

Advocates for Residents Rights

The True Power of the Long-Term Care Ombudsman Program in Delaware in Federal Fiscal Year (FFY) 2025

At its heart, the **Delaware Long-Term Care Ombudsman Program** advocates for residents of nursing homes, residential care communities and other similar adult care facilities. Ombudsmen help residents and families understand their rights and support residents in using them, so they're treated with dignity and respect. This infographic captures the impact, supported by data from the National Ombudsman Reporting System FFY 2025.

83

Facilities
visited ¹

309

Complaints
investigated ²

6

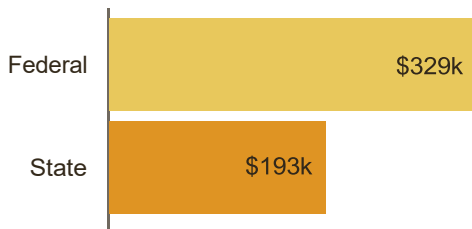
Staff Ombudsmen
(FTE) ³

1

Volunteer
Ombudsmen ⁴



In 2025, on average, **1 FTE ombudsman** served **14 facilities** ⁵ investigating **52 complaints** ⁶



In 2025, with **\$522,019** total expenditures ⁷, the Delaware LTCOP only spent **\$65 per bed**⁸ to protect the rights of the residents



**Facility
Visits**

Made 762 visits ⁹

Ombudsmen connect with residents, observe care firsthand, and identify systemic issues early



**Information
& Assistance
(I&A)**

Provided 130 instances of I&A ¹¹

Empowers residents, and their family and friends, with information and resources about their rights and how to take action



DELAWARE HEALTH AND SOCIAL SERVICES

One Voice at a Time, Protecting Thousands

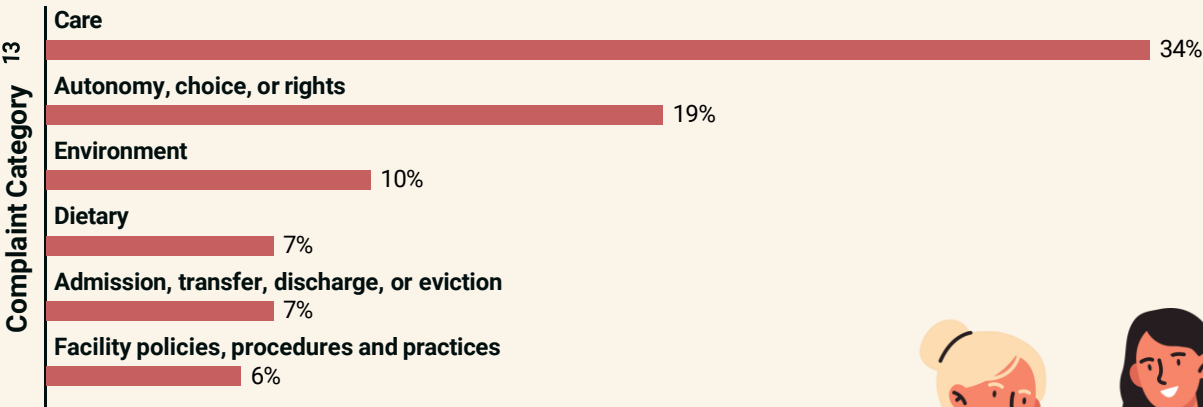
We reach

1,348 Long-Term Care facility residents for every **1** FTE staff ombudsman in the state ¹², ensuring dignity and safety where it matters most.



We hear

In 2025, **309** complaints were investigated. Without the Long-Term Care Ombudsman Program, these issues may go unheard



Appendix: Data Sources & Calculations

National Ombudsman Reporting System (NORS) FFY 2025

All data related to program activities, staff, volunteers, facilities, and complaints is from the FFY2025 NORS dataset.

Administration for Community Living (ACL). 2024. National Ombudsman Reporting System (NORS) (Title VII) dataset. In AGID Data Explorer. <https://agid.acl.gov/data-explorer>

¹ Total Number of State Facilities Visited

² All Settings Total Complaints

³ Total Local Full Time Equivalent

⁴ Total Local Volunteer Representatives

⁵ Total Number of State Facilities Visited / Total Local Full Time Equivalent

⁶ All Settings Total Complaints / Total Local Full Time Equivalent

⁷ OAA Title VII, Chapter 2, Ombudsman

⁸ OAA Title VII, Chapter 2, Ombudsman / Total Resident Capacity (Nursing Facility and Residential Care Community)

⁹ Number of Visits (Nursing Facility) + Number of Visits (Residential Care Community)

¹⁰ Training Sessions for Facility Staff (Nursing Facility) + Training Sessions for Facility Staff (Residential Care Community)

¹¹ Information and Assistance to Individuals

¹² Total Resident Capacity (Nursing Facility and Residential Care Community) / Total Local Full Time Equivalent

¹³ Percentage is calculated by the Total Complaints for each category / All Settings Total Complaints. Only the top categories are shown.

¹⁴ Number of Volunteer Hours Donated

¹⁵ Number of Volunteer Hours Donated * Hourly Value of Volunteer Time [Independent Sector. (2025, April). Value of Volunteer Time by State (2014-2024). <https://independentsector.org/wp-content/uploads/2025/04/vovt-state-by-state-data-2025.pdf>]

