

The mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of ensuring their dignity, quality of life, and quality of care.

The Older Americans Act (OAA) and State Long-Term Care Ombudsman Programs Final Rule (LTCOP Rule) outline the responsibilities of the State Ombudsman and representatives of the Office, clearly stating that the primary role of the Long-Term Care Ombudsman Program (LTCO Program) is to serve as resident advocates. Ombudsman representatives are charged with serving as the resident advocate in response to individual complaints as well as representing resident concerns on a systems level. The Ombudsman also share information about residents’ rights and how to ensure quality of life and care with residents, resident representatives, facility staff, and the public.

The State LTC Ombudsman has oversight responsibility for 35 local Ombudsman programs throughout California. Approximately 205 paid staff and 600 certified volunteers advocate on behalf of residents of LTC facilities. These facilities include 1,215 skilled nursing and intermediate care facilities, and 7,503 residential care facilities for the elderly, with a combined count of 308,833 LTC beds.

Ombudsman responsibilities

Ombudsman responsibilities outlined in Title VII of the Older Americans Act include:

- Identify, investigate, and resolve complaints made by or on behalf of residents
- Provide information to residents about long-term care services
- Represent the interests of residents before governmental agencies
- Seek administrative, legal, and other remedies to protect residents
- Analyze, comment on, and recommend changes in laws and regulations pertaining to the health, safety, welfare, and rights of residents
- Educate and inform consumers and the general public regarding issues and concerns related to long-term care and facilitate public comment on laws, regulations, policies, and actions
- Promote the development of citizen organizations to participate in the program
- Provide technical support for the development of resident and family councils to protect the well-being and rights of residents

Residents have the right to:

- Be treated with dignity and respect
- Be free from chemical and physical restraints
- Manage their own finances
- Voice grievances without fear of retaliation
- Associate and communicate privately with any person of their choice
- Send and receive personal mail
- Have personal and medical records kept confidential
- Apply for state and federal assistance without discrimination
- Be fully informed of available services and any charges for those services prior to admission
- Be given advance notice of plans to transfer or discharge them

The LTC Ombudsman Program has jurisdiction to serve residents in the following long term care settings:

- Adult residential facilities,
- Adult day programs,
- Adult day health care facilities,

- Intermediate care facilities for the developmentally disabled,
- Congregate living health facilities, and
- Adult residential facilities for persons with special health care needs.

Eligibility:

Eligibility Factor	Description
Age	Not applicable
Income	No requirement
Other	All residents of LTC facilities

Access:

Ombudsman Program Information and Assistance is available 24-hours a day via the CRISISline at **1-800-231-4024**.

Every licensed LTC facility in the state is required to display at least one poster with the CRISISline number in an area accessible to residents. Each poster also displays the name, address, and telephone number of the local LTC Ombudsman Program.

Information on the LTC Ombudsman Program is available through the statewide toll-free Senior Information Line at **1-800-510-2020** and the [California Department of Aging](http://www.aging.ca.gov/) website (<http://www.aging.ca.gov/>).

Current State Fiscal Year Funding Information:

This information is for Fiscal Year 2021-22.

Funding	Description
Source	<ul style="list-style-type: none"> • OAA federal funds – Title IIIB, via Administration for Community Living (ACL) • OAA federal funds – Title VII, via ACL • CARES Act federal funds • State General Fund (GF) • State Health Facilities Citation Penalties Account

Funding	Description
	<ul style="list-style-type: none"> • Skilled Nursing Facility Quality and Accountability Fund • Public Health Licensing and Certification Program Fund • Local funds
Match Requirements	Not applicable
Other Information	Not applicable
Cycle	July 1 – June 30