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Subject: Long-Term Care Ombudsman Programs Final Rule is Now Effective

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Long-Term Care Ombudsman Programs Final Rule is Now Effective

The Long-Term Care Ombudsman Programs final rule became effective on July 1, 2016. A culmination of several years of collaborative work with states and other partners, this rule guides implementation of the portions of the Older Americans Act governing grants to states for operation of Long-Term Care Ombudsman programs.

The rule addresses:

- Responsibilities of key figures in the system, including the Ombudsman and representatives of the Office of the Ombudsman;
- Responsibilities of the entities in which LTC Ombudsman programs are housed;
- Criteria for establishing consistent, person-centered approaches to resolving complaints on behalf of residents;
- Appropriate role of LTC Ombudsman programs in resolving abuse complaints; and
- Conflicts of interest: processes for identifying and remedying conflicts so that residents have access to effective, credible ombudsman services.

What happens now?

Over the coming months, we will be reviewing states' progress toward implementing the rule and working with them to resolve any issues that are identified. We are available to states, long-term care ombudsman programs, and all other stakeholders for training, technical assistance, and support.

For more information see:

- The Long-Term Care Ombudsman Program final rule (Please note that the rule at 45 CFR 1327 has been re-numbered. The new number is 45 CFR 1324.
[Information at the Federal Register](#))
- [Frequently Asked Questions](#) on the LTCOP Rule
- [Technical Assistance and Resources](#) provided by the National LTC Ombudsman Resource Center

- [Frequently Asked Questions](#) on the 2016 Older American's Act Reauthorization

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