

<b>LONG TERM CARE OMBUDSMAN PROGRAM</b> <b>LTCO Provider Agency Responsibilities</b>	<b>DAIL – LTCOP – 16.14</b>
<b>Effective Date: December 30, 2009</b> <b>Revised Date: January 4, 2016</b> <b>Revised Date: July 1, 2017</b>	<p style="text-align: right;"><b>Page 1 of 2</b></p>

**Policy Statement:**

The Long Term Care Ombudsman (LTCO) provider agency is designated by the Kentucky Long Term Care Ombudsman (KLTCO) to house the local long-term care ombudsman program and to assure the provision of ombudsman services in the planning and service area designated by contract with the contract agency or the Department for Aging and Independent Living (DAIL).

**Legal Authority:**

- OAA §§ 306: 712(a) (4), (5) (A)
- 45 CFR § 1324.13
- 910 KAR 1:210

**Procedure:** The LTCO provider agency shall:

- (1) Operate the District LTCOP in accordance with State and Federal laws, regulations and policies and ensure that all personnel policies and practices promote the Ombudsman performing the functions and responsibilities of the Ombudsman, as set forth in 45 CFR § 1324.13.
- (2) Assure that the District LTCOP performs the Program Components and adheres to the state approved Standard Operating Procedure (SOP).
- (3) Require the District Ombudsman to submit a District LTCOP Annual Plan to the contracting agency, if applicable;
- (4) Provide a full-time District Ombudsman, who:
  - (a) Meets the applicable minimum qualifications;
  - (b) Fulfills the duties outlined for the District Ombudsman.
- (5) Provide LTCO staff in addition to the District Ombudsman if necessary in order to:
  - (a) Fulfill the Program Components; and
  - (b) Maintain or exceed the level of services provided in the planning and service area during the previous fiscal year;
- (6) Assure that District LTCOP data is provided to the Office of the Kentucky Long-Term Care Ombudsman in the format required by DAIL by the required deadline;
- (7) Prohibit inappropriate access to LTCO records located with the LTCO provider agency;
- (8) Assure LTCO attendance at certification training and all mandatory statewide LTCO trainings;
- (9) Provide professional development opportunities for LTCO staff;
- (10) Provide staff support as needed for the operation of the LTCOP such as custodial, fiscal management, clerical, and telephone coverage;

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- (11) Arrange, in consultation with the K LTCO and the contracting agency, if applicable, for temporary provisions of LTCO services in the planning and service area when LTCO staff of the LTCO provider agency are unavailable or the staff position is vacant;
- (12) Perform each of its responsibilities in administering the District LTCOP in accordance with all applicable federal and state law, regulations and policies
- (13) Minutes from each Advisory Council meetings shall be sent to the Regional Ombudsman and contracting agency where applicable.
- (14) Provide all necessary program and fiscal information needed by KLTCO for annual monitoring and evaluation of the local LTCO program