Policy Statement:
The Kentucky Long-term Care Ombudsman (KLTCO) shall strive to provide the needed technical assistance and training for provider agencies to assist in the operations of a successful and meaningful Ombudsman program.

Legal Authority:  OAA § 712(a) (3) (F)
45 CFR §1324.17

Procedure: The KLTCO, or designee of the KLTCO, shall provide to the LTCO provider agency:

1. Administrative and technical assistance to assist provider agencies in participating in the LTCOP, including:
   a. Information and resources to assist the LTCO provider agency in promoting the LTCOP;
   b. Statewide LTCOP data and data analysis; and
   c. Assistance with monitoring the local LTCOP
   d. Information for presentations and public distribution regarding residents’ rights and emerging issues in long-term care

2. Assistance with screening LTCO applicants for certification requirements, including:
   a. Providing a conflict of interest screening tool;
   b. Timely response to requests for review of applications and for minimum qualification substitutions

3. Assistance with request for documentation regarding complaints, required data entry, participation in trainings, completion of reports, facility visits and Ombudsmanager data.

4. Assistance with arrangements for temporary provisions of LTCO services when LTCO staff of the LTCO provider agency are unavailable or the staff position is vacant.

5. Program and fiscal monitoring and evaluation of the local LTCO program.