



## Ohio Administrative Code

### Rule 173-14-03 Duties of the representatives of the office.

Effective: May 1, 2018

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(A) Ombudsman associate:

(1) An ombudsman associate may do the following:

(a) Provide outreach to consumers and sponsors.

(b) Observe in facilities, homes, and service sites.

(c) Perform intake of complaints.

(d) Provide information to the public about the ombudsman program and consumer rights.

(e) Make requests of provider staff on behalf of, and with the consent of, a consumer.

(f) Assist with handling complaints while under the supervision of a certified ombudsman specialist, a certified ombudsman program director, or candidates for certified ombudsman specialist or certified ombudsman program director who have completed the first forty hours of professional development, as specified in rule 173-14-04 of the Administrative Code.

(2) An ombudsman associate shall provide written reports of their activities to the regional ombudsman program or record their activities in ODIS, as required by the regional program. Paid and unpaid associates may enter other associates' reports into ODIS if approved to do so by the regional program director and granted access to ODIS by the state ombudsman.

(B) An ombudsman specialist may do the following:

(1) Perform the duties of an ombudsman associate.



- (2) Handle complaints.
  - (3) Provide complaint supervision after completing the first forty hours of professional development and achieving a minimum score of seventy per cent on the ombudsman deployment examination.
  - (4) Review complaints to set complaint-handling priorities.
  - (5) Assign complaints.
  - (6) Manage volunteer resources, which may include recruiting, screening, training, supervision, evaluation, and recognition of volunteers.
  - (7) Record in ODIS those activities performed by other representatives on their behalf.
- (C) A certified ombudsman program director serving as a program manager shall perform the following duties and a certified ombudsman program director who is not serving as a program manager may perform the following duties as assigned:
- (1) Perform the duties of an ombudsman specialist.
  - (2) Assume responsibility for the overall administration and management of the program's core and optional ombudsman services.
  - (3) Assume responsibility for overall supervision of staff.
  - (4) Participate in hiring staff.
  - (5) Establish and review policies and procedures required in rule 173-14-22 of the Administrative Code.
  - (6) Perform quality assurance of core and optional services.
  - (7) Develop, obtain SLTCO approval of, and implement the ombudsman plan and program budget



according to rule 173-14-24 of the Administrative Code.

(8) Identify where additional resources are needed and develop strategies for raising funds to meet those needs.

(D) Ombudsman specialists and ombudsman program directors shall record all reportable ombudsman activity in ODIS.