

Puerto Rico Office of the Ombudsman for the Elderly

**Population:**

3,235,289

Fed Govt Employees:

18,200

State Govt Employees:

124,000

Address:

Ponce de León Ave., Pda
16, Building 1064, 3rd
level (Upstairs of the
Marshalls building)
San Juan, PR
00919-1179

Phone:

(787) 721-6121

Email:**Capabilities Statement:**

[Link](#)

Cage Code:

644Y5

UEI Number:

CRZ1A1JTLQB6

DUNS#

12-474-2474

**Site:**

<https://oppea.pr.gov/>

Mission:

Ensure excellence in the quality of life of adults over 60 years of age, also known as senior citizens in Puerto Rico, by protecting and promoting their right to physical, mental, and social security.

Vision

To be the leading agency that promotes and guarantees the physical, mental, and social well-being of adults over 60 years of age, also known as seniors, so that they can enjoy full and productive lives. Proactive in defending human and legal rights, and integrating and overseeing the management of the public and private sectors.

Contacts and Stakeholders Information:

As of October 2025, the director of the Puerto Rico Office of the Ombudsman for the Elderly (OPPEA) is Dr. Yolanda Varela

Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized