TO: Area Agency on Aging Directors and Ombudsman Program Coordinators

SUBJECT: Ombudsman

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

DATE ISSUED: May 24, 2013
(Corrected June 24, 2013)

REFERENCES: SUPERSEDES: PM 08-29(P)

PROGRAMS AFFECTED:

[ ] All [X] Title III-B [ ] Title III-C1/C2 [ ] Title III-D [ ] Title III-E [ ] Title V
[ ] CBSP [ ] MSSP [X] Title VII [ ] ADHC [ ] 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)

Continued on next page
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.

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.

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

[Signature]
Lora Connolly
Director