

173-14-02

**Types of representatives.**

(A)

(1) There shall be three categories of representatives of the office ~~who are authorized to handle complaints.~~ These categories shall include:

- (a) Ombudsman associate;
- (b) Ombudsman specialist; and,
- (c) Ombudsman program director.

(2) ~~All ombudsman associates shall be volunteer staff. Paid staff of the office who are also representatives of the office and handle complex complaints shall be certified as either ombudsman specialists or ombudsman program directors. Paid~~ A regional program may pay staff members who perform only the duties of an associate ~~may be certified as associates with the approval of the SLTCO based on a position description and consideration of program effectiveness.~~ Only paid staff members shall be eligible to serve as ombudsman program directors. The SLTCO shall be a certified program director. ~~Representative staff of the SLTCO's office shall be certified at a level determined necessary by the SLTCO.~~

(3) The SLTCO shall issue certificates in the form of identification cards to all representatives of the office ~~who handle complaints or who are in contact with potential clients, clients, or providers.~~ The identification cards shall contain:

- (a) The name of the representative;
- (b) The representative's picture;
- (c) The category of the representative and whether the representative is certified;
- (d) The ombudsman program with which the representative is associated; and,
- (e) The expiration date.

(B) Non-representative staff within the office are those staff members of the office who have not been certified to perform the duties of representatives outlined in paragraph (A) of this rule and may include support staff, organizational volunteers, and non-practice managers among others. Non-representative staff members of the office are prohibited from performing any complaint-handling function, but they may

perform duties in conjunction with the program for which they are trained or hold an appropriate license.

Effective: 5/1/2018  
Five Year Review (FYR) Dates: 1/30/2018 and 05/01/2023

CERTIFIED ELECTRONICALLY

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Certification

04/06/2018

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Date

Promulgated Under: 119.03  
Statutory Authority: 173.01, 173.02, 173.16; 42 U.S.C. 3025(a)(1)(C),  
3058g(a)(5)(D); 45 C.F.R. 1321.11, 1324.11(e),  
1324.13(b)(1), 1324.15(b)  
Rule Amplifies: 173.16, 173.17; 42 U.S.C. 3058f; 45 C.F.R. 1321.11,  
1324.11(e)  
Prior Effective Dates: 06/15/1991, 12/27/2001, 12/28/2006, 01/02/2012