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.