



The National **Long-Term Care**
Ombudsman Resource Center

Guide Drop! A New Resource for Host Agencies of Local Ombudsman Entities

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► Project Purpose and Process

- Decentralized structure is the most common but has unique challenges.
- Facilitated three separate stakeholder listening sessions (State Ombudsmen, host agency leaders, local Ombudsman program representatives).
- The guide will review federal requirements related to the LTCOP, highlight challenges and successes, and share strategies based on stakeholder input.
- Help host agency leaders understand the program's unique features and provide a source for discussion and coordination between State Ombudsmen, host agencies, and representatives.
- We will launch the guide in September!

Discussion Questions

- ▶ From your perspective as a [host agency director, SLTCO, LTCOP representative] what are the top two challenges you have experienced working in your current structure?
- ▶ Share at least one example of how you've addressed a challenging situation due to the structure of the program or a successful practice to support program effectiveness.
- ▶ What hasn't been discussed yet that you would like to add?

Connect with us!

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