

173-14-03

Duties of the representatives of the office.

(A) An ombudsman associate may:

- (1) Provide outreach to consumers and sponsors;
- (2) Observe in facilities, homes, and service sites;
- (3) Perform intake for all types of complaints;
- (4) Provide information to the public about the ombudsman program and consumer rights;
- (5) Handle uncomplicated complaints;
- (6) Assist with handling complex complaints while under the supervision of a certified ombudsman specialist, a certified ombudsman program director, or candidates for certified ombudsman specialist or certified ombudsman program director who have completed the first forty hours of professional development, as specified in rule 173-14-04 of the Administrative Code; and,
- (7) Provide written reports of their activities to the regional ombudsman program or record their activities in the ombudsman documentation and information system for Ohio (ODIS), as required by the regional program. Paid and unpaid associates may enter volunteer reports into ODIS if approved to do so by the regional program director.

(B) A volunteer who was certified as an ombudsman associate level 1 before January 1, 2012 may continue to perform the duties outlined in paragraphs (A)(1) to (A)(5) of this rule.

(C) An ombudsman specialist may:

- (1) Perform the duties of an ombudsman associate;
- (2) Handle complex complaints;
- (3) Provide complaint supervision after completing the first forty hours of professional development;
- (4) Review complaints to set complaint-handling priorities;

- (5) Assign complaints;
 - (6) Manage volunteer resources, which may include recruiting, screening, training, supervision, evaluation, and recognition of volunteers; and,
 - (7) Record activities performed by other ombudsmen on their behalf and/or volunteer reports into ODIS.
- (D) A certified ombudsman program director serving as a program manager shall perform the duties in this paragraph. A certified ombudsman program director who is not serving as a program manager may perform the duties in this paragraph as assigned:
- (1) Perform the duties of an ombudsman specialist;
 - (2) Assume responsibility for the overall administration and management of the program's core and optional ombudsman services;
 - (3) Assume responsibility for overall supervision of staff;
 - (4) Participate in hiring staff;
 - (5) Establish and review policies and procedures required in rule 173-14-21 of the Administrative Code;
 - (6) Perform quality assurance of core and optional services;
 - (7) Record activities performed by other ombudsmen on their behalf and/or volunteer reports into ODIS;
 - (8) Develop and implement the ombudsman plan in accordance with rule 173-14-23 of the Administrative Code; and,
 - (9) Identify where additional resources are needed and develop strategies for raising funds to meet those needs.
- (E) Ombudsman specialists and ombudsman program directors shall record any reportable ombudsman activity in ODIS.

Five Year Review (FYR) Dates: 05/01/2015 and 05/01/2020

CERTIFIED ELECTRONICALLY

Certification

05/01/2015

Date

Promulgated Under: 119.03
Statutory Authority: 173.01, 173.02; Sections 305(a)(1)(C) and 712(a)(5)(D) of the Older Americans Act of 1965, 79 Stat. 210, 42 U.S.C. 3001, as amended in 2006; 45 C.F.R. 1321.11 (October 1, 2014 edition).
Rule Amplifies: 173.17; Section 712 of the Older Americans Act of 1965, 79 Stat. 210, 42 U.S.C. 3001, as amended in 2006.
Prior Effective Dates: 06/15/1991, 12/27/2001, 12/28/2006, 01/02/2012