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

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

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. 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]