



# Long-Term Care

For more information about the resources below, contact each organization directly.  
Email [SeniorHungerSolutions@BivinsFoundation.org](mailto:SeniorHungerSolutions@BivinsFoundation.org) to update a listing.

## Long-Term Care Ombudsman Program


The Area Agency on Aging of the Panhandle (AAA) has a Long-Term Care Ombudsman Program with two main functions: 1) To educate residents on their rights within long-term care facilities; and, 2) To work to resolve concerns and complaints on regular visits to every nursing home and assisted living facility in the top 26 counties of the Texas Panhandle.

In doing so, they maintain a list of every nursing home and assisted living facility in the region. This can be useful to individuals and families in finding a home that is right for them or their loved one. They also can provide resources and tips on finding a home along with insight into what they observe on their visits across the Panhandle.

**Contact the LTC Ombudsman Program a list of facilities in the area, tips on finding a home, help with any concerns or complaints in a long-term care facility, and information on residents' rights.**

### Area Agency on Aging of the Panhandle | Long-Term Care Ombudsman Program

 (806) 350-7148, Option 1

 415 SW 8th Ave. Amarillo, TX 79101

[Link to Website to Learn More](#) →

The LTC Ombudsman program may also work with Texas Health and Human Services to assist residents and their families with reporting complaints about the care or treatment received by someone in long-term care. This includes allegations of abuse, neglect, or exploitation.

There is an option to file a complaint online utilizing the [Texas Unified Licensure Information Portal \(TULIP\)](#) or by phone at 800-458-9858. Agents answer calls Monday through Friday from 7 a.m. to 7 p.m. Central time. If you call outside those hours, leave a voicemail and an employee will return your call by the next workday.

Note: Information is subject to change.

Please contact the organizations directly for all questions or any additional information regarding services. The Mary E. Bivins Foundation does not coordinate services, offer referrals, or provide any direct guidance.

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Dial 2-1-1 to speak with a representative about local community resources and assistance.



*An initiative  
of the*



Addressing food insecurity among older adults in Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher and Wheeler Counties.