



Ohio Administrative Code

Rule 173-14-04 Training and certification: hours.

Effective: November 10, 2025

(A) A candidate may qualify for certification as an ombudsman associate if the candidate successfully completes at least thirty-six hours of ombudsman associate certification training that includes lecture-format education, homework, and field experience and passes the certification exam before performing any ombudsman associate duties without direct supervision by an ombudsman specialist or ombudsman program director.

(B) A candidate may qualify for certification as an ombudsman specialist if the candidate successfully completes thirty-six hours of ombudsman specialist certification training and passes an ombudsman specialist deployment exam administered by the SLTCO before handling complaints without direct supervision by a certified ombudsman specialist or a certified ombudsman program director. After the initial thirty-six hours of ombudsman specialist certification training, the candidate shall complete all the following:

(1) Sixty additional hours of ombudsman specialist certification training within the first fifteen months of employment.

(2) Candidates for ombudsman specialist certification shall be assigned a caseload of no fewer than five cases throughout their enrollment in training.

(3) Experiential learning assignments may include the provider orientation described in rule 173-14-08 of the Administrative Code or a similar provider field assignment.

(4) Any other training considered appropriate by the SLTCO.

(C) The training for an ombudsman program director candidate is the same as in paragraph (B) of this rule with the addition of six 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 thirty-six hours of training



and the six hours on program management and administration. Within sixty days after completing the required training, the candidate shall take the ombudsman program director exam. All candidates who pass the exam are certified as ombudsman program directors.