

North Carolina State Long-Term Care Ombudsman Program

2020 ANNUAL REPORT: OCTOBER 1, 2019 - SEPTEMBER 30, 2020

PROGRAM OVERVIEW SNAPSHOT



3,448 Complainants closed by the LTC Ombudsmen Program



2,115 Complainants assisted by State and Regional LTC Ombudsmen



7,922 Instances of technical assistance provided to individuals regarding long-term care issues



3,296 Resident visits made in adult care homes and nursing homes



554 Facility licensure surveys observed



98 Resident council meetings attended



13 Family council meetings attended



385 Community education workshops conducted



4,943 Consultations to LTC providers



167 Training sessions provided for staff in LTC facilities



826 Hours spent training community advisory committee members and new ombudsmen

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



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Aging and Adult Services