

# Aging Program Directive (APD)

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**Effective Date:** October 1, 2025

**Program Area:** Ombudsman

**Disposition:** Rescinds

APD 16-10-01 and 98-10-01

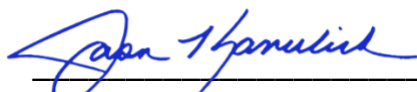
**Origin:** Office of the State Ombudsman

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**Subject:** **Issuance of Policy and Procedure Manual Chapter VIII – Ombudsman Program**

**To:** Area Agencies on Aging  
Pennsylvania Association of Area Agencies on Aging  
Pennsylvania Council on Aging

**From:**



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Jason Kavulich  
Secretary

**Purpose:** The following policies and procedures guide the operations of the Pennsylvania Office of the Long-Term Care Ombudsman.

They define the roles, responsibilities, and relationships within the Office of the Long-Term Care Ombudsman (Office), local ombudsman entities (LOEs) and Area Agencies on Aging (AAAs) in support of our mission to protect the rights and promote the well-being of residents in long-term care settings.

In accordance with the Ombudsman Federal Final Rule, the State Ombudsman is responsible for establishing uniform, statewide policies and procedures to ensure consistent implementation of program standards and services.

These policies and procedures are made available here in separate and distinct sections, allowing for clear reference and application. The development of new or revised policies and procedures is a collaborative process. The State Ombudsman incorporated input from the Pennsylvania Association of Area Agencies on Aging (P4A), AAAs, LOEs, regional ombudsmen specialists, and other key stakeholders by distributing the draft policies and procedures for review and comment

**Background:**

The Pennsylvania Office of the Long-Term Care Ombudsman advocates on behalf of individuals 18 years and older who reside in skilled nursing facilities, personal care homes, and assisted living communities, or who receive services through a domiciliary care home, older adult daily living center or LIFE programs.

It works to resolve individual residents' problems and improve residents' care and quality of life at the local, state, and national levels.

Beginning in 1972 as a demonstration program, Long-Term Care Ombudsman programs today exist in all states, the District of Columbia, Puerto Rico, and Guam, under the authorization of, and appropriations to implement, the Older Americans Act (OAA). All states and territories have an Office of the State Long-Term Care Ombudsman (the Office), headed by a full-time State Long-Term Care Ombudsman (the Ombudsman).

This Chapter and accompanying documents describe the general requirements for operation of this program and its services and is written to describe how Pennsylvania complies with the requirements set forth in the Older Americans Act, and in 45 CFR Parts [1321](#) and [1324](#), also known as the Long-Term Care Ombudsman Federal Final Rule.

**Directives:**

Chapter VIII: Ombudsman Chapter overview includes:

This Chapter issued by the Office of the Long-Term Care Ombudsman provides a detailed description of existing protocols, clarifies the relationship between the Office and the Area Agencies on Aging which deliver long-term care ombudsman services at the local level, and introduces new language to improve communication in the following areas:

1. Local Ombudsman Entities – A description of the process for designation of a local ombudsman provider, either AAA or their subcontractor,
2. Description of the process by which a AAA may subcontract for local ombudsman services,
3. Affirmation of the requirement for long-term care ombudsman program activities to be included in the AAA 4-year planning process,
4. Conflict of interest screening for prospective local ombudsmen, and
5. Time frames for complaint response and expanded descriptions of required ombudsman activities.