

The **Colorado Long-Term Care Ombudsman Program** provides training and technical assistance to a statewide network of local ombudsmen who visit residents of long-term care facilities including assisted living residences, investigate allegations of abuse and neglect, and help residents with quality of life issues. Local ombudsmen are employed by the Area Agencies on Aging. The Colorado Long-Term Care Ombudsman Program will also analyze legislation and provide education on policies affecting long-term care residents. Each year the Colorado Long-Term Care Ombudsman Program provides a report to the Legislature on the activities of the Program.

- Priority 1: The Colorado Long-Term Care Ombudsman Program (CLTCOP) informs the local ombudsman programs of upcoming surveys in their region. The CLTCOP mails out complaints and completed survey information to the local programs weekly.
- Priority 2: Technical assistance to regional Ombudsman offices.
- Priority 3: Providing information & referral.
- Priority 4: Consultation to facilities.
- Priority 5: Monitoring laws, regulations and public policy.
- Priority 6: Annual and Quarterly Training of Ombudsmen.
- Priority 7: On-site assessment of regional Ombudsman Programs.