

**CALIFORNIA DEPARTMENT OF AGING**1300 NATIONAL DRIVE, SUITE 200  
SACRAMENTO, CA 95834-1992Internet Home Page: [www.aging.ca.gov](http://www.aging.ca.gov)

TDD Only 1-800-735-2929

FAX Only (916) 928-2267

Phone Number (916) 419-7500



# PROGRAM MEMO

CDA 1014 (Rev. 04/11)

<b>TO: Area Agency on Aging Directors and Ombudsman Program Coordinators</b>	<b>NO.:</b> PM 13-04 (P)
<b>SUBJECT: Ombudsman</b>  <b>California Long-Term Care Ombudsman Program Designation Standards for Approved Organizations</b>	<b>DATE ISSUED: May 24, 2013</b> (Corrected June 24, 2013)
<b>REVISED</b>	<b>EXPIRES: When Superseded</b>
<b>REFERENCES:</b>	<b>SUPERSEDES: PM 08-29(P)</b>
<b>PROGRAMS AFFECTED:</b> <input type="checkbox"/> All <input checked="" type="checkbox"/> Title III-B <input type="checkbox"/> Title III-C1/C2 <input type="checkbox"/> Title III-D <input type="checkbox"/> Title III-E <input type="checkbox"/> Title V <input type="checkbox"/> CBSP <input type="checkbox"/> MSSP <input checked="" type="checkbox"/> Title VII <input type="checkbox"/> ADHC <input type="checkbox"/> Other:	

**Purpose**

The purpose of this Program Memo is to provide updated *California Long-Term Care Ombudsman Program Designation Standards for Approved Organizations*.

**Revision Summary**

The *Long-Term Care Ombudsman Designation Standards* have been updated to incorporate:

- Additional detail about Ombudsman staffing responsibilities (pages 4 and 5)
- Changes to background clearance procedures (pages 6 and 7)
- Clarification of program requirements for providing access to Ombudsman services (pages 9 and 10)

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**Revision  
Summary**  
*continued*

The attached document contains the following topics:

- Introduction
- Designation of an Approved Organization
- Advocacy
- Organizational Structure
- Conflict of Interest
- Confidentiality
- Training and Certification
- Facility Coverage
- Volunteer Management
- Complaint Management
- Access to Ombudsman Services
- Data Reporting Responsibilities
- Community Impact
- Additional Responsibilities

All topics have been updated to make information clearer.

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**Inquiries**

Please contact Hester Bryant, Program Manager, Office of the State Long-Term Care Ombudsman at (916) 419-7510 or [Hester.Bryant@aging.ca.gov](mailto:Hester.Bryant@aging.ca.gov).

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**Attachment**

*The California Long-Term Care Ombudsman Program Designation Standards for Approved Organizations*

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Lora Connolly  
Director