

CALIFORNIA DEPARTMENT OF AGING

1300 NATIONAL DRIVE, SUITE 200

SACRAMENTO, CA 95834-1992

Internet Home Page: 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)

TO: Area Agency on Aging Directors and Ombudsman Program Coordinators	NO.: PM 13-04 (P)
SUBJECT: Ombudsman California Long-Term Care Ombudsman Program Designation Standards for Approved Organizations	DATE ISSUED: May 24, 2013 (Corrected June 24, 2013)
REVISED	EXPIRES: When Superseded
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

**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.

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



Lora Connolly
Director