

LONG TERM CARE OMBUDSMAN PROGRAM Monitoring	DAIL – LTCOP – 16.29
Effective Date: December 30, 2009 Revised Date: July 1, 2017 Previous Revised: January 4, 2016	Page 1 of 1

Policy Statement

The Department for Aging and Independent Living (DAIL) requires that the Kentucky Long-Term Care Ombudsman Program (LTCOP) be monitored annually. Monitoring is to ensure the LTCOP is operating in accordance with the Older Americans Act on a statewide basis.

Legal Authority

42 U.S.C. 3001 et seq. Older Americans Act of 1965 as amended
910 KAR 1:210 Long-term Care Ombudsman Program
910 KAR 1:220 General Administration, programs for older individuals and persons with disabilities.
DAIL-LTCOP-16.4 De-Designation of DLTCO program
DAIL-LTCOP-16.6 Refusal to Certify an Individual as a Long-Term Care Ombudsman and De-Certification of a Long-Term Care Ombudsman.

Procedure

- 1) The designated KLTCO shall provide a copy of all written correspondence related to monitoring of the DLTCO programs to DAIL.
- 2) The KLTCO shall develop the monitoring tool and submit to DAIL for approval prior to implementing.
- 3) The approved monitoring tool shall be provided to the DLTCO.
- 4) The KLTCO shall conduct monitoring of all DLTCO programs annually.
- 5) Monitoring shall meet the objectives submitted in the area plan and contracts and the requirements of the 910 KAR 1:220 General Administration, programs for older individuals and persons with disabilities
- 6) The DLTCO program shall be provided with a letter informing them of any corrective actions or informing them of compliance with all program requirement.
- 7) When a DLTCO program is issued a letter with corrective action the KLTCO shall ensure the DLTCO program meets the deadline for response and review the plan of correction.
 - a) If the plan of correction is satisfactory, the DLTCO is notified by letter that the plan is acceptable.
 - b) If the plan of correction is not acceptable, the KLTCO shall notify the DLTCO an unacceptable plan and provide guidance on how to come into compliance. The DLTCO program is provided another opportunity to submit an acceptable plan of correction.
 - c) When the DLTCO program is unable to provide an acceptable plan of correction the KLTCO shall follow DAIL-LTCOP-16.4 De-Designation of Ombudsman Programs.
 - d) When the DLTCO program is unable to submit an acceptable plan due to the actions or inaction of the District Ombudsman the KLTCO shall follow DAIL-LTCOP-16.6 Refusal to Certify an Individual as a Long-Term Care Ombudsman and De-Certification of a Long-Term Care Ombudsman.