



NORC Notes

A monthly reminder of available resources and tips for using them.

November 1, 2018

NORS TRAINING, RESOURCES, and FAQs



The SLTCOPs use information systems to record the facilities they visit, log complaints they receive and investigate, and track other program activities.

Each state reports this data to the United States Administration for Community Living (ACL)/Administration on Aging (AoA), to be summarized in the National Ombudsman Reporting Systems (NORS) and is available on

the [ACL website](#). The data has been collected since 1996. All resources, data, FAQs, training, and additional information is available on the NORC [website](#).

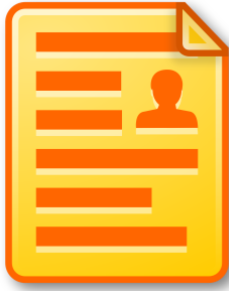
NORS TRAINING



A [four-part training module](#) has been developed on NORS to instruct Ombudsman programs on how to record the work they do on behalf of residents, including visits to facilities, complaints, consultations, and

more.

NORS RESOURCES



Several materials to assist in submitting your NORS data is available on the NORC website such as [instructions for completing the NORS form](#) and the [complaint codes](#). You can also find the final revised NORS data collection tables that State Ombudsman programs will use to report data starting on October 1, 2019. NORC is in the process of creating new training materials for the revised NORS data codes and activities. The following information is also available on the ACL website. This information is available on the [NORC](#) and [ACL](#) websites.

NORS FAQs



The [NORS FAQ page](#) on the NORC website contains answers to frequently asked questions regarding the coding and recording of Ombudsman activities. The answers were developed with input from the Administration on Aging/Administration for Community

Living.

FAQs topics include:

[Revised NORS Reporting](#)

- When are states required to begin using the updated NORS data collection?
- Can states begin training on the revised NORS definitions (Tables 1, 2 & 3) and start using the new codes, definitions, and activities in their current NORS reporting?

[Training for LTCO Staff and Volunteers](#)

- How do we code staff development and/or in-services attended by ombudsman volunteers and staff?

[Technical Assistance to LTCO staff and/or Volunteers](#)

- We understand that Technical Assistance to Ombudsmen and Volunteers is a percentage. Our question is, "What can be included as technical assistance to ombudsman and volunteers?"

[Training for Facility Staff](#)

- When an ombudsman is preparing for community education, facility training, or volunteer training does the preparation time for the presenter (e.g., copying, developing the PowerPoint, creating materials) count in the total number of hours in the activity category?

[Facility Coverage](#)

- Is the Ombudsman program required to visit nursing homes and board and care facilities quarterly?
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[Participation in Facility Surveys](#)

- How should we report Independent Informal Dispute Resolution (IIDR) activity? It is not really the survey but it's related to a survey. Being as states have differing IIDR processes, but each IIDR has an explicit role for the ombudsman, should all ombudsmen across states report their involvement uniformly?

[Community Education](#)

- We have an ombudsman program that is very active in updating its Facebook page with articles, legislation and other tidbits related to long-term care issues. I've looked at the current annotated activity chart Instructions, and it doesn't look like these activities can be counted as Community Education. Do these activities fall under a reportable category, or is it just lost time?

[Work with Media](#)

- Can we count Ombudsman articles in the AAA newsletters or Senior Center newsletters as media?

[Monitoring/work on Laws, Regulations, Policies and Actions](#)

- How should we report Ombudsman program participation in meetings where the purpose is to build relationships that would support advocacy down the road? For example, a community meeting where participants talk about roles and responsibilities of various agencies – maybe around abuse or discharge planning?

To submit a question, please email ombudcenter@theconsumervoice.org.

For more information on NORS visit the NORC [website](#).

Read archived issues of NORC Notes [here](#). If you have a question, are not able to find a resource, or want to share training materials or program practices, please email ombudcenter@theconsumervoice.org.

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