



Ombudsmen Volunteers

- Volunteer services are an essential component of ombudsman work. Volunteers...
 - Expand LTCO's ability to provide regular presence in long term care facilities
 - Enable the timely investigation of uncomplicated complaints
 - Represent LTCO to the greater community through public speaking and information at community health fairs and aging programs
- As of June 30, 2011, LTCO has 49 certified volunteers. We have 8 additional volunteers who have completed their training and are awaiting state certification.
- Volunteers must complete 12 hours of classroom training based on a curriculum designed by the State Ombudsman Office, and also participate in a 2 hour orientation by a provider (long term care facility or home care service like PASSPORT). Each volunteer must also visit a long term care provider with a certified staff ombudsman and assist in complaint handling.
- In the 9 months of the current Federal Fiscal Year (10/01/10 - 6/30/11) LTCO volunteers:
 - Conducted 513 Advocacy and General Information (AGI) activities in 805 hours for 5118 people. AGI includes visits to consumers in facilities, speaking engagements and community events such as health fairs.
 - Conducted intake for 7 cases (3% of the total intakes) and logged 259 hours in handling of uncomplicated complaints
- LTCO recruits volunteers through media notices and at community events and aging programs. A training program for new volunteers in March 2011 and two other training programs are scheduled for August 2011, during daytime and weekend hours (to accommodate working people). The State Ombudsman Office has collaborated with AARP to conduct a recruitment program in July. The State Office will review the applications and send possible candidates to each area ombudsman program to interview. We hope to have another class of potential volunteers for training in the fall. The goal is to add at least 15 new volunteers this year.
- Last but definitely not least, volunteers serve on the LTCO Board of Trustees and as (non-board) committee members. This enables LTCO to have the input of the community regarding our services, and increases the program's accountability and transparency through expansion of the governance and oversight functions of the Board.