



Ohio Administrative Code Rule 173-14-20 Systems advocacy.

Effective: November 10, 2025

(A) Systems advocacy includes, but it not limited to, evaluating and making known concerns and issues regarding long-term care by doing all of the following:

(1) Prepare an annual report, according to 42 U.S.C. 3058g(h)(1), 45 C.F.R. 1324.13(g) and 1324.15(l)(1), and division (A)(8)(a) of section 173.17 of the Revised Code, that includes the information and findings regarding the types of problems experienced by consumers of long-term care, the complaints made by or on behalf of clients, and recommendations for policy, regulatory, and legislative changes to solve problems, resolve complaints, and improve the quality of care and life for consumers of long-term care.

(2) Monitor and analyze, according to 42 U.S.C. 3058g(a)(3)(G)(i) and 45 C.F.R. 1324.15(l)(2), the development and implementation of federal, state, and local laws, regulations, and governmental policies and actions regarding long-term care services in this state and recommending changes to officials that the office considers appropriate in these laws, regulations, and governmental policies and actions.

(3) Provide information and recommendations, according to 42 U.S.C. 3058(a)(3)(G)(ii), (h)(1)(F), (h)(2), and (h)(3) and 45 C.F.R. 1324.13(a)(7)(v), to public and private agencies, members of the general assembly, the media, and others regarding the problems and concerns of consumers of long-term care.

(B) 42 U.S.C. 3058g(a)(3)(G) requires the SLTCO to personally, or through ombudsman staff, analyze, comment on, and monitor the development and implementation of federal, state, and local laws, regulations, and other government policies and actions pertaining to long-term care providers and services and to the health, safety, welfare, and rights of consumers of long-term care, and to recommend any changes in such laws, regulations, and policies as the office determines appropriate.

(C) 42 U.S.C. 3058g(a)(3)(E), (a)(3)(G), (a)(3)(H)(ii), and (a)(3)(H)(iii); 45 C.F.R. 1324.11(e)(5);



and 45 C.F.R. 1324.13(a)(7)(iv) to (a)(7)(vii), (a)(8), and (a)(9) allow the SLTCO, as head of the office, to independently make determinations and establish positions of the office without representing the determinations or positions of AGE or another state agency regarding the following:

(1) Recommend changes in federal, state, and local laws, regulations, policies, and actions pertaining to the health, safety, welfare, and rights of consumers of long-term care.

(2) Provide information and recommendations, when appropriate, to public and private agencies, legislators, the media, and other persons regarding the problems and concerns of consumers of long-term care. The SLTCO has discretion to disclose files, records, or other information of the office subject to the considerations under 45 C.F.R. 1324.13(e)(2).

(D) The SLTCO shall seek input from ombudsman staff and stakeholders. The SLTCO may consult with AGE and other stakeholders to make determinations and establish positions of the SLTCO by any of the following methods:

(1) Provide public forums to discuss concerns and problems relating to governmental action, inaction, or decisions that may adversely affect the health, safety, welfare, or rights of consumers of long-term care and their representatives by providers, public agencies and entities, and social service agencies.

(2) Conduct public hearings.

(3) Sponsor workshops and conferences.

(4) Hold meetings to obtain information about consumers of long-term care, discuss and publicize their needs, and advocate for solutions to their problems. Any information provided at a meeting that is a complaint is subject to the standards for consent under paragraph (H) of rule 173-14-16 of the Administrative Code.

(5) Promote the development of citizen organizations.

(E) Each ombudsman shall adhere to the determinations and positions of the office of the SLTCO as



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established by the SLTCO.