



DATE: April 8, 2016

TO: Area Agency on Aging Directors

FROM: Teresa Osborne, Secretary

SUBJECT: **Area Agency on Aging (AAA) Program Requirements, Long-Term Care Ombudsman Program, effective July 1, 2016**

Area Agencies on Aging (AAAs) are advised that the Department of Aging has prepared APD #16-01-10: AREA AGENCY ON AGING (AAA) PROGRAM REQUIREMENTS FOR THE LONG-TERM CARE OMBUDSMAN PROGRAM. The APD is available to be electronically accessed on the AAAEXCEL drive.

Highlights of the changes effective July 1, 2016 include:

- Language that demonstrates Pennsylvania's Ombudsman program is in compliance with the Older American Act Section 45 CFR Parts 1321.11-1327,
- Consolidation of previous Ombudsman APDs and ATABs for improved communication,
- Recommendations on identification, disclosure, and remediation of organizational and individual conflicts of interest,
- Guidance on ombudsman reporting of abuse, abandonment, neglect, and abandonment, and
- Clarification of the responsibilities of various parties in the development and implementation of Ombudsman program policies and procedures.

Please forward questions regarding this information to Margaret Barajas, State Long-Term Care Ombudsman. She can be contacted by telephone at (717) 783-7096 or by email mbarajas@pa.gov.

As always, thank you for your cooperation in meeting program requirements.