

173-14-04

Hours of professional development required for representatives of the office, certification.

(A) Representatives of the office shall complete the following professional development:

- (1) A candidate for certification as ombudsman associate shall complete a minimum of fourteen clock hours of professional development and pass the certification examination before performing any duties. These fourteen hours of professional development shall include observation of, and participation in, a complaint-handling experience. That experience may be done after passing the certification examination, but shall be done before performing any duties as an ombudsman associate. Within sixty days of completing the required professional development, the candidate shall take the ombudsman associate examination. A candidate who passes the examination shall be certified as an ombudsman associate and may perform the duties of an ombudsman associate without direct supervision.
- (2) A candidate for certification as an ombudsman associate, who was previously certified as an ombudsman associate level 1 under rules in effect before January 1, 2012, shall complete a minimum of four additional clock hours of professional development, including instruction in complaint-handling protocol and observation of and participation in a complaint-handling experience. Within sixty days of completing the required professional development, the candidate shall take the ombudsman associate examination.
- (3) A candidate for certification as ombudsman specialist shall complete forty clock hours of professional development before handling complaints without the supervision of a certified ombudsman specialist or a certified ombudsman program director. After the initial forty clock hours of professional development, the candidate shall complete:
 - (a) An additional sixty clock hours of professional development within the first fifteen months of employment;
 - (b) A twenty clock hour orientation within the first twenty-four months of employment. This orientation shall be performed at a site approved by the SLTCO in accordance with rule 173-14-08 of the Administrative Code;
 - (c) An observation of a survey or inspection as defined in division (B)(4) of section 173.21 of the Revised Code within the first twenty-four months of employment; and,
 - (d) Any other professional development considered appropriate by the

SLTCO.

Within sixty days of completing the required professional development, the candidate shall take the ombudsman specialist examination. All candidates who pass the examination shall be certified as ombudsman specialists.

- (4) The professional development requirements for an ombudsman program director candidate are the same as for an ombudsman specialist with the addition of six clock hours of education on program management and administration to be completed as soon as feasible. An ombudsman program director candidate shall work under the supervision of the SLTCO until the candidate has completed the initial forty clock hours of professional development and the six clock hours on program management and administration.

Within sixty days of completing the required professional development, the candidate shall take the ombudsman program director examination. All candidates who pass the examination shall be certified as ombudsman program directors.

- (B) All clock hours of professional development accrued by a candidate when preparing for any category of representative may be applied to the required clock hours of professional development required of the candidate when preparing to become certified as a different type of representative. If a candidate has completed clock hours of professional development toward a type of representative, but has not been certified, those clock hours shall be credited toward the professional development requirement for a different category of representative.

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, 173.16, 173.21; 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: 173.16, 173.21; Section 712 of the Older Americans Act of 1965, 79 Stat. 210, 42 U.S.C. 3001, as amended in 2006.
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