

<b>LONG TERM CARE OMBUDSMAN PROGRAM Kentucky State Ombudsman Responsibilities to District Ombudsman</b>	<b>DAIL – LTCOP – 16.31</b>
<b>Effective Date: December 30, 2009 Revised Date: January 4, 2016 Review Date: July 1, 2017</b>	<b>Page 1 of 1</b>

**Policy Statement:**

The KLTCO shall strive to have trained and experienced ombudsman at the local level to assist residents of long-term care facilities with complaint resolution and maintaining quality of life.

**Legal Authority:** OAA § 712(a) (3) (F)  
45 CFR §1324.13

**Procedure:** The KLTCO shall provide to District LTCOs:

- (1) Certification training and ongoing training in accordance with 910 KAR 1:210 Section 8
- (2) Program management and development to enable the District LTCOP to fulfill the Program Components;
- (3) Technical assistance and supervision as needed related to complaint handling and other LTCO services;
- (4) Timely review, comment and approval of the AAAIL Area Plan, LTCOP section; and
- (5) Program and fiscal monitoring and evaluation of the local and statewide LTCOP