



Ohio Administrative Code

Rule 173-14-24 Development of ombudsman plans by all programs.

Effective: August 1, 2024

(A) Each regional program shall develop an ombudsman plan that describes short-term activities to cover one year and long-term activities on strategic areas to cover two years or more that address strategic program development, such as the future development of funding sources or the future direction of the program. The SLTCO may waive the requirement to develop such an ombudsman plan as the SLTCO deems appropriate.

(B) The SLTCO may approve ombudsman plans only if those plans meet the following qualifications:

(1) Goals are useful, achievable, and in keeping with the core services and intent of the SLTCO office's goals.

(2) Objectives are rational to the goals.

(3) Action steps lead to achieving the stated objectives.

(4) Time lines are reasonable.

(5) Outcome standards are rational to the service, measurable, and quantified as much as possible.

(6) Potential impact is clearly described.

(7) Budget supports the plan.

(C) The ombudsman plans for regional programs deemed to need additional oversight by the SLTCO shall address the items listed under paragraph (D) of rule 173-14-23 of the Administrative Code.



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