

State Ombudsman Programs Computer Survey Results  
Updated April 2001 by the National Ombudsman Resource Center

STATE	ALABAMA	ALASKA	ARIZONA	ARKANSAS	CALIFORNIA	COLORADO
Do you utilize computer software to capture the OMB. Prog. Data?	Yes	<b>New contract</b>	Yes	No	Yes	No
What is the name of your software?	Sissor	<b>Ombudsmanager</b>	Microsoft Access	N/A	Omtrak/Omview & SPSS	N/A
Approximate cost?	N/A	<b>\$1,600/site 1st year</b>	?	N/A	Varied costs	N/A
Do you like this software?	Yes		Yes	N/A	Omview-Yes	N/A
Would you recommend this program to other states?	Yes		Yes	N/A	Yes	N/A
Is it available for sale to other states?	Sissor	<b>Yes</b>	Yes	N/A	Yes-SPSS	N/A
Is the data entered at the local level?	Yes	N/A	No	N/A	Yes	N/A
Are you able to gather all data required by AoA?	Yes	<b>Yes</b>	Yes	N/A	Yes	N/A
Is your software relational or straight aggregated?	?	<b>Relational</b>	Relational	N/A	Relational	N/A
What type of operating system do you use?	Windows		Windows 95	Windows 95/98	Windows 95/98	Windows 95/98
Are you able to send and receive e-mails with attachments?	Yes		Yes	Yes	Yes	Yes
Do your local/regional staff have e-mail access?	Yes	N/A	Some	Some	Most	Yes
If yes, can they send and receive e-mails with attachments?	Yes	N/A	?	Some	Most	Yes
List your computer software's strengths.	Able to meet AoA guidelines	<b>Contracting with Synergy OmbudsManager 1.0.</b>	New database design follows NORS report. Much, much better than prior system.		Omview-user friendly, insightful analysis, used by local programs. SPSS user friendly & flexible. <b>Beta tested Synergy OmbudsManager 1.0.</b>	<b>Currently field testing Synergy OmbudsManager 1.0.</b>
List your computer software's weaknesses.	Must have certain software to use.	Have been using Rascal.			Omview-cannot provide state summary analysis, local analysis only	

NR - No survey response received.

N/A - not applicable

**All updates are noted in BOLD**

Changes, corrections, additions? Please contact Jeni Coyne at 202-332-2275

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STATE	CONNECTICUT	DELAWARE	DC	FLORIDA	GEORGIA	HAWAII
Do you utilize computer software to capture the OMB. Prog. Data?	NR	Yes	Yes	Yes	Yes	Yes
What is the name of your software?		OmbProd	OTS	Dbase 4	1-LTCO Subsystem 2-AIMS	OmTrak
Approximate cost?		in-house	in-house	?	1-? 2-?	grant
Do you like this software?		Yes	still in testing phase	No	1-Yes 2-not yet in operation	No
Would you recommend this program to other states?		N/A	No	No	1-No 2-?	No
Is it available for sale to other states?		N/A	No	No	1-No 2-No	Yes
Is the data entered at the local level?		No	Yes	Yes	1-Yes 2-most	N/A
Are you able to gather all data required by AoA?		Yes	Yes		1-Yes 2-Yes	Yes
Is your software relational or straight aggregated?		Relational	Relational	Straight Aggregated	Relational	Relational
What type of operating system do you use?		Windows 95/98	Windows 95/98	Windows 95	Windows 95/98	Windows 95
Are you able to send and receive e-mails with attachments?		Yes	Yes	Yes	Yes	Yes
Do your local/regional staff have e-mail access?		Yes	Yes	Yes	Most	N/A
If yes, can they send and receive e-mails with attachments?		Yes	Yes	Yes	Most	N/A
List your computer software's strengths.		Allows casenotes entry, AoA reporting complete		Good tracking	1-developed into user friendly system, extract info 2-Expect flexible reports/user friendly	None noted
List your computer software's weaknesses.		2yr. old system still has glitches especially in pulling reports.	So far not user friendly.	Not user friendly, limited function, not relational	1-not user friendly in beginning 2-all SUA services linked, cumbersome adding LTCO	None noted

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STATE	IDAHO	ILLINOIS	INDIANA	IOWA	KANSAS	KENTUCKY	LOUISIANA
Do you utilize computer software to capture the OMB. Prog. Data?	Yes	Yes	NR	Yes	Yes	Yes	Yes
What is the name of your software?	OmTrak	RM Cobal		OmTrak	Ombud 2.0	OmTrak	OEA Version 3.0
Approximate cost?	grant	in-house		grant	\$495/\$995per	grant	\$7,000
Do you like this software?	No	No		No	Yes	Yes	Yes
Would you recommend this program to other states?	No	No		No	Yes	?	Yes
Is it available for sale to other states?	No	No		?	?	?	Yes
Is the data entered at the local level?	Yes	No		N/A	Yes	Yes	No
Are you able to gather all data required by AoA?	No	No		N	Yes	Yes	Most
Is your software relational or straight aggregated?	Relational	Straight Aggregated		Relational	Relational	Relational	Straight Aggregated
What type of operating system do you use?	Windows 95	Windows 95/98		Windows 95/98	WindowsNT/98	WindowsNT	Windows 3.X
Are you able to send and receive e-mails with attachments?	Yes	Yes		Yes	Yes	Yes	Yes
Do your local/regional staff have e-mail access?	Most	Some		N/A	Yes	Yes	Some
If yes, can they send and receive e-mails with attachments?	?	Some		N/A	Yes	Yes	Some
List your computer software's strengths.	Converting to SAMS a windows based prog. soon. <b>Plan to sign with Synergy OmbudsManager 1.0.</b>	It counts complaint information and divides it into the appropriate categories.		<b>Contracting with Synergy OmbudsManager 1.0.</b>	Compiles all AoA information. <b>Testing Ombud 3.0.</b>	Good to gather AoA data.	May soon change to Microsoft Access. Allows some mgmt. features, simple form. <b>Contracted for custom software.</b>
List your computer software's weaknesses.	Does not work for AoA report, query not operational	Not accessible by the state program staff, programmer must have specific query, no local access		Don't like it at all.	Limited room for text notes.	DOS operating system, difficult to generate AoA report	Not able to retrieve data electronically, DOS based

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STATE	MAINE	MARYLAND	MASSACHUSETTS	MICHIGAN	MINNESOTA
Do you utilize computer software to capture the OMB. Prog. Data?	Yes	Yes	Yes	Yes	Yes
What is the name of your software?	Microsoft Access/Case mgmt.	In-house	Ombud 2.0	Rascal	Rascal/Paradox Dos 4.5
Approximate cost?	\$15,000	\$0	\$500/program	?	\$30,000
Do you like this software?	Yes	No	Yes & No	No	No
Would you recommend this program to other states?	Yes	No	Yes & No	No	No
Is it available for sale to other states?	n	No	Yes	?	No
Is the data entered at the local level?	Yes	Yes	Yes	Yes	Yes
Are you able to gather all data required by AoA?	Most	No	Yes	Yes	Yes
Is your software relational or straight aggregated?	Relational	Straight aggregated	Relational	Straight Aggregated	Relational
What type of operating system do you use?	Windows 95	Windows 95/98	Windows 95	Windows 98	WindowsNT
Are you able to send and receive e-mails with attachments?	Yes	Yes	Yes	Yes	Yes
Do your local/regional staff have e-mail access?	Yes	Yes	Some	Yes	Yes
If yes, can they send and receive e-mails with attachments?	Yes	Yes	Some	Yes	Yes
List your computer software's strengths.	Able to be modified.	None.	Easy to enter and track open complaints but limited to state level.	Gathers required AoA data.	Meets Federal requirements, allows case notes, user friendly <b>May contract with Synergy OmbudsManager 1.0</b>
List your computer software's weaknesses.	Dependence on program designers for most all tech support.	Very difficult to work with, does not pull AoA report.	Major weakness is that confidential resident ID information prints out.	Not user friendly, too many ways to err or record inaccurately.	Rigidity, incompatible with new computer programs, difficult to find tech support

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STATE	MISSOURI	MISSISSIPPI	MONTANA	NEBRASKA	NEVADA	NEW HAMPSHIRE
Do you utilize computer software to capture the OMB. Prog. Data?	Yes	NR	Yes	Yes	Yes	Yes
What is the name of your software?	Ombud 2.0/3.0		1-Ombud 2.0/ 2-Microsoft access	Microsoft access	Microsoft Access	Omtrak
Approximate cost?	?		1-\$600-700 2-\$0	\$500	?	grant
Do you like this software?	Yes		Some	Yes	Yes	No
Would you recommend this program to other states?	Yes		?	Yes	Yes	No
Is it available for sale to other states?	Yes		1-Yes 2-Yes	Yes	Yes	N/A
Is the data entered at the local level?	Yes		1-No 2-No	Yes	Yes	No
Are you able to gather all data required by AoA?	Yes		1-Yes 2-Yes	Yes	Yes	Yes
Is your software relational or straight aggregated?	Relational		Relational	Relational	Relational	Relational
What type of operating system do you use?	Windows 95/98		Windows 95/98	Windows 95	Windows	Windows 3.X
Are you able to send and receive e-mails with attachments?	Yes		Yes	Yes	Yes	Yes
Do your local/regional staff have e-mail access?	Yes		Some	Yes	N/A	N/A
If yes, can they send and receive e-mails with attachments?	Yes		Some	Yes	N/A	N/A
List your computer software's strengths.	Systematic, consistent & automated			Access & word are accepted industry applications, widely used.	Portability, flexible, interface with word & excel	Plan to scrap & develop a Microsoft access system
List your computer software's weaknesses.	Glitches, doesn't meet all needs for local staff/AAAs. <b>TA quality &amp; response time poor. Synergy too costly.</b>		Difficult to pull off some exact data.	Had to develop own applications.	None to date.	Inconsistent data reported still has bugs not fully relational.

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STATE	NEW JERSEY	NEW MEXICO	NEW YORK	NORTH CAROLINA	NORTH DAKOTA	OHIO
Do you utilize computer software to capture the OMB. Prog. Data?	Yes	Yes	Yes	Yes	Yes	Yes
What is the name of your software?	Omb. Data Flow	OmbudNumbers	SORS	OCTS	Ombud 2.0	SOURS
Approximate cost?	?	Staff work time	in-house	?	\$320/person	in-house
Do you like this software?	Yes	Yes	Yes & No	Yes	No	Yes
Would you recommend this program to other states?	Yes	No	No	Yes	No	Yes
Is it available for sale to other states?	Yes	No	No	Not yet	Yes	?
Is the data entered at the local level?	Yes	Yes	No	Yes	Yes	Yes
Are you able to gather all data required by AoA?	Yes	Yes	Yes	Yes	Yes	Yes
Is your software relational or straight aggregated?	Relational	Relational	Straight Aggregated	Relational	Relational	Relational
What type of operating system do you use?	Windows 95	Windows 95/98	Windows	Windows 98	Windows95/98	Windows 95
Are you able to send and receive e-mails with attachments?	Yes	Yes	Yes	Yes	Yes	Yes
Do your local/regional staff have e-mail access?	N/A	Yes	Some	Yes	Yes	Yes
If yes, can they send and receive e-mails with attachments?	N/A	Yes	Some	Yes	Yes	Yes
List your computer software's strengths.	Custom designed. <b>Contracting with Synergy OmbudsManager 1.0.</b>	Easy to use, Microsoft access. <b>Looking at Synergy Ombudsmanager 1.0.</b>	Captures needed data.	Report development, ability to track regional & state trends	Provides statistics necessary for AoA annual report	Comprehensive developed with input from regionals.
List your computer software's weaknesses.	None to date.	Isn't networked yet.	Needs fine tuning, more user friendly & more data.	None noted.	Does not allow open referred cases, cannot edit info or add info later	DOS based- does not include case management data

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STATE	OKLAHOMA	OREGON	PENNSYLVANIA	PUERTO RICO	RHODE ISLAND	SOUTH CAROLINA
Do you utilize computer software to capture the OMB. Prog. Data?	NR	Yes	No	No	Yes	Yes
What is the name of your software?		OmTrak	N/A	N/A	RASCAL	Ombud 3.0
Approximate cost?		grant	N/A	N/A	?	?
Do you like this software?		Yes	N/A	N/A	No	Yes
Would you recommend this program to other states?		Yes	N/A	N/A	No	Yes
Is it available for sale to other states?		?	N/A	N/A	Unsure	Yes
Is the data entered at the local level?		No	N/A	N/A	N/A	Yes
Are you able to gather all data required by AoA?		Yes	N/A	N/A	No	Yes
Is your software relational or straight aggregated?		Relational	N/A	N/A	Straight aggregated	Relational
What type of operating system do you use?		Windows 95	Windows 95	Windows 95/98	Windows 95/98	Windows 95/98
Are you able to send and receive e-mails with attachments?		Not always	Yes	Yes	Yes	Yes
Do your local/regional staff have e-mail access?		Some	Some	1 of 6	N/A	Yes
If yes, can they send and receive e-mails with attachments?		?	Some	1 of 6	N/A	Yes
List your computer software's strengths.		Collects AoA data. Works well with OmView.	<b>Currently testing the Synergy product OmbudsManager 1.0.</b>		None! <b>State Aging in Unit will contract with Synergy OmbudsManager 1.0.</b>	Comprehensive, easy to learn to use.
List your computer software's weaknesses.		Not as flexible, DOS based.			Currently unable to pull any reports, Software is out-dated. Looking into a new system.	None listed.

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STATE	<b>SOUTH DAKOTA</b>	<b>TENNESSEE</b>	TEXAS	UTAH	<b>VERMONT</b>	VIRGINIA
Do you utilize computer software to capture the OMB. Prog. Data?		Yes	Yes	Yes	Yes	NO
What is the name of your software?		<b>OmbudsManager 1.0</b>	in-house	Ombud 2.0	<b>Ombudsmanager 1.0</b>	N/A
Approximate cost?		<b>1,600/site 1st year</b>	?	?		N/A
Do you like this software?		<b>Training in May</b>	Yes	Yes	<b>Training in May</b>	N/A
Would you recommend this program to other states?			No	Unsure		N/A
Is it available for sale to other states?		<b>Yes</b>	No	Yes	<b>Yes</b>	N/A
Is the data entered at the local level?		<b>Yes</b>	Yes	Yes	<b>Yes</b>	N/A
Are you able to gather all data required by AoA?		<b>Yes</b>	No	Yes	<b>Yes</b>	N/A
Is your software relational or straight aggregated?		<b>Relational</b>	Relational	Relational	<b>Relational</b>	N/A
What type of operating system do you use?		Windows 95	Windows 95/98	Windows 95/98		Windows 98
Are you able to send and receive e-mails with attachments?	<b>Yes</b>	Yes	Yes	Yes	<b>Yes</b>	Yes
Do your local/regional staff have e-mail access?		Yes	Yes	Some		Some
If yes, can they send and receive e-mails with attachments?		Yes	Yes	Some		Some
List your computer software's strengths.	<b>May Contract with Synergy OmbudsManager 1.0. Currently in testing phase.</b>	<b>Other TN State Unit departments have been happy with the customer service from Synergy.</b>	Adapt to gather state specific information	User friendly, works out of Windows, e-mail reports	<b>Contracting with Synergy OmbudsManager 1.0. They are converting past data from Rascal to Ombudsmanager.</b>	
List your computer software's weaknesses.			Requires extensive programmer support @ state level	Some data computation errors and basic programming errors.		

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STATE	WASHINGTON	WEST VIRGINIA	<b>WISCONSIN</b>	WYOMING
Do you utilize computer software to capture the OMB. Prog. Data?	Yes	Yes	Yes	NR
What is the name of your software?	WOMBIS	in-house	in-house	
Approximate cost?	?	?	N/A	
Do you like this software?	Yes & No	Yes & No	No	
Would you recommend this program to other states?	Yes & No	Yes & No	No	
Is it available for sale to other states?	No	?	No	
Is the data entered at the local level?	Yes	Yes	Yes	
Are you able to gather all data required by AoA?	Yes	Yes	Yes	
Is your software relational or straight aggregated?	Relational	Relational	Relational	
What type of operating system do you use?	Windows 98	Windows 98	Windows 98	
Are you able to send and receive e-mails with attachments?	Yes	Yes	Yes	
Do your local/regional staff have e-mail access?	Most	Some	Yes	
If yes, can they send and receive e-mails with attachments?	Most	Some	Yes	
List your computer software's strengths.	Great reports on vols., staff & regional activities.	It does capture the necessary info needed by AoA.	Comprehensive <b>Looking at Synergy OmbudsManager 0.1.</b>	
List your computer software's weaknesses.	Difficult to track a case once it has been closed.	Not windows compatible, not easily reformatted, gaps in captured data.	Difficult to manipulate.	

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N/A - not applicable

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