

**Title 19—DEPARTMENT OF HEALTH AND SENIOR SERVICES**  
**Division 15—Division of Senior and Disability Services**  
**Chapter 4—Older Americans Act**

**PROPOSED AMENDMENT**

**19 CSR 15-4.060 State Long-Term Care Ombudsman Program.** The department is amending the purpose statement and section (1).

*PURPOSE: This amendment updates program names and statutory authority.*

*PURPOSE: This rule describes how the division operates the statewide [l]Long-[t]Term [c]Care [o]Ombudsman program.*

(1) The statewide [l]Long-[t]Term [c]Care [o]Ombudsman [p]Program (LTCOP) consists of the state office, regional offices and volunteers. The regional programs are housed in or subcontracted by the designated [A]area [A]agencies on [A]aging. The LTCOP—

2. The regional LTCOP coordinator or staff of the LTCOP state office staff may contact the [s]Section for [l]Long-[t]Term [c]Care **Regulation** (SLTCR). The LTCOP state office staff will monitor cases where the nursing home administrator is unwilling to work with the LTCOP and monitor the involvement and/or investigation conducted by SLTCR;

(G) Establishes a statewide uniform reporting system to collect and analyze complaints about conditions in LTC facilities for the purpose of identifying problems. Information developed is submitted to the division's licensure and certification section and follow-up is coordinated to resolve significant problems. Reports on the information gathered and analyzed through the statewide uniform reporting system are submitted to the [commissioner] **Assistant Secretary** as required.

*AUTHORITY: section[s] [660.050] 192.2000, RSMo 2016; and [660.603] section 192.2305, RSMo [Supp. 2003] Supp. 2020. \* This rule was previously filed as 13 CSR 15-6.065 and 13 CSR 15-4.060. Original rule filed Jan. 6, 1986, effective April 30, 1986. Moved to 19 CSR 15-4.060, effective Aug. 28, 2001. Emergency amendment filed Sept. 12, 2003, effective Sept. 22, 2003, expired March 19, 2004. Amended: Filed Sept. 12, 2003, effective Feb. 29, 2004.*

*\*Original authority: 660.050, RSMo 1984, amended 1988, 1992, 1993, 1994, 1995, 2001; 660.603, RSMo 1991, amended 2003.*

*PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.*

*PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.*

*NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed amendment with the Missouri Department of Health and Senior Services, Division of Senior and Disability Services, Melanie Highland, Division Director, PO Box 570, Jefferson City, MO 65102-0570. Telephone: (573) 526-3626. Email: DSDSDirectorsOffice@health.mo.gov. To be considered, comments must be received within thirty (30) days after publication of this notice in the **Missouri Register**. No public hearing is scheduled.*