



Ohio Administrative Code

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

Effective: November 10, 2025

(A) Each regional program in conjunction with the SLTCO shall develop an ombudsman plan with a budget that describes activities to cover at least one year and program development. Plans may include the future development of funding sources or the future direction of the program. The SLTCO may waive the requirement, or extend the deadline, to develop an ombudsman plan or parts of 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) Timelines 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.

(D) Regions shall update the progress towards the goals of the plan periodically, at the request of



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SLTCO.
