

Budget Unit Brief

FY 2017



Office of Long-Term Care Ombudsman

Description

Iowa's Office of the State Long-Term Care Ombudsman (OSLTCO) is responsible under both federal and Iowa law for advocating for residents and tenants of long-term care facilities including nursing facilities, residential care facilities, assisted living programs, and elder group homes. The Office is responsible for the following:

- Resolving complaints made by or on behalf of residents of long-term care facilities.
- Educating consumers and long-term care providers about the resident rights and good care practices.
- Promoting community involvement through volunteer opportunities.
- Providing information to the public on nursing home and other long-term care facilities and services, resident rights, and legislative and policy issues.
- Advocating for resident rights and quality care in nursing homes, residential care facilities, and assisted living programs.
- Promoting the development of citizen organizations, family councils, and resident councils.

The Office has eight Long-Term Care Ombudsmen, with each Ombudsman covering a different area of the state. In addition to the Long-Term Care Ombudsmen, the Office has two Volunteer Coordinators that are in charge of implementing a certified volunteer program to recruit, train, and monitor Certified Volunteer Long-Term Care Ombudsmen, and a Discharge Specialist dedicated to assisting residents and tenants with voluntary and involuntary discharges and evictions from health care facilities, elder group homes, and assisted living programs.

The Office also has a Managed Care Ombudsman Program that advocates for the [rights](#) and needs of approximately 57,000 Medicaid managed care members who receive care in health care facilities, assisted living programs and elder group homes in Iowa, as well as members who are enrolled in one of the following seven Medicaid home and community-based services (HCBS) waiver programs.

Funding

Iowa's Office of Long-Term Care Ombudsman received a General Fund appropriation of \$1.3 million for FY 2017. With the creation of the Managed Care Ombudsman Program and other offices expenses, the budget has increased by \$447,468 since FY 2015.

Related Statutes and Administrative Rules

Iowa Code chapters [231.41](#), [231.42](#), [231.43](#), [231.44](#), and [231.45](#)
[17](#) Iowa Administrative Code chapter [8](#)

Revised August 31, 2016

More Information

Office of Long-Term Care Ombudsman: <https://www.iowaaging.gov/long-term-care-ombudsman>

Iowa Legislature: <https://www.legis.iowa.gov/>

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