**Section 270.100 Long-Term Care Ombudsman Program: Purpose and Program Model**

This Subpart describes the organization, standards and responsibilities of the State Long-Term Care Ombudsman Program administered by the Office of the State Long-Term Care Ombudsman and through the Illinois Department on Aging.

a) The Long-Term Care Ombudsman Program is authorized in accordance with the federal Older Americans Act (42 USC 3001 et seq.), implementing regulations under 45 CFR 1324, and the Illinois Act on Aging [20 ILCS 105/4.04].

b) The Long-Term Care Ombudsman Program is modeled on the following principles:

1) Resident directed advocacy intervention by Ombudsmen through provider agencies to ensure *that older persons and persons with disabilities receive quality services. This is accomplished by providing advocacy services for:*

A) *Residents of long-term care facilities; and*

B) *Participants receiving home care and community-based care.*

2) Reasonable efforts to assist, empower, represent and advocate by Ombudsmen on behalf of the resident or participant. The services and activities of the Program are:

A) Resident and participant centered advocacy.

B) Identifying, investigating and resolving complaints.

C) Representing the interests of residents and participants before government agencies.

D) Regular presence in long-term care facilities.

E) Consultation and community education.

F) Issue advocacy.

G) Support for the development of resident and family councils.

c) The Program protects and improves the quality of care and quality of life for residents of long-term care facilities and participants of a medical assistance waiver administered by the State of Illinois, or participants enrolled in a managed care organization that provides care coordination and other services to older persons and persons with disabilities.

(Source: Amended at 43 Ill. Reg. 980, effective January 1, 2019)