

173-14-02

**Types of representatives.**

(A)

(1) There shall be three categories of representatives of the office who are authorized to handle complaints. These categories shall include:

(a) Ombudsman associate;

(b) Ombudsman specialist; and,

(c) Ombudsman program director.

(2) All ombudsman associates shall be volunteer staff. Paid staff of the office who are also representatives of the office and handle complex complaints shall be certified as either ombudsman specialists or ombudsman program directors. Paid staff members who perform only the duties of an associate may be certified as associates with the approval of the SLTCO. Only paid staff members shall be eligible to serve as ombudsman program directors. The SLTCO shall be a certified program director. Representative staff of the SLTCO's office shall be certified at a level determined necessary by the SLTCO.

(3) The SLTCO shall issue certificates in the form of identification cards to all representatives of the office who handle complaints or who are in contact with potential clients, clients, or providers. The identification cards shall contain:

(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-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 any complaint-handling function, but they may perform duties in conjunction with the program for which they are trained or hold an appropriate license.

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

CERTIFIED ELECTRONICALLY

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Certification

05/01/2015

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Date

Promulgated Under: 119.03  
Statutory Authority: 173.01, 173.02, 173.16; 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, 173.17; 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