

**Division of Aging
North Carolina Long Term Care Ombudsman Program**

Office of the State Long Term Care Ombudsman

2101 Mail Service Center
Raleigh, North Carolina 27699-2101
(919) 855-3400
Fax: (919) 715-0364
Website: <https://www.ncdhhs.gov/aging>

Renee Kea, Interim State Long-Term Care Ombudsman: renee.kea@dhhs.nc.gov (919) 855-3431
Kendra Dixon, Ombudsman Program Specialist: lakendra.dixon@dhhs.nc.gov (919) 855-3433
Shelia C. Ward, Ombudsman Trainer: shelia.ward@dhhs.nc.gov (919) 214-4402
Denise Rogers, Ombudsman Program Consultant: denise.rogers@dhhs.nc.gov (984) 365-6992

Region	Area Agency on Aging	Regional Ombudsman	Counties Served
A	Southwestern Planning Commission 125 Bonnie Lane Sylva, NC 28779 P: (828) 586-1962 ext. 223 F: (828) 586-1968	Anna Franklin anna@regiona.org	Cherokee Clay Graham Haywood Jackson Macon Swain
B	Land of Sky Regional Council 339 New Leicester Hwy. Suite 140 Asheville, NC 28806 Toll Free: 1-800-727-0557 P: (828)251-6622 F: (828) 251-6353	Cori Search cori@landofsky.org Donna Case donnac@landofsky.org Donna Thomason donna@landofsky.org	Buncombe Henderson Madison Transylvania
C	Foothills Regional Commission (Previously Isothermal Commission) PO Box 841 Rutherfordton, NC 28139 Toll Free: 1-800-331-9891 P: (828) 287-2281 F: (828) 748-4023	Mandy Johnson mjohnson@foothillsregion.org Lori Simpson lsimpson@foothillsregion.org	Cleveland McDowell Polk Rutherford
D	High Country Council of Governments 468 New Market Boulevard Boone, NC 28607 Toll Free: 1-866-219-3643 P: (828) 265-5434 ext. 126 F: (828) 265-5439	Stevie Welborn swelborn@hccog.org	Alleghany Ashe Avery Mitchell Watauga Wilkes Yancey

As of July 1, 2025

**Division of Aging
North Carolina Long Term Care Ombudsman Program**

E	Western Piedmont Council of Governments PO Box 9026 Hickory, NC 28603 P: (828) 485-4213 P: (828) 485-4271 F: (828) 322-5991	Michael Layza michael.layza@wpcog.org Michele Francois michele.francois@wpcog.org	Alexander Burke Caldwell Catawba
F	Centralina Regional Council 10735 David Taylor Drive Suite 250 Charlotte, NC 28262 Toll Free: 1-800-508-5777 P: (704) 348-2724 (704) 348-2739 (704) 348-2736 (704) 688-6504 F: (704) 347-4710	Hillary Kaylor hkaylor@centralina.org Rachel Kiel rkiel@centralina.org Rochelle McIver rmciver@centralina.org Jeanette Mullies jmullies@centralina.org	Anson Cabarrus Gaston Iredell Lincoln Mecklenburg Rowan Stanly Union
G	Piedmont Triad Regional Council 1398 Carrollton Crossing Drive Kernersville, NC 27284 P: (336) 904-0300 F: (336) 904-0302	Kim Johnson kjohnson@ptrc.org Tracy Warner twarner@ptrc.org Crystal Norman cnorman@ptrc.org Adriene Carmicheal acarmicheal@ptrc.org Beth Johnson bjohnson@ptrc.org	Alamance Caswell Davidson Davie Forsyth Guilford Montgomery Randolph Rockingham Stokes Surry Yadkin
J	Central Pines Regional Council (Previously Triangle J Council of Governments) 4307 Emperor Blvd. Suite 110 Durham, NC 27703 Toll Free: 1-800-310-9777 P: (919) 558-2703 (919) 558-9401 (919) 558-9404 (919) 558-2714	Carolyn Pennington cpennington@centralpinesnc.gov Autumn Cox acox@centralpinesnc.gov Angela Woodard awoodard@centralpinesnc.gov Tracy Burton tburton@centralpinesnc.gov	Durham Chatham Johnston Lee Moore Orange Wake

Division of Aging
North Carolina Long Term Care Ombudsman Program

K	Kerr-Tar Regional Council of Governments PO Box 709 Henderson, NC 27536 Toll Free: 1-866-506-6223 P: (252) 436-2050 F: (252) 436-2055	Kimberly Hawkins khawkins@kerrtarcog.org	Franklin Granville Person Vance Warren
L	Upper Coastal Plains Council of Governments 121 West Nash Street PO Box 9 Wilson, NC 27894 P: (252) 234-5963 (252) 234-5962 F: (252) 234-5971	Tyronda Whitaker twhitaker@ucpcog.org Annetta Brown abrown@ucpcog.org	Edgecombe Halifax Nash Northampton Wilson
M	Mid-Carolina Council of Governments PO Box 1510 Fayetteville, NC 28302 P: (910) 323-4191 ext. 25 F: (910) 323-9330	Kareem Strong kstrong@mccog.org	Cumberland Harnett Sampson
N	Lumber River Council of Governments 30 CJ Walker Road Pembroke, NC 28358 P: (910) 775-9761 (910) 775-9741 F: (910) 521-7556	Markalya Foote msf@lrcog.org	Bladen Hoke Robeson Richmond Scotland
O	Cape Fear Council of Governments 1480 Harbour Drive Wilmington, NC 28401 Toll Free: 1-800-218-6575 P: (910) 395-4553 F: (910) 395-2684	Holli Blackwelder hblackwelder@capefearcog.org Jeff Brunsink jbrunsink@capefearcog.org	Brunswick Columbus New Hanover Pender

**Division of Aging
North Carolina Long Term Care Ombudsman Program**

P	Eastern Carolina Council PO Box 1717 New Bern, NC 28563 Toll Free: 1-800-824-4648 P: (252) 638-3185 ext. 3007 (252) 638-3185 ext. 3010 F: (252) 638-3187	Angelia Pridgen apridgen@eccog.org Lauren Latshaw llatshaw@eccog.org	Carteret Craven Duplin Greene Jones Lenoir Onslow Pamlico Wayne
Q	Mid-East Commission 1502 North Market Street Suite A Washington, NC 27889 P: (252) 974-1838 F: (252) 946-5489	Laura Jett ljett@mideastcom.org	Beaufort Bertie Hertford Martin Pitt
R	Albemarle Commission 512 South Church Street Hertford, NC 27944 P: (252) 404-7086 F: (252) 426-8482	Melissa Hines mhines@accog.org	Camden Chowan Currituck Dare Gates Hyde Pasquotank Perquimans Tyrrell Washington