

LONG TERM CARE OMBUDSMAN PROGRAM Contract Agency Responsibilities	DAIL – LTCOP – 16.13
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Policy Statement:

Where the contract agency serves as or contracts the Long-Term Care Ombudsman Program (LTCOP), it is responsible for assuring the provision of LTCO services in its service region.

Legal Authority:

- OAA §§ 306; 712(a) (4);
- 45 CFR § 1324.17;
- 910 KAR1:210 Section 4 (1);
- 910 KAR 1:220 Section 5 (7)

Procedure:

The contract agency shall:

- (1) Administer the contract for the District Long Term Care Ombudsman Program (DLTCOP) in the service region, including:
 - (a) Contracting with a LTCO provider agency which meets the relevant criteria for the local LTCOP contract;
 - (b) Expending an adequate level of funding as available to support a LTCO employed full-time;
 - (c) Monitoring of the District LTCOP in order to assess adequate provision of LTCO services pursuant to the contract;
 - (d) Adhering to maintenance of effort requirements for the District LTCOP;
 - (e) Monitoring District LTCOP attainment of its goals and objectives as stated in the District LTCOP Annual Plan, and state approved Standard Operating Procedure(SOP);
 - (f) Participate and provide information as needed to the KLTCOP for annual program and fiscal monitoring
 - (g) Ensuring that all reporting requirements established by the Department for Aging and Independent Living (DAIL) are met
 - (h) Ensuring that all personnel policies and practices promote the Ombudsman performing the functions and responsibilities of the Ombudsman, as set forth in § 1324.13.

- (2) Support the local LTCOP by:

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- (a) Assisting in the development of resources for the operation of the District LTCOP, including financial and human resources;
 - (b) Providing opportunities for the District LTCOP and other aging and social services organizations to collaborate to promote the health, safety, welfare and rights of residents;
 - (c) Making appropriate referrals to the local LTCOP;
 - (d) Promoting awareness of LTCO services to consumers and the general public within the planning and service area;
 - (e) Participating in District LTCOP's advisory council; and
 - (f) Supporting the District LTCOP in system advocacy on behalf of residents.
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- (3) Prohibit inappropriate disclosure of the identity of any complainant or resident with respect to LTCO files or records;
 - (4) Provide a transition plan to minimize disruption in LTCO services to residents when the contract for the District LTCOP is terminated or not renewed;
 - (5) When the contract agency provides LTCO services directly, the contract agency shall also fulfill the responsibilities of a LTCO provider agency.