

173-14-02**Types of ombudsman staff and non-representative individuals: identification cards.****(A) Ombudsman:**

- (1) There are four types of an ombudsman:**
 - (a) Ombudsman candidate.**
 - (b) Ombudsman associate.**
 - (c) Ombudsman specialist.**
 - (d) Ombudsman program director.**
- (2) Paid staff of the office 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 program effectiveness. Only paid staff members are eligible to serve as ombudsman program directors. Only a certified program director is eligible to serve as the SLTCO.**
- (3) The SLTCO shall issue certificates in the form of an identification card to each certified ombudsman of the office which contain all of the following:**
 - (a) The name of the ombudsman.**
 - (b) The ombudsman's picture.**
 - (c) The type of the ombudsman and whether the ombudsman is certified;.**
 - (d) The regional ombudsman program and program contact information with which the ombudsman is associated.**
 - (e) The expiration date.**
- (4) An ombudsman candidate may perform limited duties of an ombudsman outlined in paragraph (A) of this rule**

(B) Non-representative individuals: Non-representative individuals who are affiliated with the office but have not been certified to perform the duties of an ombudsman outlined in rule 173-14-03 of the Administrative Code and may include support staff, organizational volunteers, and non-practice managers. Non-representative individuals are not qualified to perform any complaint-handling function or access

ODIS, but may perform other duties in conjunction with the program for which they are trained or hold an appropriate license.

Replaces: 173-14-02
Effective: 11/10/2025
Five Year Review (FYR) Dates: 11/08/2030

CERTIFIED ELECTRONICALLY

Certification

10/31/2025

Date

Promulgated Under: 119.03
Statutory Authority: 121.07, 173.01, 173.02, 173.16; 42 U.S.C. 3025, 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
Prior Effective Dates: 06/15/1991, 12/27/2001, 12/28/2006, 01/02/2012, 05/01/2018, 01/30/2022, 09/01/2024