



# COMMUNITY LIVING OMBUDSMAN PROGRAM (CLOP)

CLOP provides free services to persons residing in ICFs/MR (residential facilities for individuals with developmental disabilities)

The Advocacy Center (AC) is a statewide non-profit agency providing free legal services to senior citizens and persons with disabilities.

## ELIGIBILITY

To be eligible for CLOP services, an individual must

- reside in a residential facility for individuals with developmental disabilities (an ICF/MR) that is funded through the state but privately operated (this includes most group and community homes and some larger facilities);

## SERVICES

### INFORMATION AND REFERRAL

- Provide information on rights and resources.
- Refer to other AC programs; adult and child protective services; provider and other agencies; family, consumer and advocacy groups.

### SYSTEMS ADVOCACY

- Identify system-wide problems and make recommendations to provider agencies and state regulators to improve service delivery.

### INDIVIDUAL CASE ADVOCACY

- Assist residents and families with complaints and requests regarding abuse, neglect, rights protection, services, service setting, and quality of life issues.

#### **For Assistance:**

**Call: TOLL-FREE 1-800-960-7705 (Voice) 1-866-935-7348 (TTY)**

**Write: 1010 Common Street, Suite 2600, New Orleans, La. 70112**

**Visit our website at [www.advocacyla.org](http://www.advocacyla.org)**

**AC has offices in New Orleans, Baton Rouge, Lafayette, and Shreveport**

To request services in Vietnamese, call 1-800-960-7705, extension 153.

Để đòi hỏi những công tác (dịch vụ) bằng tiếng Việt, xin gọi 1-800-960-7705, mở rộng 153.

For information in Spanish please call 1-800-960-7705, ext. 152.

Para información en español por favor llame 1-800-960-7705, ext. 152.

*This program is authorized by state law and is funded through the state Office of the Attorney General, Civil Division.*

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