

<b>LONG TERM CARE OMBUDSMAN PROGRAM</b> <b>Program Structure</b>	<b>DAIL – LTCOP – 16.2</b>
<b>Effective Date: December 30, 2009</b> <b>Revised Date: July 1, 2017</b> <b>Previous Revision: January 4, 2016</b>	<p style="text-align: right;"><b>Page 1 of 1</b></p>

**Policy Statement**

The Department for Aging and Independent Living (DAIL) of the Cabinet for Health and Family Services shall establish and operate, directly or by contract/memorandum of understanding, the Kentucky Long-Term Care Ombudsman Program (KLTCOP).

**Legal Authority:** OAA § 712 (a) (1)  
910 KAR 1:210 Kentucky Long-Term Care Ombudsman Program

**Procedure**

(KLTCO):

- 1) The (KLTCO) shall assure that all residents of long-term care facilities in the state has access to the services of the (KLTCOP).
- 2) Ensure every Area Development District (ADD) has a designated LTCOP.

Contracts for Ombudsman Services:

- 1) There shall be a District Long-Term Care Ombudsman Program (DLTCOP) in every ADD.
- 2) The DLTCOP shall be operated through a contract with DAIL as follows:
  - a) Contracts shall exist in each ADD between DAIL and the Area Agency on Aging and Independent Living (AAAIL) and/or an entity or entities meeting the criteria for designation.
  - b) The AAAIL may directly provide Long-Term Care Ombudsman (LTCO) services, if not otherwise prohibited from directly delivering services, or may subcontract with another entity meeting the criteria for designation.
  - c) Where an AAA provides LTCO services directly, it must also fulfill the responsibilities of a LTCO provider agency.