



Ohio Administrative Code

Rule 173-14-04 Hours of professional development required for representatives of the office, certification.

Effective: January 30, 2022

(A) Representatives of the office shall complete the following professional development:

(1) A candidate for certification as ombudsman associate shall complete at least thirty-six clock hours of professional development and pass the certification examination before performing any ombudsman duties without direct supervision by an ombudsman specialist or ombudsman program director. These thirty-six hours of professional development shall include lecture-format education, homework, and field experience. No later than sixty days after completing the required professional development, the candidate shall take the ombudsman associate examination.

(2) A candidate for certification as an ombudsman specialist shall complete forty clock hours of professional development and pass an ombudsman deployment examination administered by the SLTCO before handling complaints without direct supervision by a certified ombudsman specialist or a certified ombudsman program director. After the initial forty clock hours of professional development, the candidate shall complete all the following:

(a) Sixty additional clock hours of professional development within the first fifteen months of employment.

(b) A twenty-clock-hour orientation within the first fifteen months of employment. This orientation shall be performed at a site approved by the SLTCO according to rule 173-14-08 of the Administrative Code.

(c) Observation of a survey or inspection as defined in division (B)(4) of section 173.21 of the Revised Code within the first twenty-four months of employment.

(d) Any other professional development considered appropriate by the SLTCO.

Within sixty days after completing the required professional development, the candidate shall take



the ombudsman specialist examination. All candidates who pass the examination shall be certified as ombudsman specialists.

(3) The professional development requirements for an ombudsman program director candidate are the same as for an ombudsman specialist with the addition of six clock hours of education on program management and administration to be completed as soon as feasible. An ombudsman program director candidate shall work under the supervision of the SLTCO until the candidate has completed the initial forty clock hours of professional development and the six clock hours on program management and administration.

Within sixty days after completing the required professional development, the candidate shall take the ombudsman program director examination. All candidates who pass the examination shall be certified as ombudsman program directors.

(B) Candidates for ombudsman specialist and ombudsman program director certification shall be assigned a caseload of no fewer than five cases throughout their enrollment in professional development.