North Carolina
State Long-Term Care Ombudsman Program


Program Overview Snapshot
Promoting quality of life and quality of care for long-term care residents.

- Complaints received by the LTC Ombudsman Program: 4,350
- Complainants assisted by State and Regional LTC Ombudsmen: 2,031
- Instances of technical assistance provided to individuals regarding long-term care issues: 5,785
- Resident visits made in adult care homes and nursing homes: 7,217
- Facility licensure surveys observed: 642
- Community education workshops conducted: 575
- Consultations to LTC providers: 2,747
- Resident council meetings attended: 109
- Training sessions provided for staff in LTC facilities: 313
- Family council meetings attended: 18
- Hours spent training community advisory committee members and new ombudsmen: 1,665

State of North Carolina • Department of Health and Human Services • Division of Aging and Adult Services
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