



Long-Term Care Ombudsman Program (LTCOP) Volunteers

Program Overview

The LTCOP relies heavily on volunteers to support general program operations, maintain a regular presence in nursing facilities and board & care facilities*, and respond to resident complaints. Volunteers also play an integral role in advocating for and on behalf of residents of nursing facilities and board & care facilities. In 2017, volunteers accounted for over **85%** of Ombudsman program staff and the value of volunteer time was estimated to be over **\$14.6 million**.

Volunteer Snapshot

In 2017, there were **6,625 Designated Representatives of the Office...**



...who donated a total of **591,362 Volunteer Hours!**



There were also **2,182 Other Volunteers!**

Volunteer Characteristics



Volunteers have an average age of **70 years**, with a range of **27 to 90 years**.



Volunteers donate an average of **14 hours** each month.



Volunteers serve the program for an average of **6 years**.



Volunteers are predominately **female**.



70% of volunteers have a **bachelor's or advanced degree**.

Motivations for Volunteering

Motivations	Volunteer Ombudsmen
Personal fulfillment (e.g., enjoyment is helping others)	67%
Interest in the program's mission	54%
Family/friends receiving long-term services and supports	27%
Personal experiences with the program	8%
Career development	6%
Other	16%

The table above includes motivations reported by volunteers for serving the program. Volunteers could report more than one motivation.

Roles and Responsibilities

- Make routine visits to residents of long-term facilities.
- Investigate and resolve complaints raised by, or on behalf of, residents.
- Distribute education and outreach materials such as program brochures.
- Provide information, resources, and support to resident and family councils.
- Monitor laws, regulations, and policies.

Volunteer Training

In-person training and **shadowing an experienced staff** are the top training methods provided to volunteers.

Volunteer Satisfaction



92% of volunteers reported **"very satisfied"** or **"somewhat satisfied"** when asked about their experience with the program.

*Board & care facilities include assisted living and similar residential settings. The data in this factsheet come from the Use of Volunteers Research Brief available at [ACL.GOV](https://acl.gov). To access more data from the National Ombudsman Reporting Systems (NORS) visit <https://agid.acl.gov/CustomTables/NORS/Year/>. For more information on NORS visit <https://acl.gov/programs/protecting-rights-and-preventing-abuse/long-term-care-ombudsman-program>. [Version September 2020]