New LTC Ombudsman State Certification Training

North Carolina Division of Aging and Adult Services
693 Palmer Drive, Raleigh NC
Taylor Hall Building
Conference Room 301

Friday: March 6th, 2020

9:00AM—4:30PM National Ombudsman Reporting System for NC

A. NCID/Test Site NORS-NC Log-In’s, Security Overview
   Henry Harding, IT Manager
   Sri Kalvoju, Business Technology Applications Developer
   NC Division of Information Technology Division

B. NORS-NC Training
   ➢ Introduction to Principles of Ombudsman Reporting in NORS NEXT (Powerpoint)
   ➢ Complaint Management (Case Record Details)
   ➢ Principles of AGI Reporting in NORS NEXT
   ➢ Issues and State LTC Ombudsman Consent
   ➢ Community Advisory Committee
   ➢ Reports
   ➢ AOA Definitions and NORS Reporting
   Victor Orija, State LTC Ombudsman
   Renee Kea, Omb. Elder Rights Specialist