

173-14-02

Types of representatives and non-representative staff; identification cards.**(A) Representatives:**

- (1) There ~~shall be~~ are three categories of representatives of the office:
 - (a) Ombudsman associate~~;~~;
 - (b) Ombudsman specialist~~;~~ ~~and~~;
 - (c) Ombudsman program director.
- (2) Paid staff of the office ~~shall be~~ are certified as either ombudsman specialists or ombudsman program directors. A regional program may pay staff who perform only the duties of an associate with the approval of the SLTCO based on a position description and ~~consideration of~~ program effectiveness. Only paid staff members ~~shall be~~ are eligible to serve as ombudsman program directors. ~~The SLTCO shall be~~ Only a certified program director is eligible to serve as the SLTCO.
- (3) The SLTCO shall issue certificates in the form of identification cards to all representatives of the office. ~~The identification cards shall~~ which contain all of the following:
 - (a) The name of the representative~~;~~;
 - (b) The representative's picture~~;~~;
 - (c) The category of the representative and whether the representative is certified~~;~~;
 - (d) The ombudsman program with which the representative is associated~~;~~ ~~and~~;
 - (e) The expiration date.

- (B) Non-representatives:** Non-representative staff within the office are those staff members of the office who have not been certified to perform the duties of representatives outlined in paragraph (A) of this rule and may include support staff, organizational volunteers, and non-practice managers among others. Non-representative staff members of the office are ~~prohibited from performing~~ not qualified to perform any complaint-handling function ~~and accessing ombudsman records or access ODIS~~, but ~~they~~ may perform other duties in conjunction with the program for which they are trained or hold an appropriate license.

Effective: 9/1/2024

Five Year Review (FYR) Dates: 11/16/2023 and 08/31/2029

CERTIFIED ELECTRONICALLY

Certification

08/22/2024

Date

Promulgated Under: 119.03
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3058g; 45 C.F.R. 1321.11, 1324.11, 1324.13, 1324.15
Rule Amplifies: 173.16, 173.17; 42 U.S.C. 3058f; 45 C.F.R. 1321.11,
1324.11
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