



Ohio Administrative Code

Rule 173-14-11 Ombudsman registry; hiring ombudsman specialists and program directors.

Effective: November 10, 2025

(A) Ombudsman administrative system: The SLTCO shall maintain an ombudsman administrative system to retain the following information on each ombudsman:

- (1) The ombudsman's name, address, and telephone number.
- (2) The ombudsman's qualifications.
- (3) The ombudsman's classification.
- (4) The designated ombudsman region or state program with which the ombudsman is associated.
- (5) Whether or not the ombudsman is certified.
- (6) Any limitations applicable to the ombudsman, including limitations on the duties the ombudsman may perform and limitations on the providers with which the ombudsman may provide core ombudsman services due to a conflict of interest.

(B) Hiring ombudsman specialists:

- (1) Before posting an open specialist position in the ombudsman program, a regional program shall provide the SLTCO a copy of the position description for review and feedback.
- (2) Before offering employment to an applicant for an ombudsman specialist position, a regional director shall save in the ombudsman administrative system, and await the SLTCO's review of, the applicant's résumé, and the conflict of interest screen under rule 173-14-15 of the Administrative Code.
- (3) The SLTCO shall review the applicant's qualifications under rule 173-14-14 of the



Administrative Code and any proposed conflict of interest remedy and responds within five business days after the regional director saved the information in paragraph (B)(2) of this rule in the ombudsman administrative system to indicate whether the applicant is approved or not approved.

(C) Hiring program directors:

(1) A sponsoring agency shall do all of the following before offering employment to an applicant for a program director position:

(a) Review the applicant's résumé.

(b) Review the applicant's conflict of interest screen under rule 173-14-15 of the Administrative Code.

(c) Forward the information in paragraphs (C)(1)(a) and (C)(1)(b) of this rule to the SLTCO.

(d) Consider the SLTCO's feedback on the applicant's suitability. The SLTCO may request to interview the applicant concerning the applicant's suitability before providing the sponsoring agency with feedback.

(2) The sponsoring agency's decision to hire a qualified applicant is final after considering SLTCO feedback on conflict of interest and qualification issues.

(D) Section 173.15 of the Revised Code does not allow employment of an applicant who was employed by, or participated in, the management of a provider of long-term services and supports within the two-year period before being employed by or associated with the office.